

**MELBOURNE AIRPORT**

# Disability Access Facilitation Plan

Name of Airport: Melbourne Airport

Operated by: Australia Pacific Airports Melbourne Pty Limited (APAM)



# Contents

<b>Objective</b> .....	<b>4</b>
<b>Prior to Arrival</b> .....	<b>5</b>
<b>Kerbside Processes</b> .....	<b>6</b>
Pick-up and Drop-off zone T1, T2 and T3.....	6
Main Forecourt Pick-up and Drop-off (T1, T2 and T3) .....	6
At Terminal T1, T2, T3 Car Park.....	7
At Terminal T4 Car Park accessible parking (Level 1).....	8
At Terminal T4 Car Park accessible parking (Level 2).....	8
Long Term Car Park.....	9
Public Transportation .....	10
Assistance to/from the kerbside .....	10
<b>Security Screening</b> .....	<b>11</b>
Travellers with wheelchairs and travellers with walking aids .....	11
Travellers with low vision and travellers who are hard of hearing .....	11
Travellers with artificial limbs/prosthesis .....	11
Travellers with medical implants .....	12
Travellers with medical equipment .....	12

<b>Airport Terminal</b> .....	<b>13</b>
Arrivals and Departures .....	13
Flight Information .....	13
Priority Seating.....	14
Toilets and Lifts.....	15
TTY Telephone .....	24
Hearing Loop .....	24
Public Showers .....	24
Adult Changeroom .....	25
Access to/from Aircraft.....	26
Travellers using wheelchairs .....	26
Battery-powered wheelchairs and mobility aids.....	27
Assistance Animals.....	27
Distances from At Terminal Car Parks to Terminal Gates .....	28
Medical Centre.....	33
<b>Direct Assistance</b> .....	<b>34</b>
Wheelchair assistance while travelling.....	34
<b>Delivery Service</b> .....	<b>35</b>
Security environment .....	35
Staff training .....	35
<b>Communication</b> .....	<b>36</b>
Further information.....	36
Feedback and complaints .....	36

## Objective

The wellbeing of travellers with a disability is a high priority at Melbourne Airport.

The primary purpose of the Disability Access Facilitation Plan is to advise travellers with a disability of:

- The service measures Melbourne Airport will take to ensure access for travellers with a disability; and
- How travellers with a disability can assist the airport to be best placed to provide an appropriate service.

This Disability Access Facilitation Plan has been prepared following the Victorian Government Department of Human Services guidelines for communication with people with disabilities. [www.dhs.vic.gov.au/for-business-and-community/community-involvement/people-with-a-disability-in-the-community/communicate-and-consult-with-people-with-a-disability/communication-with-people-with-disabilities](http://www.dhs.vic.gov.au/for-business-and-community/community-involvement/people-with-a-disability-in-the-community/communicate-and-consult-with-people-with-a-disability/communication-with-people-with-disabilities)

If you have feedback on the content of, or language used in this document, please refer to the communication section of the document on page 36 for details on how to provide your feedback to Melbourne Airport.



## Prior to Arrival

Should you require assistance while transiting through the airport, it is recommended that you advise your airline of any requirements or assistance you may need at the time of booking. Airlines have established procedures in place for assisting travellers with a disability and we recommend that you contact them directly. Contact details for airlines that operate at Melbourne Airport can be found on the 'Prepare to Fly' tab on the Melbourne Airport website:

[melbourneairport.com.au/Flight-Passenger-Info/Preparing-to-Fly/Airline-Information.html](https://melbourneairport.com.au/Flight-Passenger-Info/Preparing-to-Fly/Airline-Information.html)

Further information on airport facilities is provided on the Melbourne Airport website:

[melbourneairport.com.au/flight-passenger-info/airport-facilities/overview.html](https://melbourneairport.com.au/flight-passenger-info/airport-facilities/overview.html)

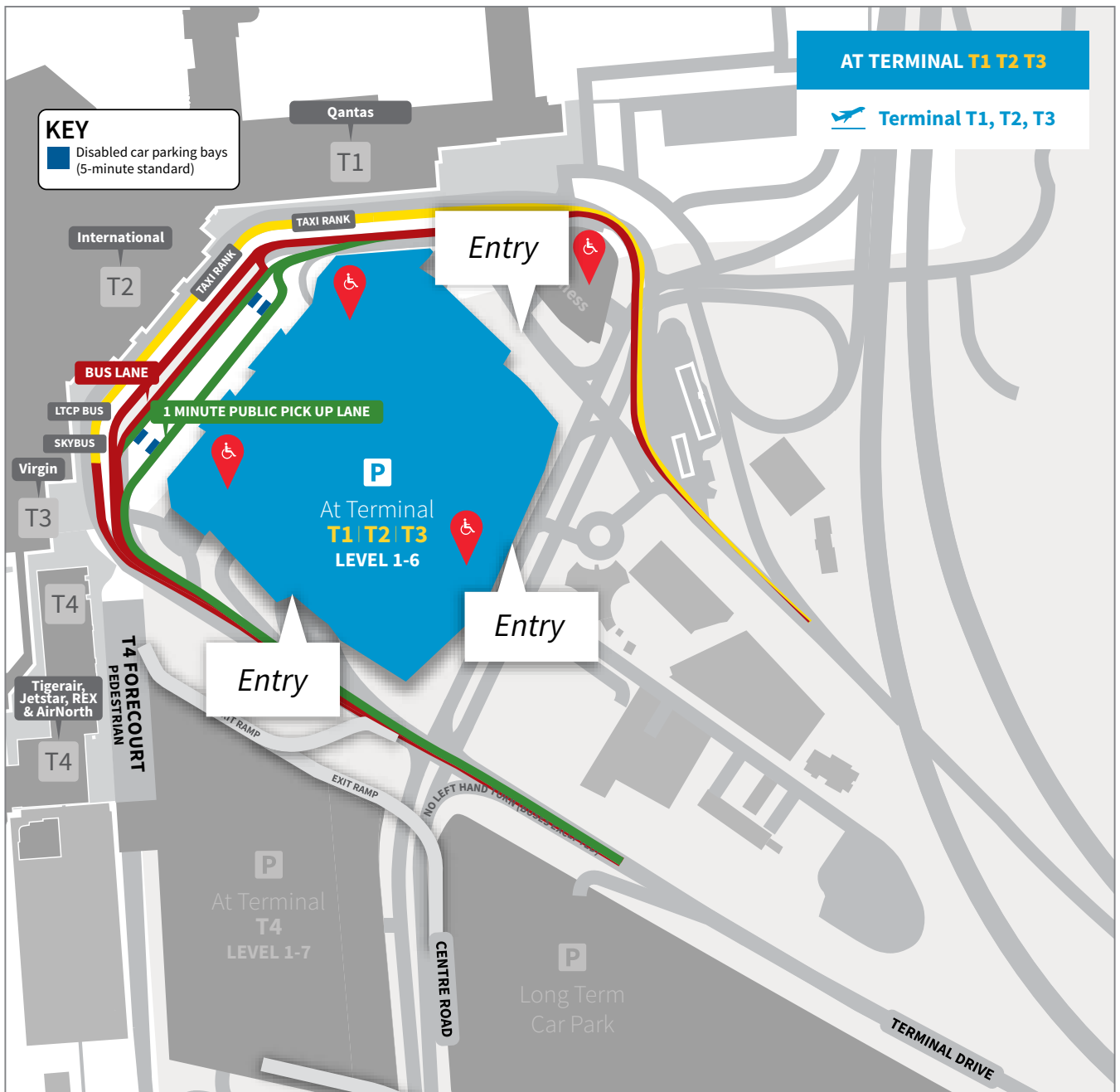
You can obtain airport facilities information from Melbourne Airport by using the Contact Us page on this website or calling +61 03 9297 1805 to speak to one of our team members.

