



Information for guests with special needs.

Disability Access Facilitation Plan



**COFFS HARBOUR
REGIONAL AIRPORT**

INTRODUCTION:

Coffs Harbour Regional Airport is committed to ensuring equal access is provided to passengers and visitors with disabilities or other special needs.

Coffs Harbour Regional Airport's appreciation is also recorded to the following organisations for their assistance during the compilation of this Disability Access Facilitation Plan (DAFP).

- Coffs Coast Regional Disability Committee
- Australian Airports Association
- QantasLink
- Virgin Australia
- Tiger Airways
- Fly Corporate
- MSS Aviation Security Services
- Coffs Harbour Taxis
- Sawtell Coaches
- Action Coach and Shuttles

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OBJECTIVE:

The primary purpose of the Disability Access Facilitation Plan is to advise passengers with disabilities of:

The service measures currently undertaken by Coffs Harbour Regional Airport (CHRA) to ensure smooth access for passengers with special needs, and how passengers with special needs can assist the airport and their airline to ensure they are best placed to provide an appropriate service. Such actions may include, initiating communication prior to travel and developing an understanding of facilities and services available.



1. Responsibilities

This document applies to those areas of Coffs Harbour Regional Airport that the Coffs Harbour City Council has direct control over. Where other stakeholders/lessees, airlines, government agencies or organisations external to Coffs Harbour City Council, have prime accountability, any special assistance requirements are the responsibility of that organisation or agency.

2. Prior to Arrival

To assist in the provision of good service, please contact your airline or travel agent directly when making a reservation and advise them if you have any special needs requirements. The airline or travel agent can then make any necessary arrangements, for example, the provision of a wheelchair or to reserve a specific seating requirement for an assistance dog. It is also important to check if medical clearance is required by the airline for any specific circumstance. Each airline may have different guidelines on carriage of people with reduced mobility and requirements for special assistance, all of which can be found on the airline website.

Coffs Harbour Regional Airport does not receive information from airlines in relation to the needs of passengers with special needs. It is recommended that persons with special needs requirements or their carers speak directly with the airline in advance, usually at the time of booking.

If you require staff assistance on arrival or departure, this will need to be pre-arranged. Please always arrive with plenty of time prior to your flight, usually 1 hour in advance of the flight departure time. As airline operating procedures vary, your airline will advise you of the correct check-in time requirements. We recommend that persons with a physical disability that affects walking seek a wheelchair from the relevant airline prior to proceeding to the Departure Lounge.

3. Kerbside Processes and Car Parking

Accessible Car Parking - Is available in the Coffs Harbour Regional Airport public car parks, and is clearly sign posted. The accessible car parks within the general public car park are at the parking bays past the pedestrian walkways (see Appendix B).

The designated disability parking spaces in the security car park are located at the north east corner of that building.

Accessibility ramps allow access between the car parking areas and the terminal building. Direct assistance from the front of the terminal to the check in areas, or from the baggage collection area to the front of the terminal, can be made available by the airline staff if prior agreement is obtained. All Accessible Car Parks are highlighted by signs (see Appendix B).

Taxi Services - The taxi rank is located in front of the terminal building, at the southern end of the undercover road, near the baggage collection area. The taxi rank is staffed by a Taxi Marshall during peak periods. The Taxi Marshall is able to arrange for a Wheelchair Accessible Taxi (WAT) upon request. To minimise waiting time it is recommended that you pre-book this service via a taxi network. The taxi network can contact the airport Taxi Marshall to facilitate the collection of a mobility impaired person from the taxi rank.



COFFS HARBOUR TAXIS
Call: 131 008
www.coffstaxis.com.au

Bus Services - The public bus stop is serviced by Sawtell Coaches. Their fleet comprises of many modern air-conditioned and user-friendly buses. Details of the various bus services around the local Coffs Harbour area and current timetables can be found on their website or by telephoning: (02) 6653 3344 Monday to Friday excluding public holidays.

