



Information for Passengers with Additional Requirements

Disability Access Facilitation Plan
Information for Passengers with Additional Needs

Context of provision of services for passengers with disabilities

The use of terminal building and access/use of both the landside and airside external areas of the airport in relation to accessibility has been determined on the basis of current Federal State Legislation provisions.

Current Legislative and Statutory Requirements

The Disability Discrimination Act (DDA - 1992), Federal Government legislation enacted in 1993, requires that all new building infrastructure, refurbishments, services and transport are functional, equitable and accessible. The DDA is complaints based legislation, which is administered by the Australian Human Rights Commission (AHRC). For any built environment the key requirement of the DDA is to ensure functionality, equity and independence of movement by people with disabilities, their companions, family and guardians.

Legislation

The review of this new airport facility has been measured against the following current legislation;

- Disability Discrimination Act (DDA) 1992.
- Disability (Access to Premises – Buildings) Standards 2010 (DAPS 2010).
- Disability Standards for Accessible Public Transport (2002)
- Building Code of Australia (BCA) 2013
- AS1428.1 2009 Part 1: General Requirements for access – new building work.
- AS1428.2 1992 Part 2: Enhanced and additional requirements – Buildings and facilities.
- AS1428.4.1 2009 Part 4.1: Means to assist the orientation of people with vision impairment – TGSI
- AS2890.1 2004 Part 1: Off-street car parking.
- AS2890.6 2009 Part 6: Off-street parking for people with disabilities. - AS1735.12 1999 Lift facilities for people with disabilities.

The Disability Standards for Accessible Public Transport (2002) (DSAPT) provides that compliance with the Standards can be achieved through Equivalent Access being demonstrated.

This may involve using methods, equipment and facilities that provide alternative access to the service concerned with equivalence of amenity, availability, comfort, convenience, dignity, price and safety.

This direct assistance will apply at Toowoomba Wellcamp Airport in relation to customer service provided at both Check-in and Car Hire counters.

Access to all the main facilities at Toowoomba Wellcamp Airport are discussed throughout this brochure – however, please do not hesitate to contact us directly on (07) 4614 3200 in relation to any specific queries that you may have when using Wellcamp Airport to travel to or from your chosen destination.

Prior to Arrival

Toowoomba Wellcamp Airport currently administers passenger and cargo operations through use of a single level terminal building.

To request assistance, please contact your airline directly when making a reservation and advise them if you have any special needs requirements. This will enable the airline to inform you and, where required, make suitable arrangements at the airport or during the flight to assist you.

Please refer to your airline's conditions of carriage for all information relating to passenger assistance.

Accessible Parking

Accessible parking is provided within the current car park at Toowoomba Wellcamp Airport. Reserved disabled parking is available in the car park at the nearest access point to the terminal.

Vehicles parking in these designated areas must display a valid disability parking permit on the vehicle while parked.

Terminal Kerbside Access (Pick up and Drop off Zone)

Drivers dropping off or picking up disabled person(s) at the front of the terminal must remain with their vehicle. This is due to increased security procedures implemented at all airports throughout Australia. Toowoomba Wellcamp Airport must abide by the security regulations determined by the Commonwealth Government.

Toowoomba Wellcamp Airport is a 'Restricted Parking Zone' – no parking area unless otherwise authorised. Passenger drop off and collection at the terminal is restricted to the following:

- Passenger set down is allowed at the front of the terminal as per signage.
- Australian road rule 168 for 'no parking' signs, states drivers must remain with their vehicles and are to drive on within the required time of 2 minutes.
- Vehicles displaying a disabled permit sticker are permitted to park for up to 5 minutes.
- Drivers of vehicles displaying a disabled permit sticker must remain with their vehicle; they cannot leave their vehicle unattended.
- The regulations surrounding 'Bus Zones' (Australian road rule 183) and 'loading zones' for authorised vehicles (Australian road rule 179) remain consistent for all vehicles – there are no exceptions for drivers displaying a disabled permit sticker.
- There are clearly marked spaces for vehicles displaying disabled permit stickers in all 4 car parks at Wellcamp Airport. They are located closest to the walkways.

Should the driver need to leave the vehicle to assist the passenger, a number of alternate options are available:

Option 1: Arrange for a third person to travel to the airport with the driver to escort the disabled person(s) into the terminal whilst the driver remains with the vehicle.

Option 2: Parking your vehicle in the disabled parking positions located in the car park within close proximity to the terminal. If you enter and exit the car park within 10 minutes, it is free.

Option 3: There are public transport vehicles that are able to transfer you to the airport and drop you at the front of the terminal including taxis, hire cars and buses.

Ground Transport Options

Taxi services are located at the front of the terminal. An assistance phone to alert a taxi is located adjacent to the exit doors of the terminal.

Security Screening

Security screening for disabled travellers can require more time than the average traveller. All passengers are legally required to undergo the same level of security checks.