# Kerbside Processes

## Pick-up and Drop-off zone T1, T2, T3 and T4

Pick-up and drop-off zones are provided for travellers close to all terminals, and are clearly signposted for inbound traffic. Due to security requirements, drivers must stay with their vehicles at all times when utilising the drop-off zones. Dedicated 5 minute pick-up and drop-off zones for travellers with a disability are provided in the main forecourt to access T1, T2 and T3, and at the multi-level transport hub adjacent to T4.

## Main Forecourt Pick-up and Drop-off (T1, T2 and T3)



## Car Parking: At Terminal T1, T2, T3

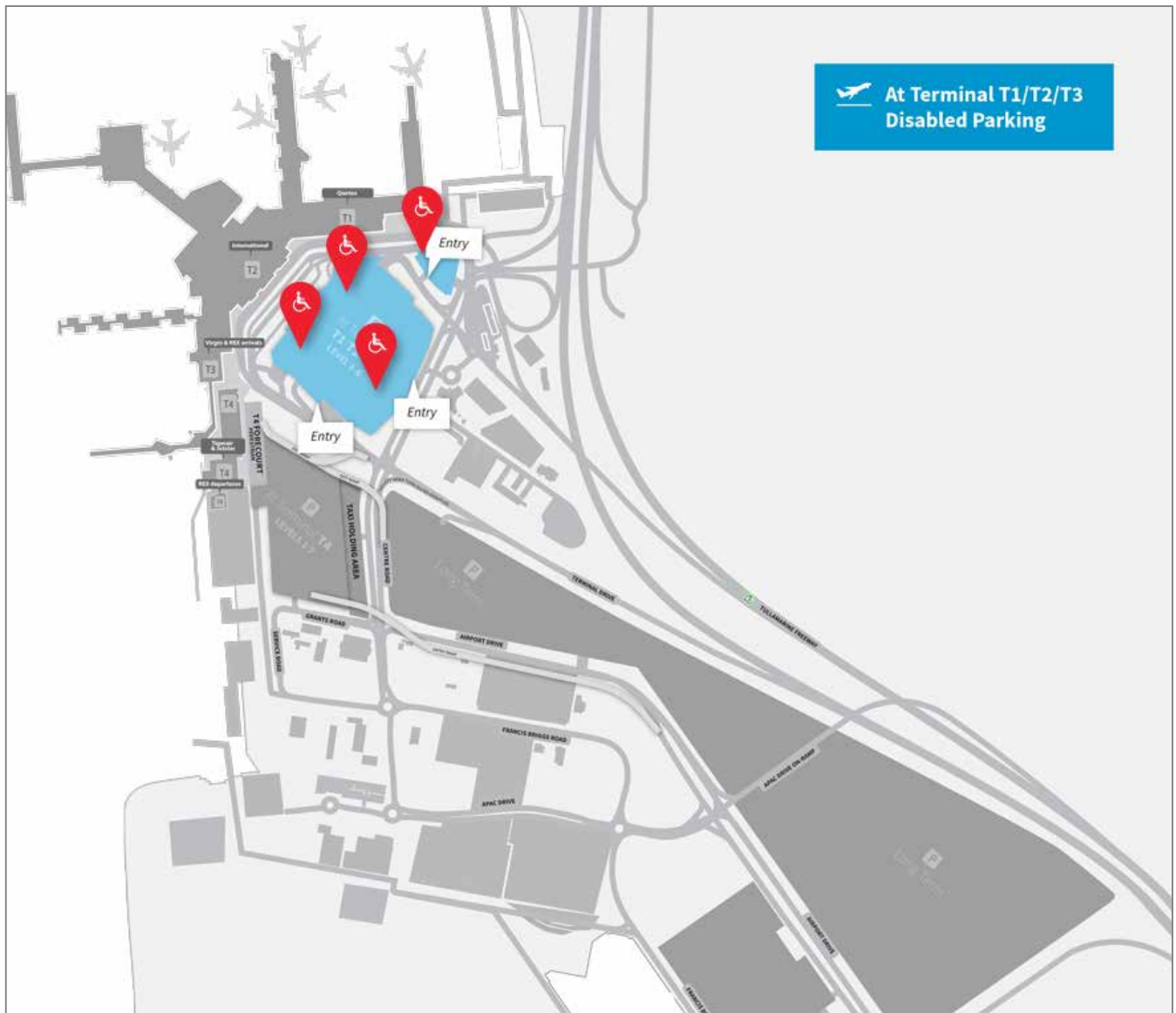
Should a driver need to leave their vehicle, it is recommended that the vehicle be parked in one of Melbourne Airport's At Terminal Car Parks, or the Long Term Car Park.

All car parks operate 24 hours a day with various options to suit your specific needs.

Each car park contains designated disability accessible parking spaces located as close as possible to the terminal entrances or buses. To access these spaces, simply insert a credit card (no ticket required), enter the car park and then follow the accessible parking signage.

The At Terminal T1, T2, T3 Car Park and At Terminal T4 Car Park lifts have been designed with wide doors, and the controls are set at a height to ensure they are accessible from a wheelchair. The control panel is also written in Braille. Terminals 1, 2 and 3 can be accessed from the At Terminal T1, T2, T3 Car Park at ground level or through the covered walkways on Level 2.

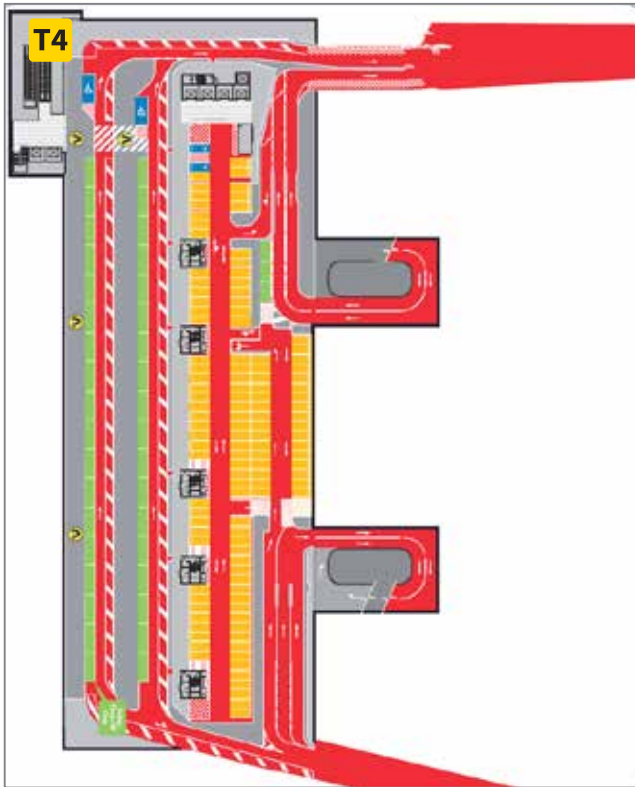
## At Terminal T1, T2, T3 Car Park



## Car Parking: At Terminal T4 Car Park

Accessible car parking bays are available on levels 1 and 2 of the At Terminal T4 car park, which is 5-minute walk from T4. The At Terminal T4 Car Park is joined to T4 by a paved forecourt and covered walkway, which is for pedestrians only (i.e. no vehicles).

