

# Disability Access Facilitation Plan



## Ceduna Airport

District Council of Ceduna  
Reviewed: November 2017

Issue 2

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### 3. Purpose

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

- the service measures the Ceduna Airport will take to ensure access for passengers with disabilities,
- how passengers with a disability can assist the airport operator and/or the airline to be best placed to provide an appropriate service (e.g. through provision of information prior to travel); and
- alternative information as provided by Regional Express Airlines as the regular passenger transport provider at the Ceduna Airport.



## 4. Responsibilities

This document applies to those areas that Ceduna Airport has direct control over.

Where an airline or government agency has the prime accountability, any special assistance requirements are the responsibility of that airline or agency.

This plan has attempted to detail services provided by Regional Express to assist passengers with their travel plans. All airlines/charter operators should be contacted direct by the passenger to familiarise themselves with any special requirements and conditions of carriage to ensure the most current information is accessed.

Passengers are advised that Regional Express Airlines are the sole regular passenger transport carrier out of the Ceduna Airport at this time. Other charter operators may work out of the airport at various times.

This document is correct only at time of publication and the Ceduna Airport reserves the right to amend policies and processes as conditions change.



## 5. Prior to Arrival

To assist in the provision of the best service available passengers are asked to advise the airline (Regional Express) or travel agent when making their flight booking of any disability or assistance required at the airport. The airline or travel agent can then make any necessary arrangements, for example ensure a wheelchair is available or reserve specific seating requirements for an assistance dog. It is also important to check if medical clearance is required by the airline for your specific condition.

Passengers are advised that the Ceduna Airport does not receive information from airlines on the needs of passengers with a disability. If you require staff assistance on departure or arrival this will need to be prearranged with the airline. Please always arrive with plenty of time prior to your flight departure. Your airline will advise you of the correct check-in requirements.

If, after speaking with your airline, you believe you will have a requirement which is outside of the airlines ability to provide, you will need to contact the Ceduna Airport direct, at least 3 days prior to your departure or arrival, to discuss your needs. We will endeavour to assist your travel arrangements where possible. Contact details are provided in Section 11 Communication Strategies.

Further detail of services and requirements of Regional Express Airlines can be found at [www.rex.com.au](http://www.rex.com.au) as well as their Special Requirements Conditions of Carriage.



## 6. Kerbside Processes & Car Parking

The Ceduna Airport does not provide a dedicated pick up and drop off area adjacent to the front of the airport terminal.

Disabled parking is available in the sealed car park area with one disabled park located immediately adjacent to the airport terminal. This park is within 5 metres of the terminal doors.

Long term disable parking is provided in the unsealed car park adjacent to the terminal, this park is within 15m of the terminal with level pedestrian access to the terminal ramp.

A ramp is provided from the car park area to the front of the terminal.

The Ceduna Airport is a security controlled airport and as such the terminal is locked outside of regular passenger transport flights. At present the terminal is open approx. half an hour prior to the arrival times of the Regional Express aircraft and closed approx. 15 minutes after departure.

Assisted assistance from the front of the terminal to check-in and from baggage collection to the car park is not available unless agreed with the airline in advance.



## 7. Security Screening

Aviation security screening is not currently undertaken at the Ceduna Airport on a regular basis. The only time screening would be undertaken is on the direction of the Secretary of the Department of Transport.

Disruption to services able to be offered to disabled passengers may occur if security screening is initiated at the Ceduna Airport, and will be dealt with on a case by case basis should this occur.



## 8. Airport Terminal

Pathways, check-in and waiting areas at the Ceduna airport are accessible to people with disabilities via a ramp to the front of the terminal and no steps between the car park and check-in desk.

One disabled toilet is provided inside the terminal which is accessible to people with reduced mobility.

Regional Express airlines can provide a wheelchair within the terminal if requested at time of booking your flight. An additional administration fee may apply after booking has been made if a wheelchair is subsequently requested.

Flight departures and announcements are made over a public address system both within and external to the terminal. There are no display televisions within the terminal. Hearing impaired or deaf passengers are asked to inform the REX check in staff on arrival to ensure staff are able to make them aware of any announcements.

Passengers travelling through the terminal with an assistance dog are advised that there is a bark chipped area behind the terminal building which can be used for toileting of the dog. All waste is to be removed to the bins provided adjacent to the terminal building. A rain water tank is also located in this vicinity for the provision of drinking water. Assistance dogs are welcome inside the terminal.





## 9. Direct Assistance

Direct assistance is provided by the regular passenger airline, at this time Regional Express Airlines is the only provider at the Ceduna Airport.

Regional Express are able to provide assistance to passengers with entry and exit of the terminal building and within the building itself, as well as providing direct assistance to passengers with disabilities to move to, from, onto and off the aircraft via wheelchairs and an aircraft lifter.

Regional Express can transfer passengers to other Regional Express flights; passengers will need to make alternative arrangements with other carriers for direct transfer to connecting flights at Adelaide Airport.

Regional Express are able to transfer baggage through to other Regional Express flights as well as Virgin flights.

Regional Express will assist passengers to transfer between the person's own mobility aid and a mobility aid provided by Regional Express.

Any and all requests for assistance should be made at the time of booking the flights either through the Regional Express Call Centre on 13 17 13, via your travel agent or the Regional Express website if booking online. Passengers are advised that any requests for assistance not made at the time of booking may incur an additional administration fee after the booking has been made.



## 10. Service Delivery

### **Security environment**

Please be aware that a heightened threat level applied to the airport or the industry as a whole could lead to changes to the delivery level of disability access described in this plan.

### **Performance Monitoring**

The District Council of Ceduna as the owner of the Ceduna Airport has a comprehensive complaints monitoring and reporting system. Any complaints, suggestions for improvement or commendations can be made to the District Council of Ceduna via E: [council@ceduna.sa.gov.au](mailto:council@ceduna.sa.gov.au) or the website feedback form at [www.ceduna.sa.gov.au](http://www.ceduna.sa.gov.au)



# 11. Communication Strategies

## **Further information**

Further information or enquiries of the Ceduna Airport can be made to:

Heidi Yates, Airport Manager  
Grant Drummond, General Manager Operations

Ph: (08) 8625 3407

Fax: (08) 8625 3435

Email: [council@ceduna.sa.gov.au](mailto:council@ceduna.sa.gov.au)

## **Feedback**

The District Council of Ceduna welcomes your feedback on your experiences at the Ceduna airport, and any advice as to what you felt worked well and suggestions on how services/ facilities could be further improved.

Feedback can be provided to the contact persons above.



## 12. Expected Improvements

Any future expansion, developments or alterations to infrastructure will be undertaken in accordance with the Public Transport Disability Standards and/or the Australian Standard 1428-1 applicable at the time.

No capital improvements which would affect passenger movement have been scheduled at this time.