Please liaise with the screening staff on duty about any concerns you may have, including advising them if you have a medical condition that you are concerned may be affected by the screening process (e.g. you have a pacemaker).

If you are a mobility aid user that is unable to stand independent of your mobility aid, you should remove any loose items on your possession and place them on the conveyor belt through the X-ray machine, then you simply travel forward through the metal detectors. These metal detector systems are designed to cater for most wheelchairs.

If you have artificial joints, and you are able to pass through the security metal detectors without activating it, then no additional provisions are required.

Toowoomba Wellcamp Airport also has private screening facilities in place for visitors with different needs, should they request this service; or if security staff are required to complete additional screening after the passenger travels through the metal detector.

Wheelchairs and prams can be taken through the security screening area. Loose items must be placed on the conveyor belt through the X-ray machine.

Physical assistance dogs with an appropriate badge on their harness or coat also walk through the screening area and are not required to remove their harness.

Like many aspects of flying with a disability, simply allow a little more time to pass through security.

Access within the Terminal

The terminal has easy access to public facilities such as check-in, security screening, toilets and departure lounges. The terminal design and layout meets the Building Code of Australia provisions for disability access and facilities.

Baggage Collection

When arriving at Toowoomba Wellcamp Airport, passengers should follow 'arrivals' signage. If you require a wheelchair or other assistance on arrival, please contact your airline prior to your flight.

Oversize luggage can be claimed from a designated area adjacent the luggage carousel and directly beside the car hire desk inside the Terminal Building.

Terminal Facilities for those Passengers with Additional or Different Needs

Toowoomba Wellcamp Airport wants to ensure their passengers are able to travel as comfortably and hassle-free as possible. Facilities available for disabled travellers in the terminal are:

Toilet Facilities

Accessible toilet facilities are located in the terminal building. For passenger convenience, there are accessible toilets located in the main concourse hall and 2 sets of toilets within the departure lounge areas.

(See diagram on page 9 for locations).

Wheelchairs

Passengers requiring a wheelchair to get to their aircraft will need to contact their airline directly. Most airlines have wheelchairs available adjacent to check-in areas.

Ramp ways and Tactile Indicators

Kerbside rampways are provided to assist people with disabilities to move on from car parks and the street to the pathway into the terminal building. Tactile ground surface indicators are provided to assist with directional guidance. All toilets and parent's facilities have Braille signage at their entry points.

Hearing Loop

To assist our hearing impaired customers, a hearing loop has been installed in the terminal. The hearing loop is designed to allow persons fitted with a hearing aid to be able to clearly hear announcements made within the terminal.

Flight Information display screens (FIDS) are located throughout the terminal. These screens will provide the most up-to-date flight information for guests in the airport.

Direct Assistance

Passengers requiring assistance to get to their aircraft will need to contact their airline directly as this service is provided by each individual airline. Wellcamp Airport has managers on duty for requests on how to get additional assistance.

Language Assistance

The signage and information within Toowoomba Wellcamp Airport is written in English and uses internationally recognised symbols.

Physical Assistance Dogs

Certified Guide Dogs, hearing dogs or other assistance dogs that assist a person with a disability and reduce their need for support are welcome in all areas of the Toowoomba Wellcamp Airport, under the Guide, Hearing and Assistance Dogs Act 2009.

Certified physical assistance dogs should be wearing the appropriate badge on their coat or harness; people accompanied by a dog, including trainers, must also carry an identify

card. If the dog is not wearing the accredited badge or if identification cannot be provided, the dog may not be allowed in the airport.

Certified guide dogs, hearing dogs or other assistance dogs will need to pass through the passenger screening point if they are going to the sterile departures and arrivals area. Their harnesses are not removed during the security screening.

Toileting options – there is no area in the immediate terminal vicinity for toileting assistance dogs. There is a grassed area between the short stay and premium car park areas available for assistance dogs.

Accessible Seating

A range of seating is available throughout the terminal.

Emergency Announcements

In the unlikely event of an emergency within the airport, audible alarms will sound and announcements made over the public-address system. Information and clear instructions will also be displayed on the flight information display screens throughout the terminal.

Boarding or Disembarking the Aircraft

Most airlines can provide special arrangements for people with walking or mobility assistance needs including boarding and disembarking access via a special mobile lift. Please advise your airline if you require this assistance.

Children and Babies

For passengers travelling with children, many airlines will allow pre-boarding of a flight.

For passengers travelling with prams, most airlines will require you to check these in prior to boarding, either at the check-in counter or at the departure gate. Please check with your airline directly on their check-in safety requirements of prams being taken on board the aircraft. Prams can be taken through the security screening point, but all loose items have to be removed and put through the X-ray machine. The pram must be collapsed and placed through the x-ray machine. Oversized prams that are too big for the x-ray aperture will be physically examined and subjected to standard explosive trace detection.