Level 1

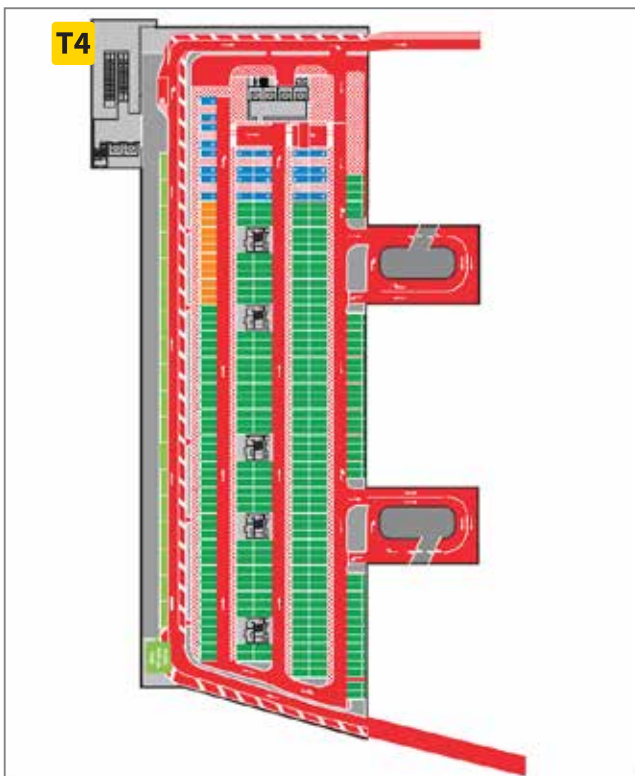


### At Terminal T4 Car Park accessible parking Level 1 & 2

KEY

- NO STOPPING AREA
- Last Chance Payment - 2 minutes
- Premium Parking
- Public Parking area
- Public Pick Up - 1 minute
- Permit Parking Only
- VHA Parking Only
- ♿ Disabled Parking
- ⚠ Pedestrian Walkway
- T4** Terminal 4

Level 2



All roads within Melbourne Airport precincts are NO STOPPING areas except where signed. Applicable to all vehicles including motorcycles.

For security reasons ALL roads are subject to TOW AWAY provisions where vehicles and motorcycles are left unattended.



## Car Parking: Long Term Car Park

The Long Term Car Park has accessible bus shelters, and the courtesy buses are Disability Discrimination Act (DDA) 1992 compliant. As the courtesy bus runs continuously, there is no need to pre-book a pick-up or drop-off. The courtesy bus stops at all terminals (T1 T2/T3, T4). The first stop is at T3 and T2, following by T1 and finally, T4.

Please note that a valid 'Disability Parking Permit' must be displayed when using the designated disability accessible parking spaces. Vehicles that do not display a valid permit will be fined.



## Public Transportation

Public transportation is easily accessible from each of the Terminals. Taxi services are available from outside Terminals 1, 2 and 3. T4 travellers can access the nearby taxi service from the ground level of the At Terminal T4 Car Park. Skybus leaves every 10 minutes from the Ground Level for Terminal 1, Terminal 3 and Terminal 4. For further information on Skybus operating hours visit [www.skybus.com.au](http://www.skybus.com.au)

## Assistance to/from the kerbside

Most airlines provide services including wheelchair assistance for travellers from the check-in counter to the aircraft, or the aircraft to the baggage carousels. Some airlines may offer limited assistance on the day of travel to and from the kerbside if resources allow, however, assistance from the kerbside to the check-in counter or, from the baggage carousels to the kerbside cannot be guaranteed. For this reason, travellers must ensure they have arrangements in place to travel from the kerbside to the check-in counter and from the baggage carousels to the kerbside (for example, carer, family member or friend who can assist). Please see the section titled "Direct Assistance" on page 34 for further information.



## **Security Screening**

Screening Officers at Melbourne Airport undergo initial training and annual refresher training regarding procedures on assisting travellers with a disability. Handbooks on the correct screening practices are provided at all screening point locations for reference by the Screening Officers.

Procedures have been developed to enable the smooth screening of travellers with a disability including travellers using wheelchairs, travellers with low vision and travellers who are fitted with a prosthetic device or pacemaker.

If travellers are unable to walk through the screening point, the traveller can request to sit in a plastic chair for the screening or alternatively choose to undergo a physical search. If a physical search is required, the traveller may request to have the physical search conducted in private.

### **Travellers using wheelchairs and travellers with walking aids**

Wheelchairs and walking aids are required to be screened at the security point. Travellers who require assistance will be guided through the process.

### **Travellers with low vision and travellers who are hard of hearing**

The screening officer will assist travellers with directions including an explanation of the screening process. Travellers will be requested to proceed through the metal detector. Travellers may request the guidance and assistance of a Screening Officer while proceeding through the metal detector. If a physical search is required, the traveller may request to have the physical search conducted in private.

Certified assistance dogs will need to pass through the security screening point and will be visually inspected by the Screening Officer. There is no requirement to remove the dog's harness.

### **Travellers with artificial limbs/prosthesis**

Travellers are advised to notify the security staff of their prosthesis prior to passing through the walk-through metal detector so alternate screening can occur.

## Travellers with medical implants

When arriving at the screening point travellers should advise the Screening Officer of any medical implants they may have that could activate the metal detector, for example, a pacemaker or body brace.

The Screening Officer will ask the traveller to identify the location of the medical implant.

If a physical search is required, the traveller may request to have the physical search conducted in private.

## Travellers with medical equipment

Travellers with medical conditions are advised to contact their airline in relation to the carriage of medical equipment through screening points and on board their flight.



## Airport Terminal

Tactile Ground Surface Indicators (TGSIs) are installed in various locations around the terminal to assist the visually impaired people with low vision to recognise changes in the terrain (e.g. escalators). Both the Arrivals level (ground floor) and Departures level (first floor) of Terminals 1, 2, 3 and 4 are linked by escalators and lifts.

### Arrivals and Departures

Should you require assistance while transiting through the airport, it is recommended you advise the airline of any assistance you may need at the time of booking.

Tactile Ground Surface Indicators (TGSIs), braille signage and hearing loops have been installed in Terminal 2 from immigration to the departure gates.

When available, Melbourne Airport will utilise aerobridge-equipped bays for arriving and departing aircrafts. For flights scheduled on bays where aerobridges are not available, airline personnel are trained to assist travellers with disabilities to board and disembark the aircraft.

Travellers should note that there is no porter service or any other form of direct assistance provided external to the terminal buildings. Travellers requiring direct assistance must make their own prior arrangements for the provision of direct assistance external to the terminals' entry doors.

### Flight Information

Flight Information Display System boards are strategically located throughout the terminal to provide current aircraft arrival and departure information. This information can also be found on the Melbourne Airport website or iPhone application.

[melbourneairport.com.au/flight-passenger-info/flight-information/current-flights.html](http://melbourneairport.com.au/flight-passenger-info/flight-information/current-flights.html)

