



DISABILITY ACCESS FACILITATION PLAN

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| NAME OF AIRPORT: | <i>Kalbarri Aerodrome</i> |
| OPERATED BY: | <i>Shire of Northampton</i> |

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OBJECTIVE

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

- the service measures the an aerodrome will take to ensure access for passengers with disabilities, and
- how passengers with a disability can assist the airport operator to be best placed to provide an appropriate service (e.g. through provision of information prior to travel).

The measures in the plan are to provide detail on an airport's policies and approaches to enable access to each stage of the journey for passengers with a disability.

1. PRIOR TO ARRIVAL

The Kalbarri Aerodrome, being a relatively small aerodrome, does not provide any airside services and therefore passengers with disabilities need to liaise with their choice of airline to provide services for embarking and disembarking aircraft.

The Kalbarri Aerodrome operator does not receive advanced warning of the need to cater for person's with disabilities. Passengers are again required to contact their airline provider.

2. KERBSIDE PROCESSES

The Kalbarri Aerodrome does not provide any kerbside processes.

All transportation requirements to and from the aerodrome need to be made with the airline booking agency.

The aerodrome does however provide disability parking bays, (2), which are located at the front section of the car park east of the terminal and a pathway to cater for those with mobility limitations and also for those with wheel chairs. The pathway leads from the car park into the terminal and again from the terminal to airside. Airside is the area where all aircraft are operating, being apron and runway areas and is a restricted area.

Passengers can disembark from vehicles prior to parking at the rear entrance to the terminal. If this option is taken the vehicle must not be parked in this area for any length of time and is only for drop off and pick up purposes.

All passengers are required to adhere to the directions of the airline staff when entering airside.

The Kalbarri Aerodrome is not a manned site and therefore there are no staff available to assist, however the regular passenger airline and charter operator do have staff available to assist if required.

3. SECURITY SCREENING

There is no security screening at the Kalbarri Aerodrome.

4. AIRPORT TERMINAL

The terminal at the Kalbarri Aerodrome has the following services to cater for those with disabilities:

- Accessible pathway access to terminal from the designated disabled car parking bays. In addition there is a open drop off point for those with very limited movement, however vehicles can only remain in this area for the desired time to drop off or pick up a passenger.
- Check-in facilities are user friendly for those with disabilities where the check in counter is within the main room of the terminal with no restrictions by way of barriers, cordoned off areas etc.
- Toilet facilities for those with disabilities.
- For visually or hearing impaired persons, please arrange with your airline service provider for assistance.

With the aerodrome being small and has limited passenger and charter services, any person with a disability will be assisted by the airline operator staff.

5. DIRECT ASSISTANCE

All direct assistance is provided by the airline and air charter operators. Please advise them of your disability at time of booking to ensure they can cater for your needs.

There are no other services available at the aerodrome or terminal.

6. COMMUNICATION STRATEGIES

Persons to contact for further information on the services and facilities at the Kalbarri Aerodrome are:

General Inquires – Shire of Northampton, Kalbarri Office 99371097

Aerodrome Manager – CEO Mr Garry Keeffe 99341202

Feedback

Should any person wish to provide feedback or suggestions to improve existing services/facilities to help those with disabilities please contact the Shire of Northampton on 99341202, fax 99341702, email council@northampton.wa.gov.au, postal address PO Box 61, Northampton 6535.

Complaints

All complaints are to be lodged to the CEO of the Shire of Northampton at the above address.

Complaints are to be in writing either by post, email or facsimile. Following an investigation of the complaint a response will be provided and advice of any action to be taken.

Availability of Plan

This plan is available from the Councils web site on www.northampton.wa.gov.au or a copy can be emailed or posted upon request.

Plan of terminal and access car parking

Note – disabled car parking bays (2) are located near the pathway from the car park to the terminal pathway.