A private Shuttle Bus service also operates to and from the airport. There is wheelchair noaccess to this service. For further information see the contact details below.



SAWTELL COACHES
Call: 02 6653 3344
Email: info@sawtellcoaches.com.au
www.sawtellcoaches.com.au



SHUTTLE BUS SERVICES
Call: 02 6652 2229 or 0407 894 081
www.actioncoachandshuttles.com

4. Security Screening

The Coffs Harbour City Council is the security Screening Authority at the Coffs Harbour Regional Airport, as authorised by the Federal Government, Office of Transport Security.

Prior preparation by passengers is essential to ensure smooth and timely security processing. This includes such things as advising security staff of any disabilities, removing any metallic jewellery, sharps, dangerous goods, belts, shoes and other apparel that might set off a metal detector. There are signs in the terminal that list many of the prohibited items.

Security screening personnel undergo specific training in assisting passengers/visitors with special needs using screening practice directives issued by the Office of Transport Security. There is a dedicated private screening room in the departure lounge.

For people who approach the screening area with a walker, chairs are provided at the end of the x-ray machine for people to use whilst the walker device is being checked.

5. Terminal Bathroom Facilities

Public toilets specifically for persons with special needs are located in the baggage collection area and in the departure lounge adjacent to security screening, as depicted in the Terminal Information Plan at Appendix A.

6. Flight Information Displays

The Airport Terminal has Flight Information Display Screens (FID's) that are located throughout the public areas to communicate flight arrival and departure times. Public address announcements are also made by airline staff for boarding instructions and schedule changes.

7. Access to/from aircraft

Ramps allow easy access between the Departure Lounge and the tarmac. Airline staff can offer assistance for boarding and/or disembarkation by prior arrangement. Qantaslink, Tigerair and Virgin Australia all have access to lift devices which are suitable for elevating wheelchairs to access / egress their aircraft. Due to the size of aircraft Fly Corporate have operational restrictions for special needs assistance. You can visit their website for

specific information at <https://flycorporate.com.au/travel-info/special-assistance>

8. Guide - Hearing or Assistance Dogs

Certified Guide, Hearing or Assistance dogs are permitted inside the terminal building, where all other animals are not permitted. There is a grassed area on the northern side of the terminal departures area that may be used for dog toileting. Solid waste should be bagged and placed in the waste bins located away from the terminal area.

9. Emergency Response

In the event of an emergency requiring evacuation of the terminal building, public announcements will be made by Airport Fire Wardens over the terminal PA system. Please follow any instructions given to you by the Airport Fire Wardens.

10. Direct Assistance

The airlines are directly responsible for offering assistance with, and information about your travel arrangements. Please contact your airline of choice to ask any questions or arrange assistance to and from aircraft and/or baggage collection area.