## Priority Seating

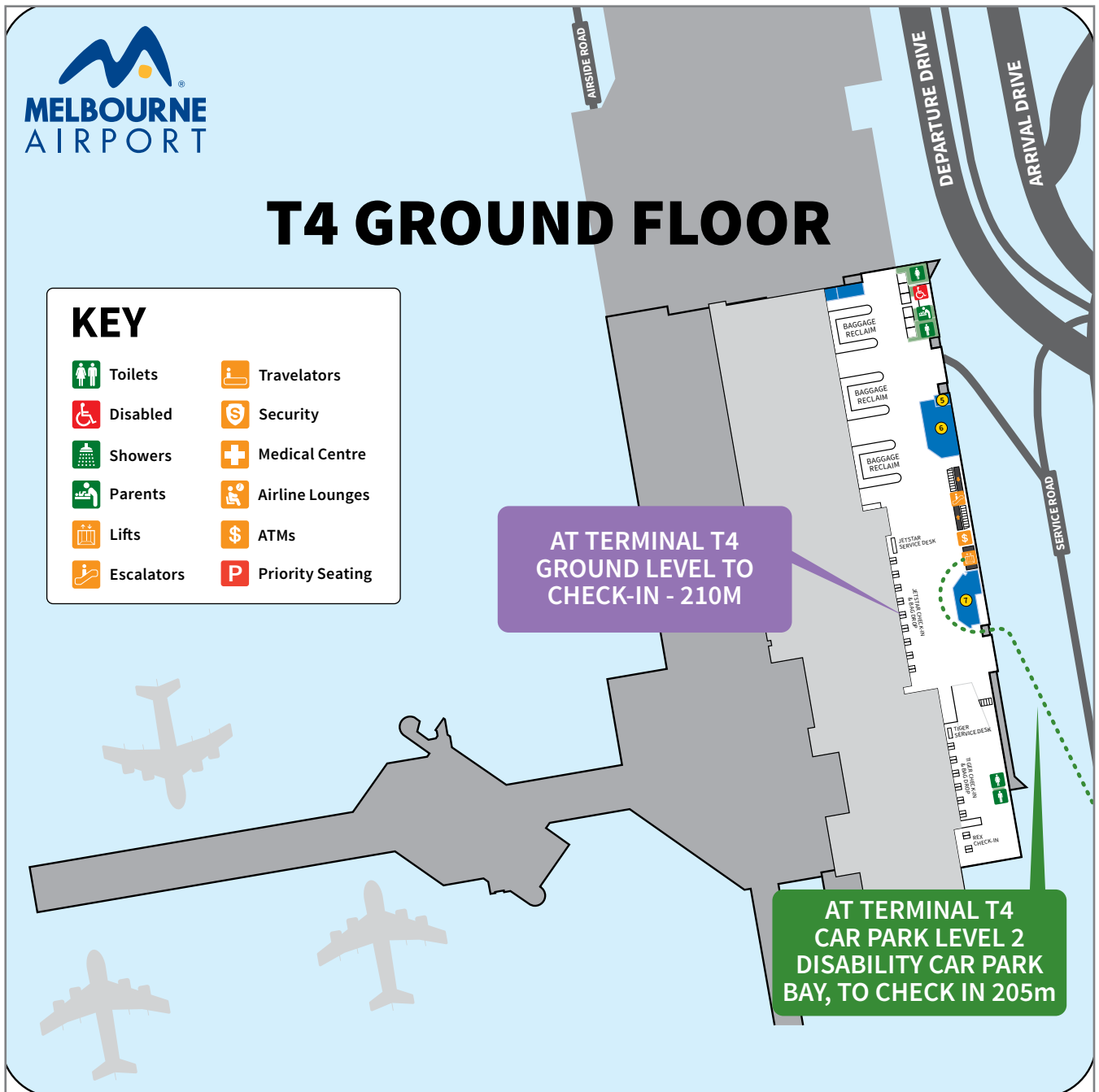
Dedicated priority seating has been placed throughout T1, T2, T3 and T4 on both ground floor and departures level, including gate areas.



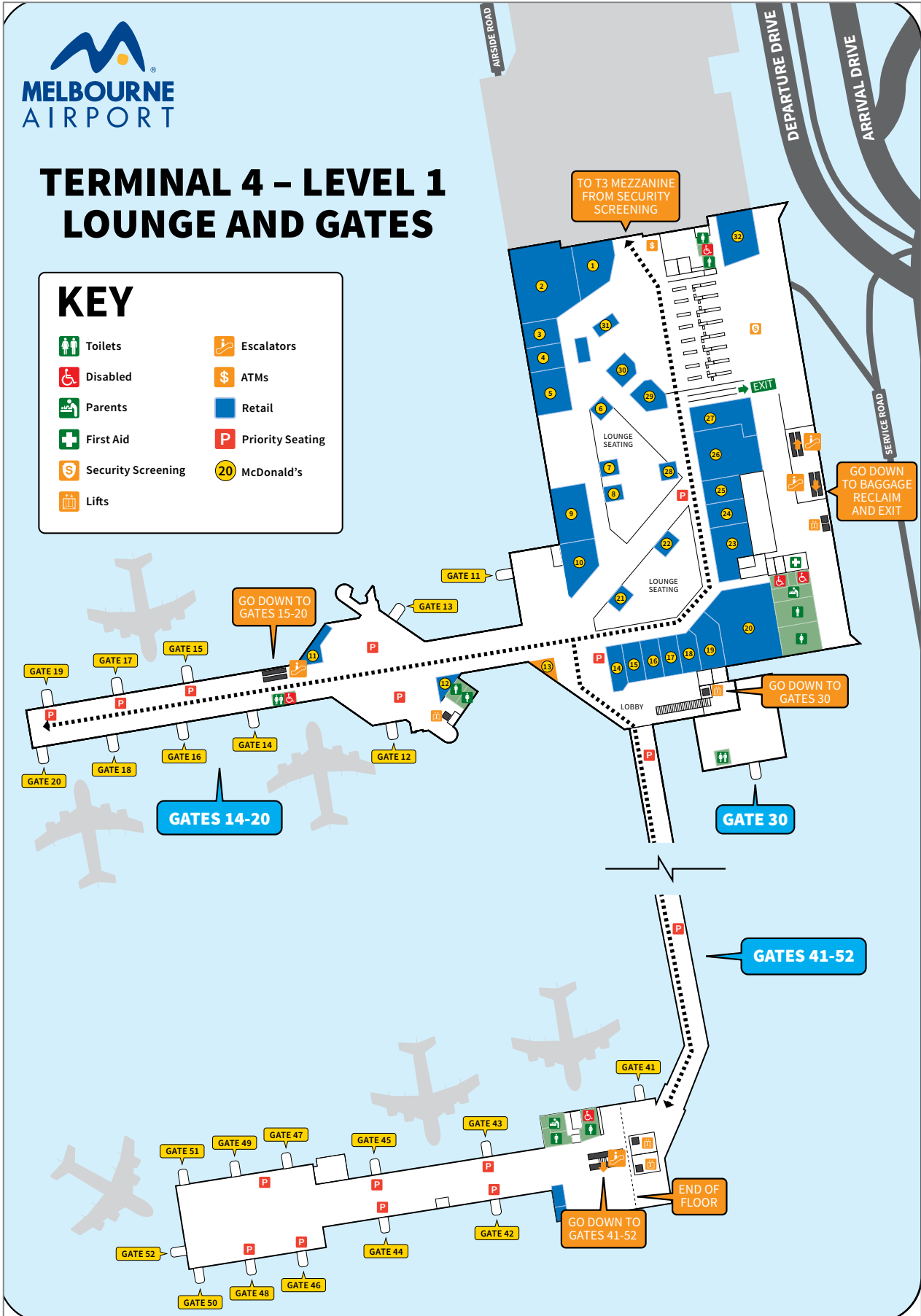
## Toilets and Lifts

Toilet facilities for travellers and visitors with disability are located throughout T1, T2, T3 and T4. A wheelchair accessible toilet is also located on the ground floor of the At Terminal T1, T2, T3 Car Park and the At Terminal T4 Car Park.

