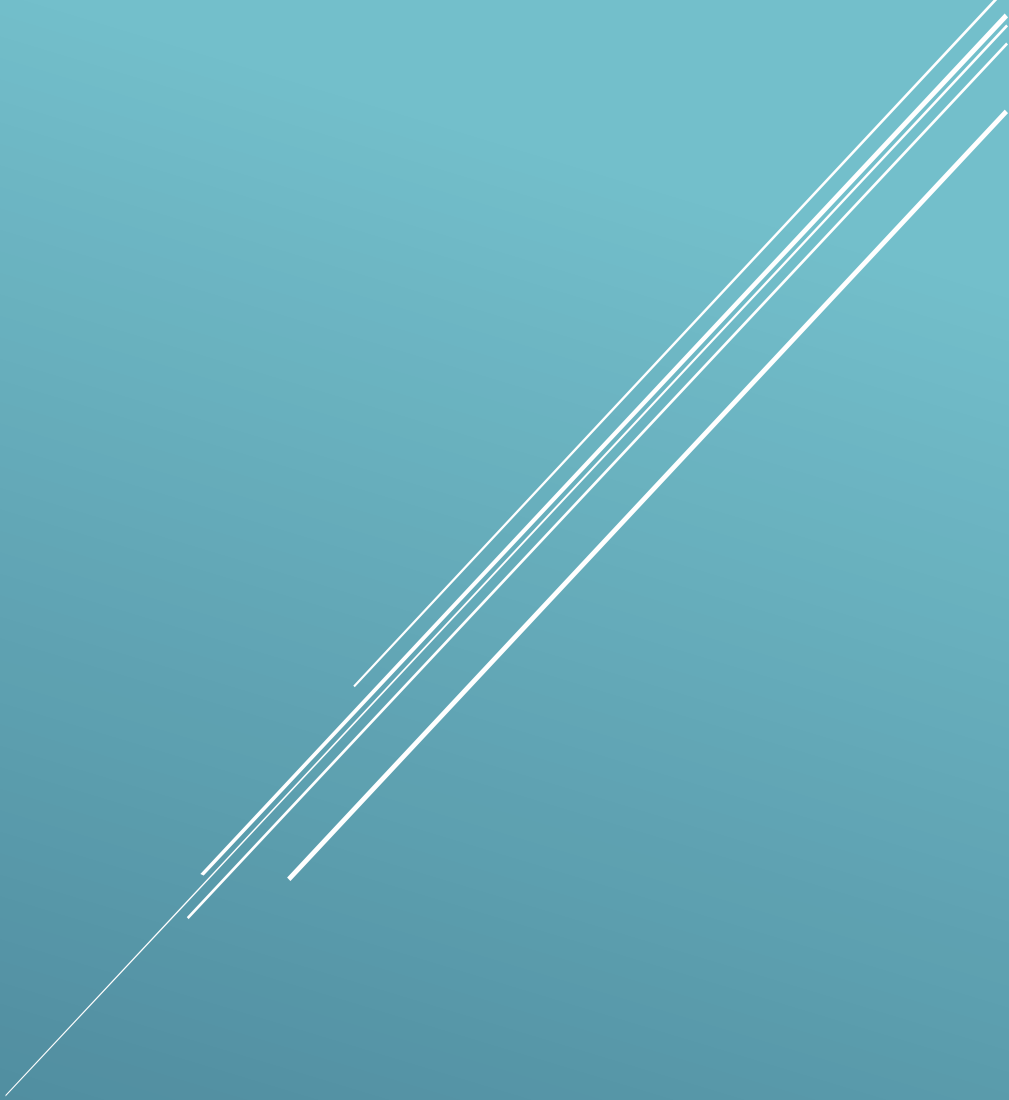




GREAT BARRIER REEF AIRPORT  
HAMILTON ISLAND



# GREAT BARRIER REEF AIRPORT

## DISABILITY ACCESS FACILITATION PLAN

Updated: February 2024

# GREAT BARRIER REEF AIRPORT DISABILITY ACCESS FACILITATION PLAN

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## About Us

Great Barrier Reef Airport is owned and operated by Hamilton Island Enterprises.