Wellcamp Airport has 3 parent room facilities in the terminal. Our parent's rooms are compliant with Australian Standard 1428 and include features such as baby change tables, and seating.

If children are travelling alone, please consult with your airline at the time of booking. Some airlines do not allow children to travel without a parent or adult guardian.

Communication and Feedback

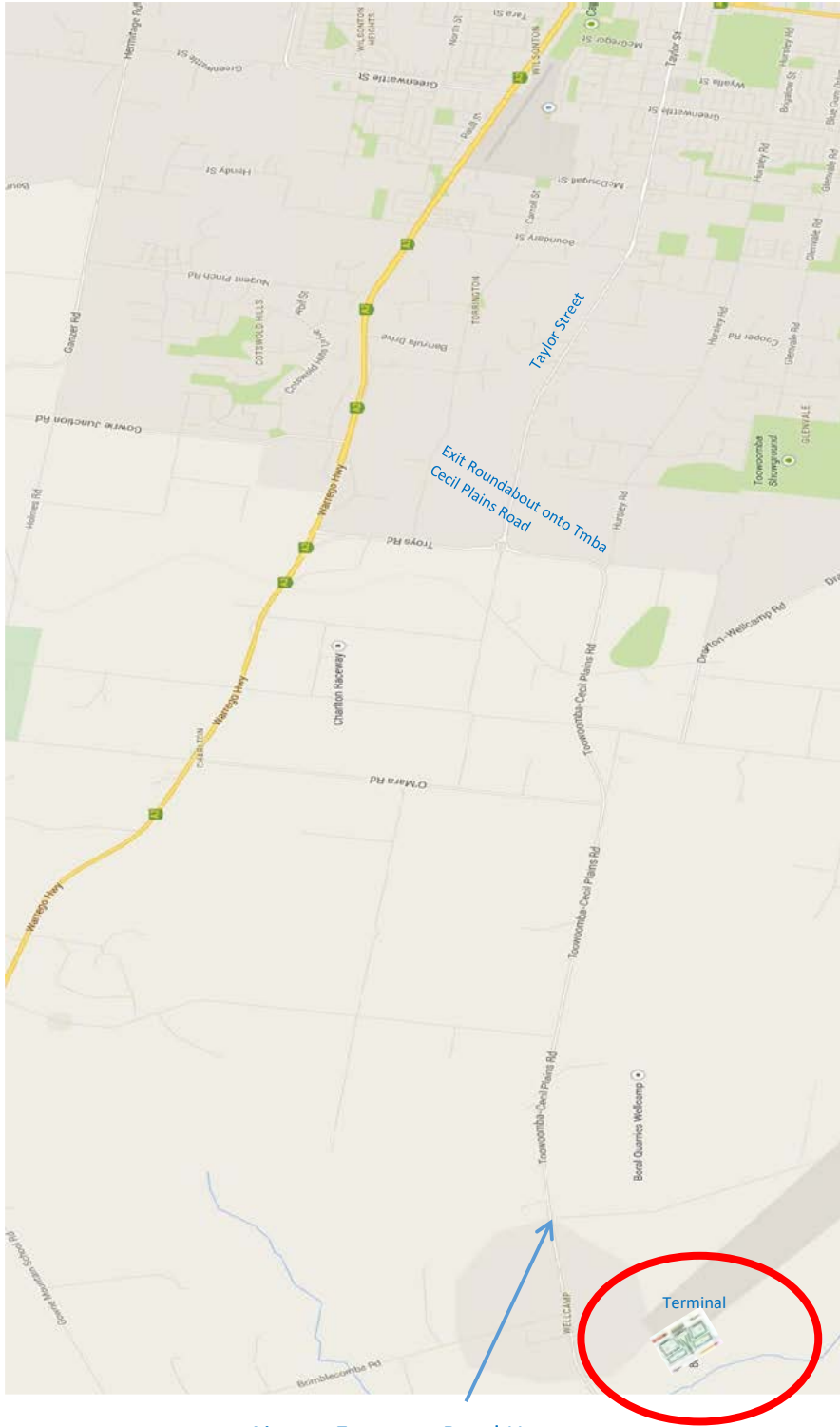
For further information on Toowoomba Wellcamp Airport's information for guests with additional needs, please phone (07) 4614 3200 between 8:00am – 5:00pm weekdays.

If you would like to provide any feedback to Toowoomba Wellcamp Airport on this information or your experience within the airport, please email info@wellcampairport.com.au or phone our reception during office hours.



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Airport Entrance Road Here

Getting To Wellcamp Airport

From Toowoomba head west along Taylor Street through to the roundabout on Toowoomba Cecil Plains Road.

Follow Toowoomba Cecil Plains Road west through to Wellcamp Airport.

The information contained in the Toowoomba Wellcamp Airport disability access facilitation plan outlines the current facilities and services available.

This plan has been prepared by Toowoomba Wellcamp Airport.