## T4 ground floor – baggage reclaim adjacent to Carousel 1



# T4 first floor



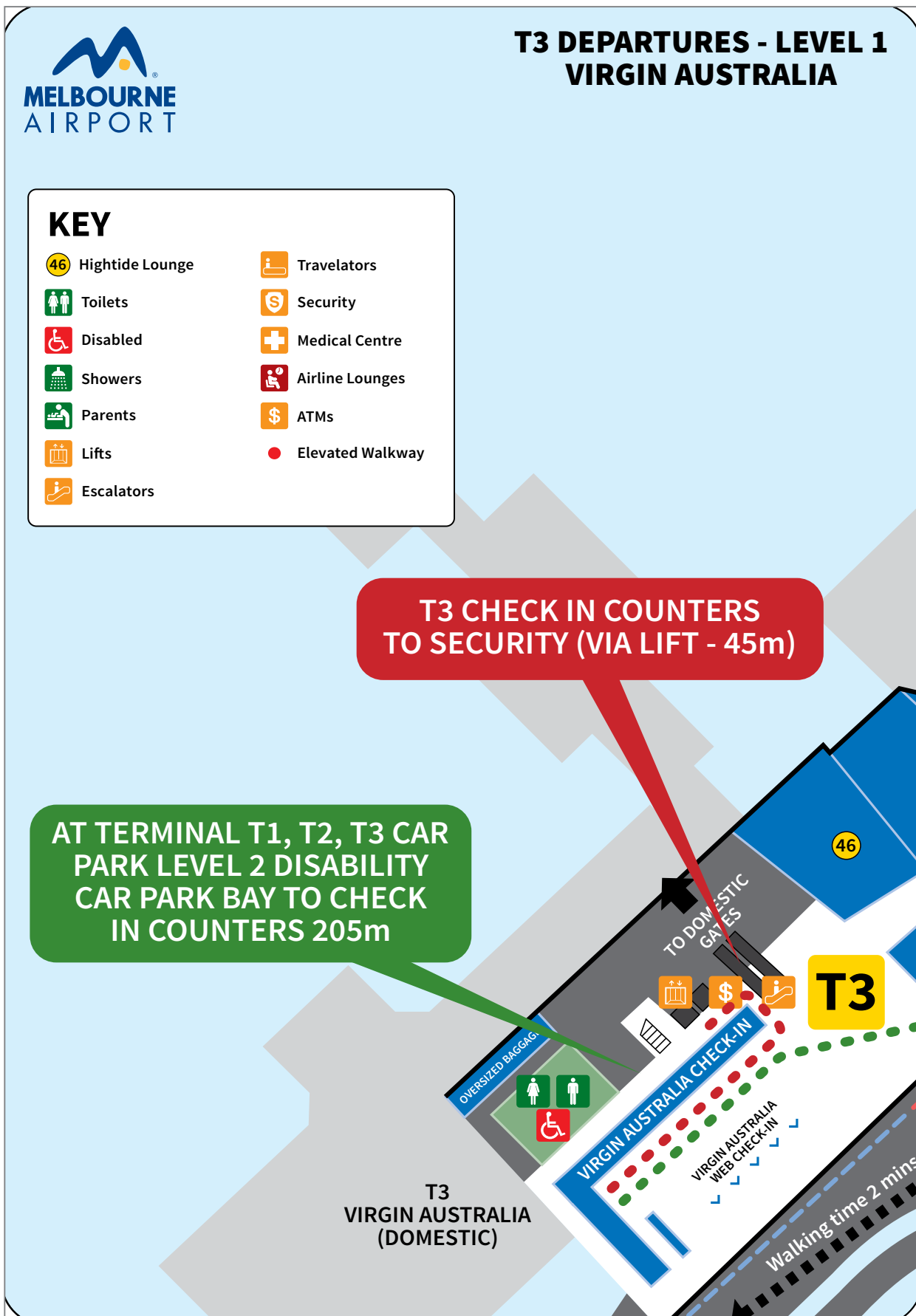


# T3 ground floor – baggage reclaim

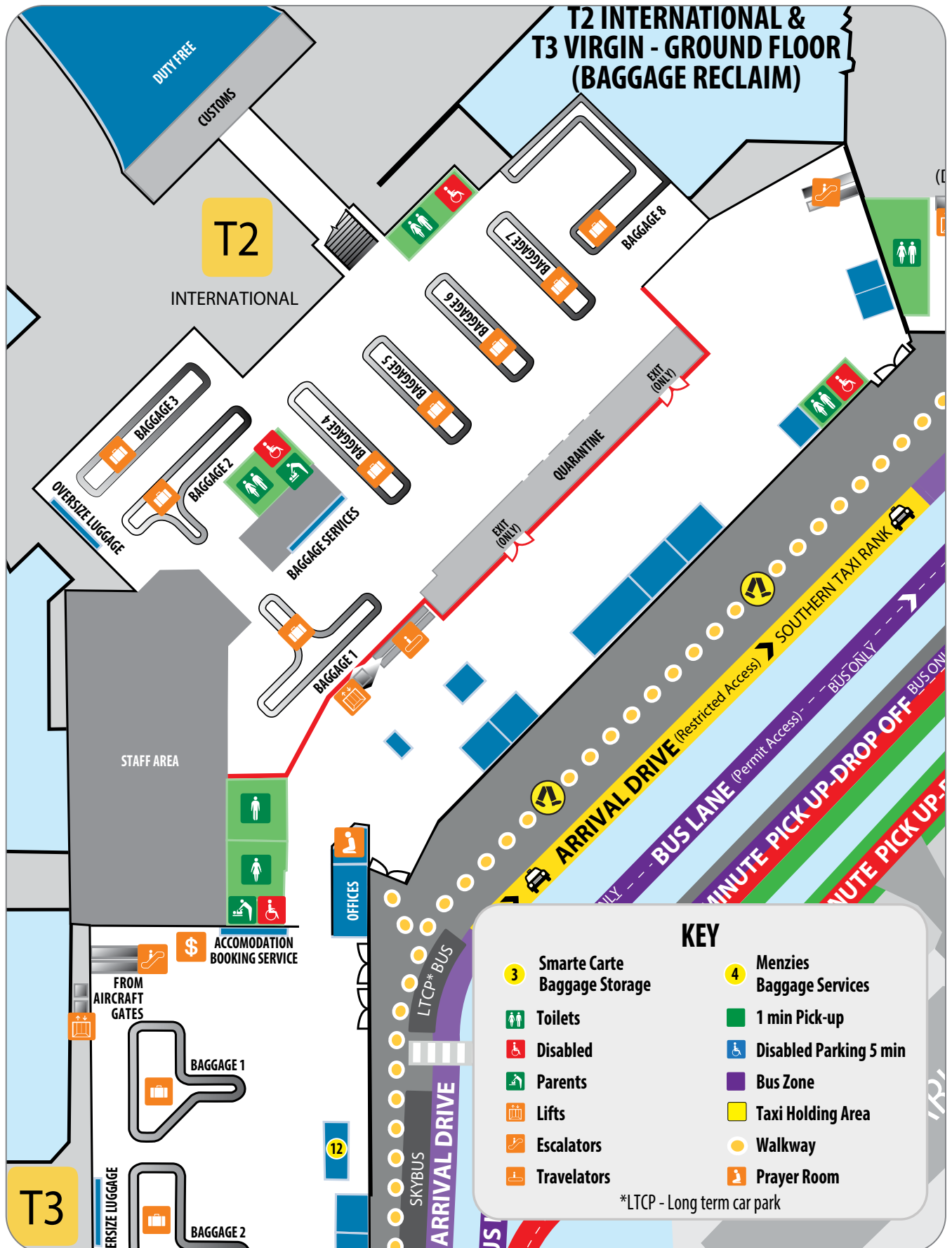




# T3 first floor – behind Virgin check-in counters

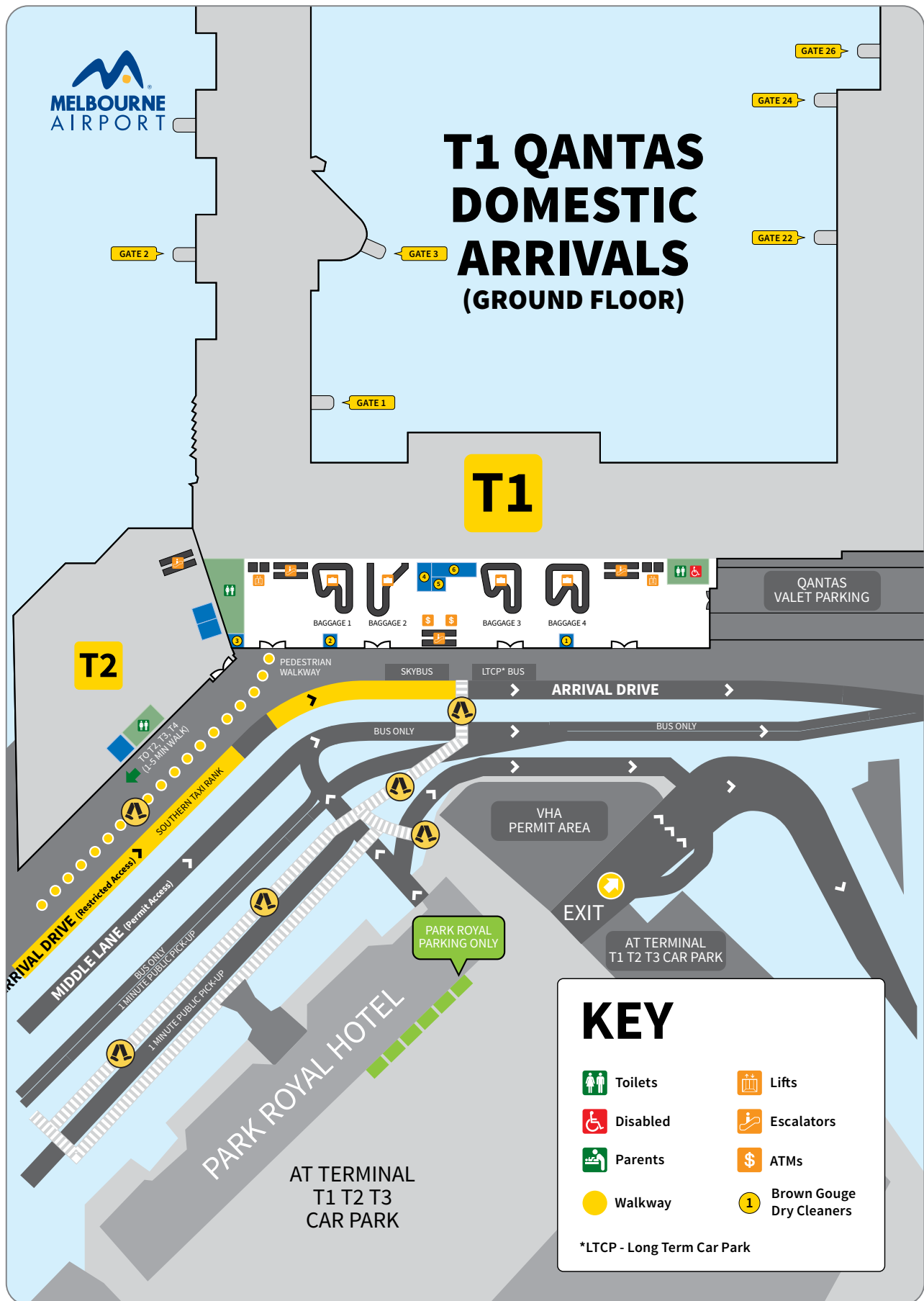


# T2 ground floor – baggage reclaim (airside)





# T1 ground – baggage claim





## TTY Telephone

A telephone with teletypewriter (TTY) facility for people who are hard of hearing is located on the ground floor of Terminal 2.