Great Barrier Reef Airport is committed to meet and exceed our guests and passengers' needs and requirements in order to ensure a safe and relaxing experience whilst transiting the airport.

Our dedicated staff are committed to provide exceptional service and assistance to any person who requires any further assistance.

## Purpose

The primary purpose of this document is to provide passengers with a disability or passengers who may require specific assistance, with clear and easily accessible advice on how disability access is managed at Great Barrier Reef Airport.

## Objective

Our objective is to meet or exceed the current requirements of the Disability Standards for Accessible Public Transport and/or Australian Standard 1428-1 and the Disability Discrimination Act Transport Standards 2002, in regard to building accessibility, signage and other information and facilities required to assist people with disability and to undertake to improve these facilities in accordance with the requirements of the standards for new or upgraded works.

## Passengers Feedback

While we are committed to provide exceptional service, we require our guests' and passengers' feedback in order to improve and ensure all services provided meet their requirement and needs.

We encourage all feedback, positive or negative, to be submitted in one of the following methods; In-person at our administrative office, electronically via email, by written mail or by telephone. Please refer to Contact Us section for further information.

## Prior to Arrival

In order to request assistance regarding boarding, disembarking or onboard the aircraft, please contact your airline of choice directly when making a booking and advise them if you have any specific needs or requirements. This will allow the airline to make suitable arrangements at the airport or during the flight.

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### Terminal Kerbside Access

Tactile ground surface indicators are used in most outside areas of the terminal in order to provide those who are visually impaired with indication of change and directional guidance.

Wheelchair accessible ramps are located throughout all areas including carpark areas. Drop off and Pick Up is available kerbside.

Transport to and from Hamilton Island resorts is provided by shuttle buses, which are wheelchair accessible and friendly. This service is commonly referred to as the island's "Resort Link" service. In order to book Resort Link service in advance, please call our Communications Department (07 4946 9999) and enquire with the operator.

To book direct assistance from kerbside to the terminal or check-in facilities, please contact your airline of choice directly.

### Security Screening

All passengers and guests who wish to enter the sterile area within the departure terminal, are legally required to undergo the necessary security checks.

Please inform the screening officer if you have any concerns or may be affected by the screening process.

Private screening is available upon request.

### Wheelchairs

If you are confined to a wheelchair, you are required to remove any loose items in your possession and from the interior of your pockets, and place them in the provided tray on the X-Ray machine conveyer belt, for further screening.

You will then be assisted forward through our metal detector. If you are unable to enter through a metal detector, you must inform the screening officer in advance. The screening officer will be required to perform further screening methods before you can proceed (this can be but not limited to physical search and explosive trace detection).

### Medical Implants, Mobility Aid or Medical Equipment

If you have a medical device or medical equipment, it may streamline the screening process if you have a letter or medical identification card from your doctor or healthcare professional that describes the device or equipment.

Body scanners are designed to detect all items worn or carried on a person's body. This will include prostheses and medical devices or equipment, such as an insulin pump or ostomy bag.

Screening officers must be satisfied an individual is not carrying any prohibited items or weapons before the individual can proceed beyond the security screening checkpoint. If an alarm is triggered, the screening officer must conduct additional screening and is permitted to use methods that include hand-held metal detector, an explosive trace detection test or a targeted frisk search of the area to resolve the alarm. The screening officer must not remove, attempt to remove, or interfere with the medical device or equipment, or ask you to remove the medical device or equipment.

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If you have a medical implant which must not be passed through a metal detector, you must inform the screening officer in advance.

