



# Disability Access Facilitation Plan ALICE SPRINGS AIRPORT

UPDATED JUNE 2017



# Disability Access Facilitation Plan for Alice Springs Airport

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## Prior to Arrival

To assist in the provision of best service available and to request assistance, passengers should advise the airline or travel agent when making a reservation of any disability or assistance required at the airport. This will enable the airline to inform you and, where required, make suitable arrangements at the airport or during the flight to assist you. Each airline has different guidelines on the carriage of disabled person(s) and the requirements for special assistance. Please refer to your airline's Conditions of Carriage for all information relating to passenger assistance.

Web links to airlines that operators at Alice Springs Airport can be found on [www.alicespringsairport.com.au](http://www.alicespringsairport.com.au)

## Kerbside Process and Car Parking

### DISABLED PARKING

There are 2 short term disabled parking bays located in both the eastern and western short term public car park which are provided free of charge. Upon exiting the car park press the 'help' button at the exit gate and quote permit number to the operator and the Boom gate will then be raised.

There is a 15 minute disabled parking space located at the western end of the terminal. Drivers are permitted 15 minutes to park there and do not need to remain with the vehicle in this space.



4 disabled bays are located in the long term public car parks and charges do apply. All disabled parking bays are clearly sign posted.

An appropriate disabled permit sticker must be displayed to park in these spaces. There is a dedicated parking bay for the 'Drivers Hospital Volunteer Service' located on the western side of the terminal building.

## **KERBSIDE PICK UP AND DROP OFF**

The distance from the drop off to the airline check-in is quite short (<50m).

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

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

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.
2. Parking your vehicle in the disabled parking position located in the short term car parks within close proximity to the terminal. Disabled car parking in these areas is complimentary.
3. Park in the 15 minute disabled parking bay located at the western end of the terminal.

During busy times, a kerbside officer is on duty and should you have any difficulty in locating these bays, they will be happy to assist with directions.

## **GROUND TRANSPORT OPTIONS**

There is no public bus service to the airport and valet parking is not available at the airport. Ground transport for arriving passengers is easily accessed outside the Terminal.

The taxi rank is located at the front of the Terminal. Taxis that can accommodate wheelchairs can be arranged with the taxi company or by assistance from the drivers at the taxi rank.

The Alice Springs Airport Shuttle service operates transfers to and from Alice Springs hotels, motels and private residences. Transfers from the airport to the Alice Springs town can be booked and paid for on arrival.

Just look for the "Alice Springs Airport Shuttle" bus which is parked at the eastern end of the drop-off zone in front of the terminal. Transfers from Alice Springs to the airport can be booked by calling 08 8952 2111 or visiting [www.alicewanderer.com.au](http://www.alicewanderer.com.au). Wheelchair access is not normally available on this service unless prior arrange is made with the operator.

## Security Screening

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

### **LOCATION**

The security screening point is located in the centre of the Terminal on the ground floor. Prior preparation by passengers is recommended to ensure smooth security processing.

Please liaise with the security 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. pacemakers and cochlear implants)

The security screening staff undergo specific training in assisting passengers and visitors with disabilities using screening practice guidelines issued by the Office of Transport Security.

### **PRAMS, STROLLERS AND WHEELCHAIRS**

Prams, strollers and wheelchairs are allowed entry to the departure lounge (sterile area) however must go through the security screening process.

Staff are very familiar with the movement of passengers who are confined to a wheelchair. You should remove any loose items on your possession and place them on the conveyor belt to go through the x-ray machine. The security staff will then facilitate you directly to a private screening area, where you will be required to undergo screening by way of a pat down search by a Security Officer of the same sex.

Prams and strollers are also required to be screened. Loose items including baby pouches must be placed on the conveyor belt through the x-ray machine. The security staff will then direct you and the pram through the screening process.

You should liaise directly with the airline regarding the carriage of prams or strollers on board the aircraft.

### **ARTIFICIAL LIMBS/PROSTHESES**

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

However if you are more comfortable with a private screening please advise the screening office of your condition and a separate screening will be arranged.

## **WALKING AIDS**

Walking aids must be screened and as such may require X-Ray or Explosive Trace Detection. Screening points have chairs available for you during this process.

## **PRIVATE SCREENING FACILITIES**

Alice Springs Airport also has private screening facilities in place for visitors should any visitor request this service. Please speak to security staff if you require this service.

We recommend that anyone who believes they may take a little more time with access or security processing, allow additional time to ensure they have a pleasant experience.

## **Terminal Facilities**

The Alice Springs Airport terminal building is all single level. However, it has no aerobridges so aircraft access is usually by stairs off the tarmac.

## **DIRECT ASSISTANCE TO AIRCRAFT**

Passengers requiring assistance to get to their aircraft will need to contact the airline directly as this service is provided by each individual airline. This includes if you require the use of a wheelchair to get to the aircraft or if you cannot use stairs.

## **ACCESS TO AIRCRAFT**

Access to and from the aircraft is available from the tarmac. Airlines provide specialised equipment for assisting you on and off aircraft. This needs to be pre-arranged and it is advised that you contact the airline prior to arrival at the airport to pre arrange.

## **BOARDING INFORMATION**

Boarding information is provided by both display screens throughout the Terminal for all aircraft information, and auditory announcements for arrivals, boarding, and gate allocations in the departure lounges.

## **EMERGENCY ANNOUNCEMENTS**

In the unlikely event of a terminal emergency, emergency response is provided by audible alarms, and public address announcements and emergency flashing lights. Passengers and visitors will be directed to the emergency assembly areas outside the terminal by appropriately trained fire wardens.

## **TOILET FACILITIES**

Dedicated disabled toilet facilities are located in the security sterile area (past security) and in the normal public area behind the check – in counters. The location of the toilets is shown on the attached plan. *Showers* are also available in disabled toilet in the security sterile area.

## **PUBLIC TELEPHONES**

Public telephones are located on the ground floor near the Bistro airside and near the baggage collection landside. One is also located at kerbside outside the Terminal Building.

## **ASSISTANCE DOGS**

Certified guide dogs, hearing dogs or other assistance dogs that assist a person with a disability are welcome inside the Terminal, under the Guide, Hearing and Assistance Dog Act 2009.

Certified assistant dogs should be wearing the appropriate badge on their coat or harness and people accompanied by a dog, including trainers, must also carry an identity card.

Physical assistance dogs will need to pass through the security screening point if they are going to the sterile departure and arrival area on the first floor. Physical assistance dogs are visually inspected by screening point staff. The assistance dog is not required to move their harness.

Gardens outside the Terminal provide comfort areas for animals.

## **Communication and Feedback**

If you would like to speak to an Alice Springs staff member, please visit the Airport Management Centre (eastern side of the terminal), located behind the car hire counters.

The Management Centre operating hours are from 08.30 am to 4.30pm Monday to Friday or phone 08 8951 1211. If the office is unattended, please use the handset next to the front door to call the Duty Officer.

Our intention is to ensure all passengers, visitors and staff have a safe and enjoyable time while at Alice Springs Airport.

However, should you wish to share any feedback or have any comments about the terminal facilities, please address your concerns to:

Mail: Alice Springs Airport  
PO Box 796  
Alice Springs, NT 0871  
Phone: +61 8 8951 121  
Email: [information.asp@ntairports.com.au](mailto:information.asp@ntairports.com.au)