## Hearing Loop

Hearing loops are provided:

- Throughout all public areas of T3
- Zone D check-in counters in T2 Security screening, immigration and the retail precinct T2 departures
- Gate 12 -20 T2 departures
- Carousels 6 and 7 in T2 arrivals

## Public Showers

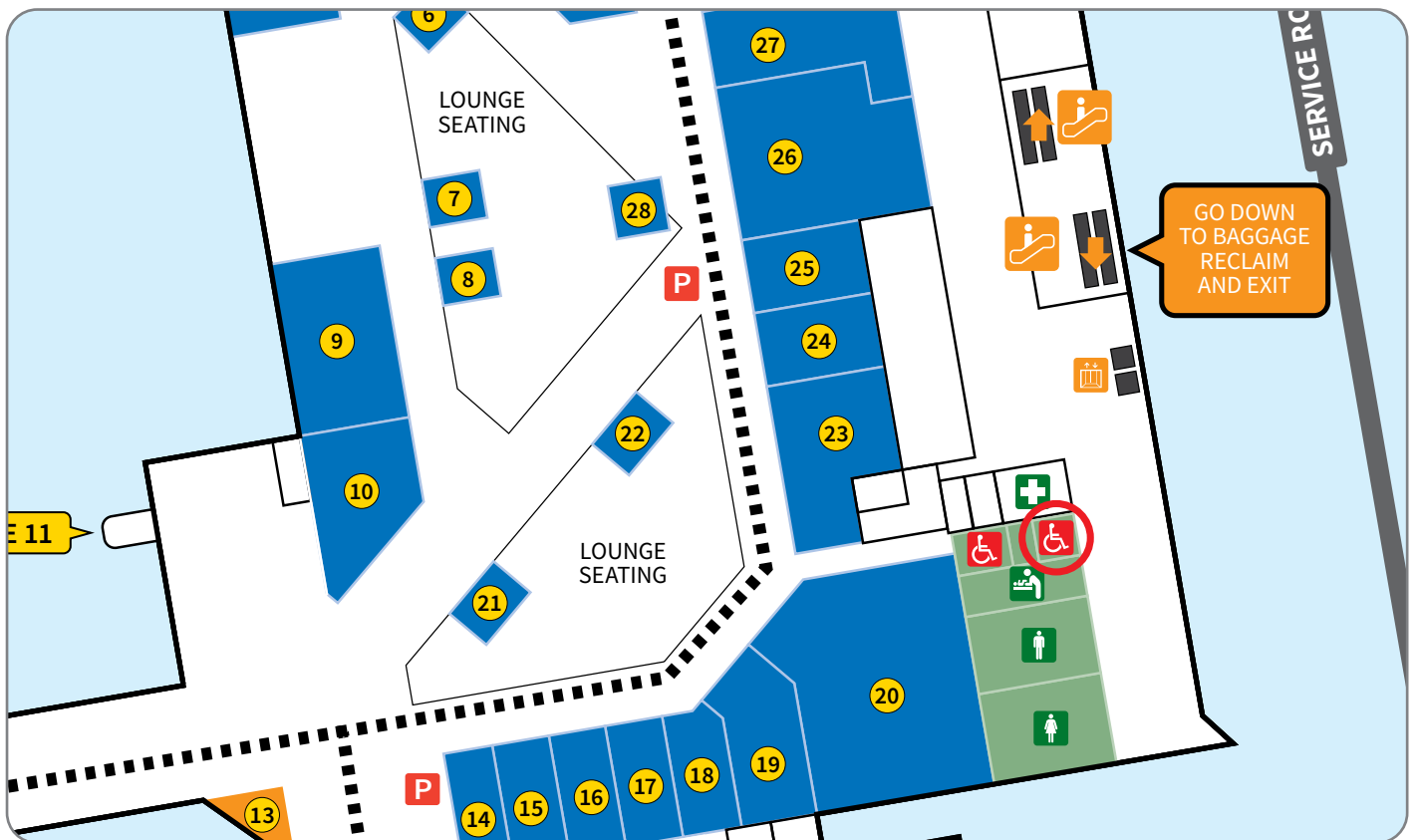
Public shower facilities are located in the first amenities block opposite Hungry Jacks on the departures level of T2.