11. Service Delivery

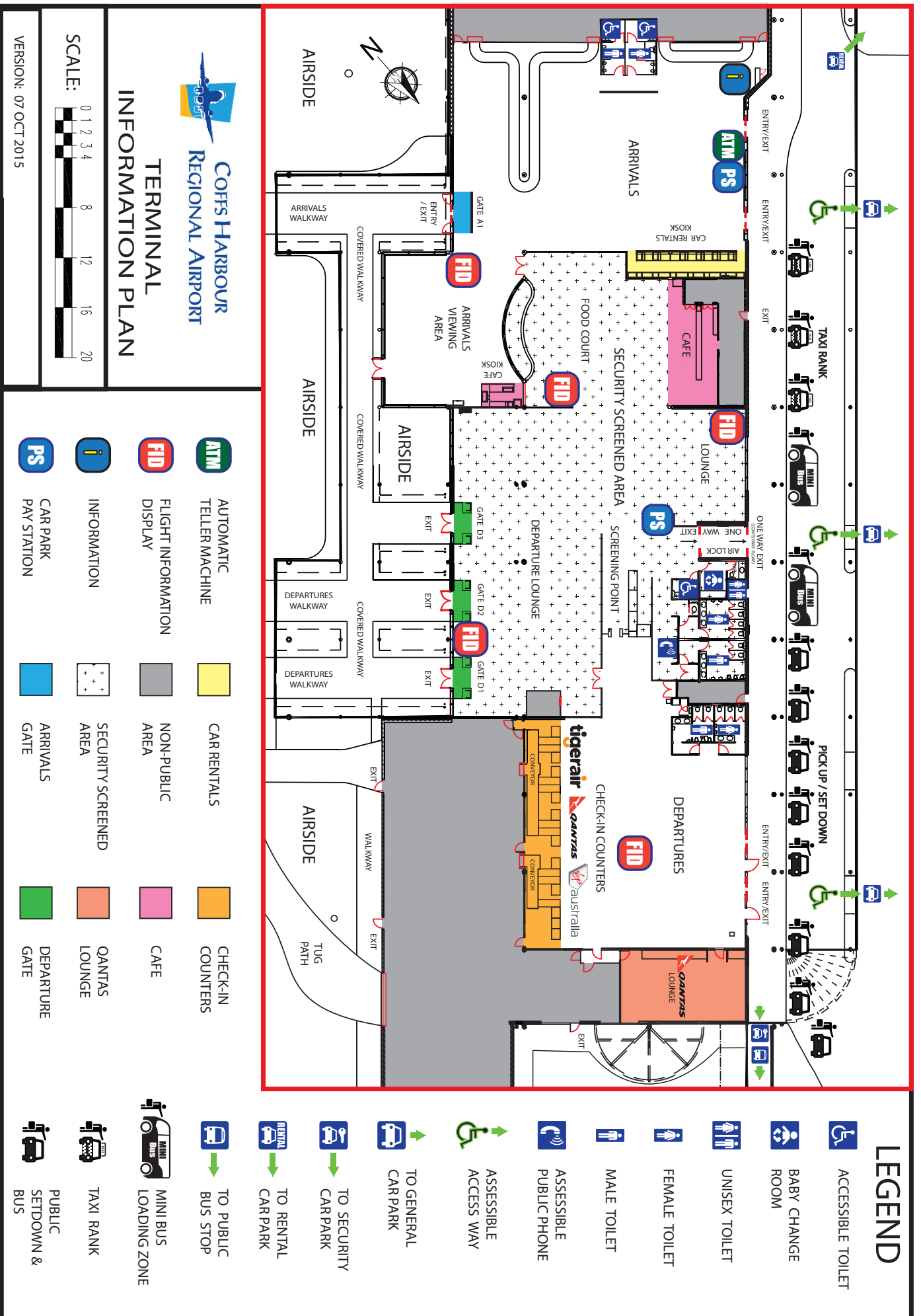
Please be aware that a heightened security threat level may be applied to an airport or the industry as a whole and could lead to challenges to the delivery of the level of special needs access described in this plan.

Performance monitoring

The Coffs Harbour Regional Airport is committed to providing a work environment free from discrimination against people with disabilities, consistent with our Equal Employment Opportunity Management policy.

Council staff have a responsibility to ensure that equal opportunity principles are followed when dealing with people with disabilities or special needs, whether they are employees, customers, members of the travelling public or their associates.

Our performance is monitored through the Council's comprehensive complaints monitoring and reporting system, along with the WH&S safety inspection regime.









COFFS HARBOUR REGIONAL AIRPORT

TERMINAL PRECINCT PLAN

VERSION: 11 DEC 2014

LEGEND

-  GATE
-  AIRSIDE SECURITY FENCE
-  CAR PARK PAY STATION

-  PAID PARKING BOOM GATE
-  ACCESS BOOM GATE
-  EXIT
-  ENTRY

-  PUBLIC BUS STOP
-  SECURITY PARKING
-  RENTAL PARKING
-  GENERAL PARKING
-  ACCESSIBLE PARKING