### Walking Aids

All walking aids must be screened and may require undergoing further testing such as explosive trace detection. The screening officer are able to offer a suitable wooden walking cane to assist passengers who have been requested to surrender their metal walking cane for screening. Please ask the screening officer in advance for their assistance.

### Baby Prams and Strollers

In accordance with the Aviation Security Regulations, all baby prams and strollers must undergo security screening prior to entering the sterile area, at the screening point. Passengers are encouraged to liaise with their airline of choice regarding the carriage of prams or strollers on board the aircraft.

## Terminal Facilities

### Accessible Toilet Facilities

Toilet and facilities for passengers with specific needs are located outside of the departure terminal, opposite the Check-in Hall. Additional toilets and facilities for specific needs are located inside the departure terminal, adjacent to the café shop.

### Braille

Braille is included on signage to the toilet facility outside of the departure terminal, opposite the Check-in Hall.

### Wheelchairs

Passengers who require wheelchairs to get to or from the aircraft will need to contact their airline of choice directly in advance.

### Tactile Ground Surface Indicators

Tactile Ground Surface Indicators are installed at various locations throughout the airport, in order to provide guidance and assistance to passengers who may require their use, by providing warning or directional orientation information.

### Wheelchair Accessible Ramps

Wheelchair accessible ramps are located throughout all areas including carpark areas. Drop off and Pick Up is available kerbside.

### Language Assistance

All signage and information displayed or audibly heard throughout Great Barrier Reef airport is in English.

### Flight Information Display System

Conveniently located throughout the interior and exterior of the airport, are television screens showing live and up to date flight information. These are utilised to communicate the flights' arrivals and departure times, flights' boarding status, boarding gates and more.

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### Public Announcement System

Public announcements are made by airline staff in relation to check-in times, closures, boarding flights, flight delays, flight diversions, flight cancellations and more.

### Dietary Requirements

Situated within the departure terminal is the AV8 Café. Please speak with the café staff directly regarding any dietary requirements.

### Emergency

In the unlikely event of an emergency within the airport, audible alarms will sound throughout all areas, along with public announcements made over the public announcement system. You are required to adhere to any instruction given by the qualified staff in such instances.

Across all areas are evacuation maps, each one is uniquely marked with a “You are here” icon, to assist you in identifying your location and the possible emergency paths to exit the building in the safest manner. Emergency exit signage will automatically lit up in the event of an emergency.

### Access Boarding and Disembarking Aircraft

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

### Guide/Assistance Dogs

Guide and assistance dogs are welcomed inside the departure terminal, however all transiting animals require prior approval from Hamilton Island Management.

### Airline Responsibilities

The airlines are directly responsible for offering assistance and information regarding your travel. Please contact your airline of choice for information or to arrange assistance to/from the aircraft and/or gate.

### Future Improvements

Any future expansion, developments or alterations to infrastructure will be undertaken in accordance with the public transport disability standards and/or Australian standard 1428-1 applicable at the time.

Great Barrier Reef Airport is working in collaboration with Spinal Life in order to ensure safe and accommodating travels to all guests and passengers.

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## Contact Us

In-person	Administrative Office, Departure Terminal. 1 Airport Drive, Hamilton Island Queensland 4803 0900-1600, Monday to Friday.
Written Mail	PO Box 201, Hamilton Island, Queensland 4803
Electronic Mail	<a href="mailto:airport@hamiltonisland.com.au">airport@hamiltonisland.com.au</a>
Telephone	07 4946 8620

## Contact Your Airline of Choice

Virgin Australia	13 67 89
Qantas	13 13 13
Jetstar	131 538

## Useful Information

Department of Home Affairs: Travel Secure

<https://www.homeaffairs.gov.au/about-us/what-we-do/travelsecure>

## Document Amendments

Amendment	Date
Version 1	March 2010
Version 2	January 2015
Version 3	October 2017
Version 4	August 2019
Version 5	August 2020
Version 6	February 2024

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## Facilities Map