## Adult change room

An adult change room facility is located in T4 behind McDonald's on level 1. Our adult change room has an adult-sized changing bench, a tracking hoist system, adequate space in the changing area for a traveller with a disability and up to two carers. It also includes a centrally placed toilet with room either side for the carers, a large waste bin for disposable pads and a non-slip floor.



## Access to/from Aircraft

Smooth and uninterrupted access to and from aircraft is facilitated by the provision of ramps, stairs and aerobridges.

Travellers with limited mobility or other disabilities can request assistance from airline staff for boarding and disembarking. As noted previously, travellers requiring assistance are advised to notify the relevant airline or agent at the time of booking with confirmation prior to travel to allow appropriate assistance to be provided at the time of boarding or disembarking from the aeroplane

Lifts are available from the terminal boarding lounge to the apron level but they can only be accessed by airline staff. Travellers who are unable to access stairs must make this known to the airline at the time of booking so that access via the lifts can be arranged.

Aerobridges are not provided to all aircraft parking positions. Where aerobridges are not available travellers are required to descend stairs from the upper level of the terminal to the ground level apron area.

The design and function of lifting devices can vary from airline to airline, particularly between domestic carriers, however in the majority of cases will generally allow for the traveller to remain in the airline wheelchair.

Equipment is available for lifting travellers on and off an aircraft and airline staff will assist travellers in boarding or disembarking from the aircraft that are not provided with aerobridges.

## Travellers using wheelchairs

In the majority of cases, travellers using wheelchairs for mobility are able to take their own wheelchair to the boarding gate. However this procedure can vary between airlines. Travellers are advised to discuss the procedure with their airline prior to travel.

Travellers taking their own wheelchair to the boarding gate are advised to arrive early for boarding. Travellers will be required to transfer to an airline wheelchair for boarding and disembarking, and are responsible for advising their airline and ground crew how best they can be assisted. It is noted that the airline wheelchairs are narrow in width to facilitate movement up and down the aircraft aisles.

Following transfer to the airline wheelchair, the traveller's wheelchair will be tagged and cleared for stowage in the baggage hold, and for most airlines will be available at the gate upon arrival at their destination.

## Battery-powered wheelchairs and mobility aids

For safety reasons, the carriage of battery-powered wheelchairs and mobility aids by airlines is regulated under national and international laws.

[www.casa.gov.au/standard-page/travelling-battery-powered-wheelchair](http://www.casa.gov.au/standard-page/travelling-battery-powered-wheelchair)

These laws outline specific procedures for the transportation of batteries, which typically cannot travel as baggage within the baggage hold; however exemptions apply for battery-powered wheelchairs, where certain requirements can be met by the airline.

These requirements are in place to prevent fire due to heat or sparks should the battery be short circuited and to reduce as far as is possible the risk of spillage of battery electrolyte during loading, flight and unloading and possible corrosion damage to the aircraft, baggage and cargo.

The procedures the airlines must follow are time consuming and delays may be experienced. However this can be reduced by making advance arrangements with the airline as early as possible before the proposed flight and allowing sufficient time for any necessary preparation of the wheelchair for flight prior to boarding.

Travellers are advised to carry details of the type of battery installed within their mobility aid and notify the airline when making arrangements.

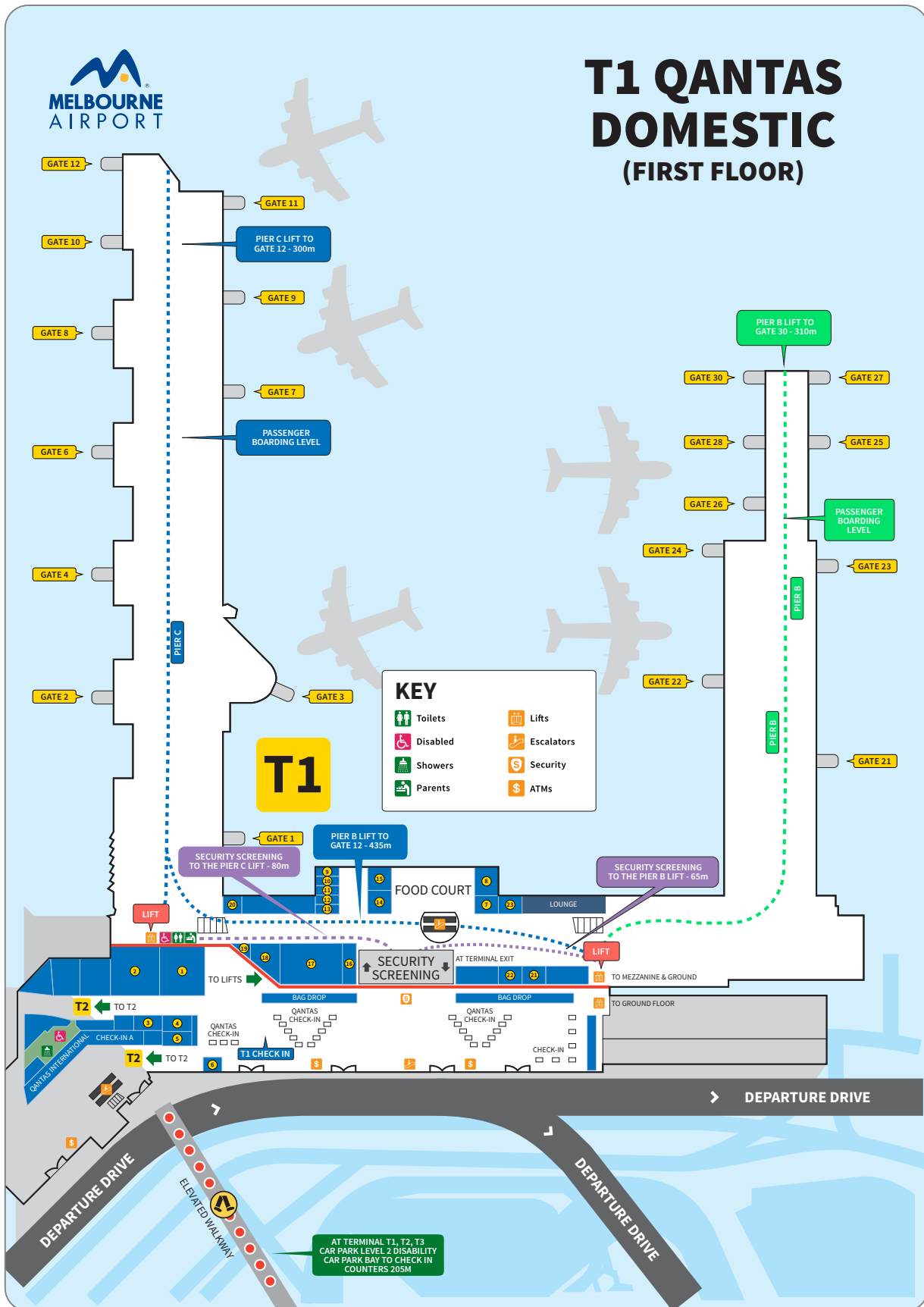
## Assistance Animals

Assistance animals are welcome inside the terminal and on aircraft, where the animal is assisting a person with low vision.

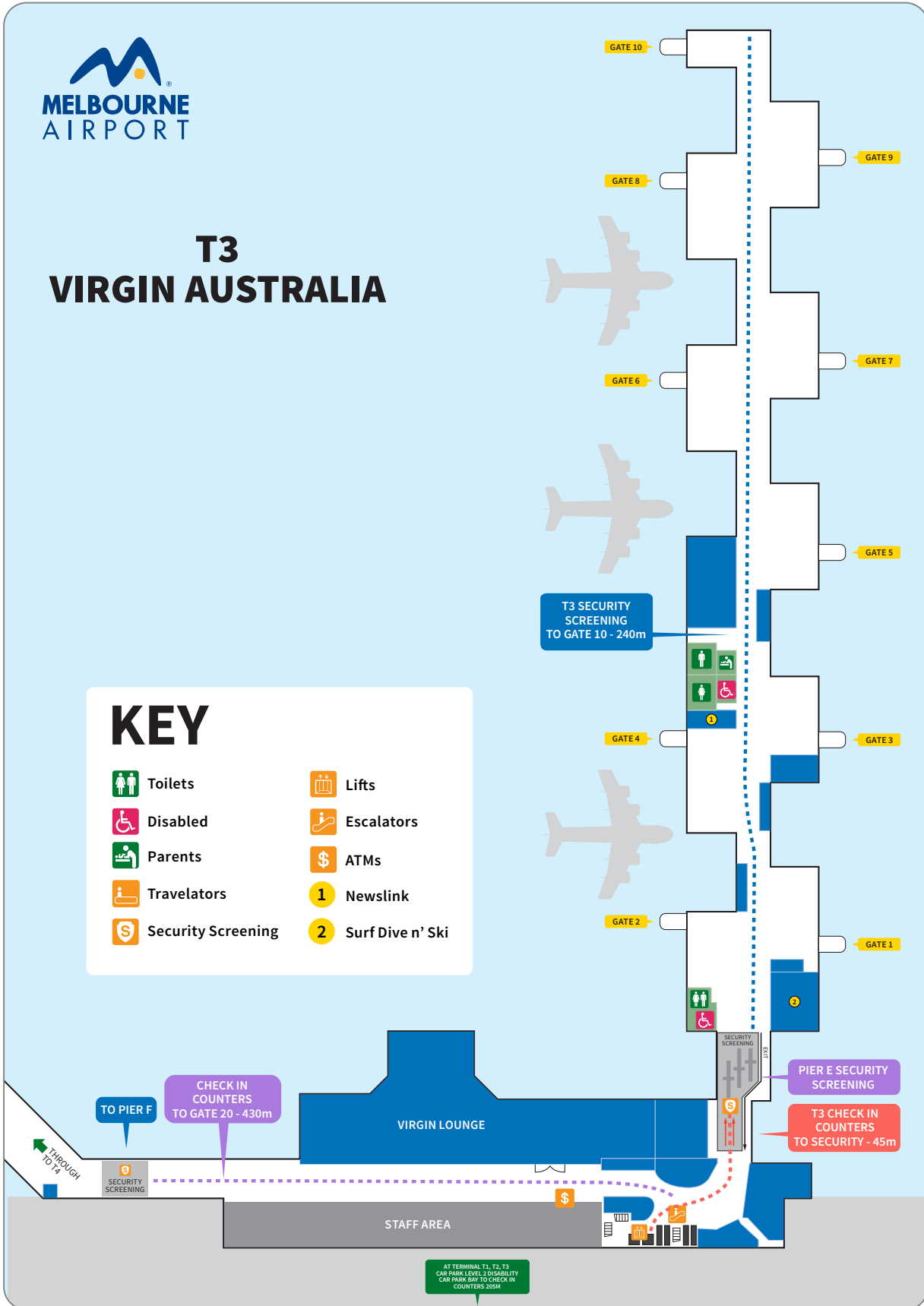
Typically, airline operators will only accept assistance animals within the aircraft cabin that have been appropriately trained, sufficient to pass a public access test by specific organisations. Assistance animals lie on an absorbent mat either in front of your seat in First and Business Class, or in front of the adjacent seat in Economy. Travellers are advised to liaise with their airline prior to travel to ensure their animal can be cleared for travel within the cabin.

It is important that you have your dog's proof of identity card with you during travel, indicating the level of appropriate training attained, as issued by the relevant organisation.

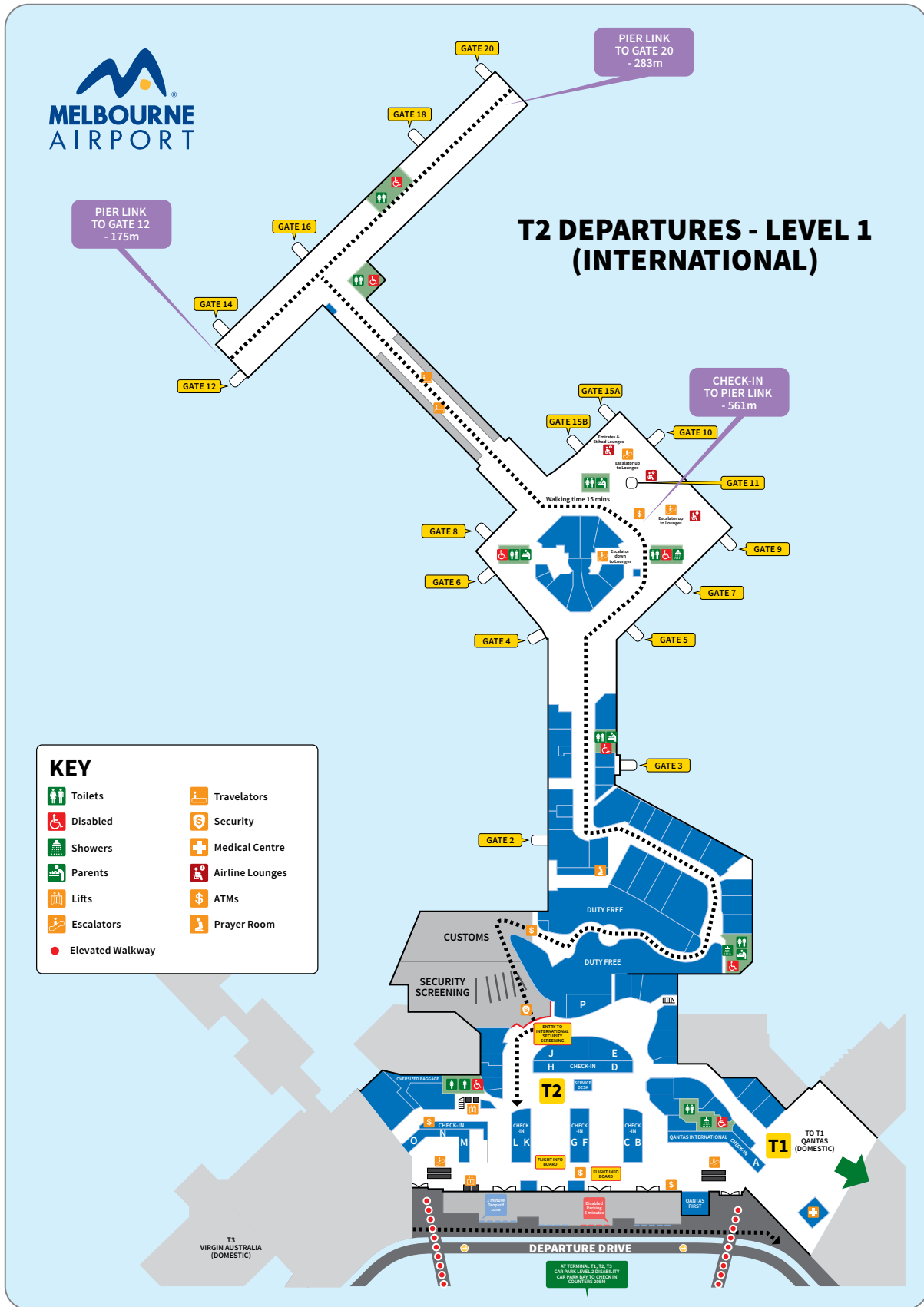
# Distances from At Terminal 123 Car Parks to Terminal gates T1 gate map walking time and distance



# Distances from At Terminal 123 Car Parks to Terminal gates T3 gate map walking time and distance

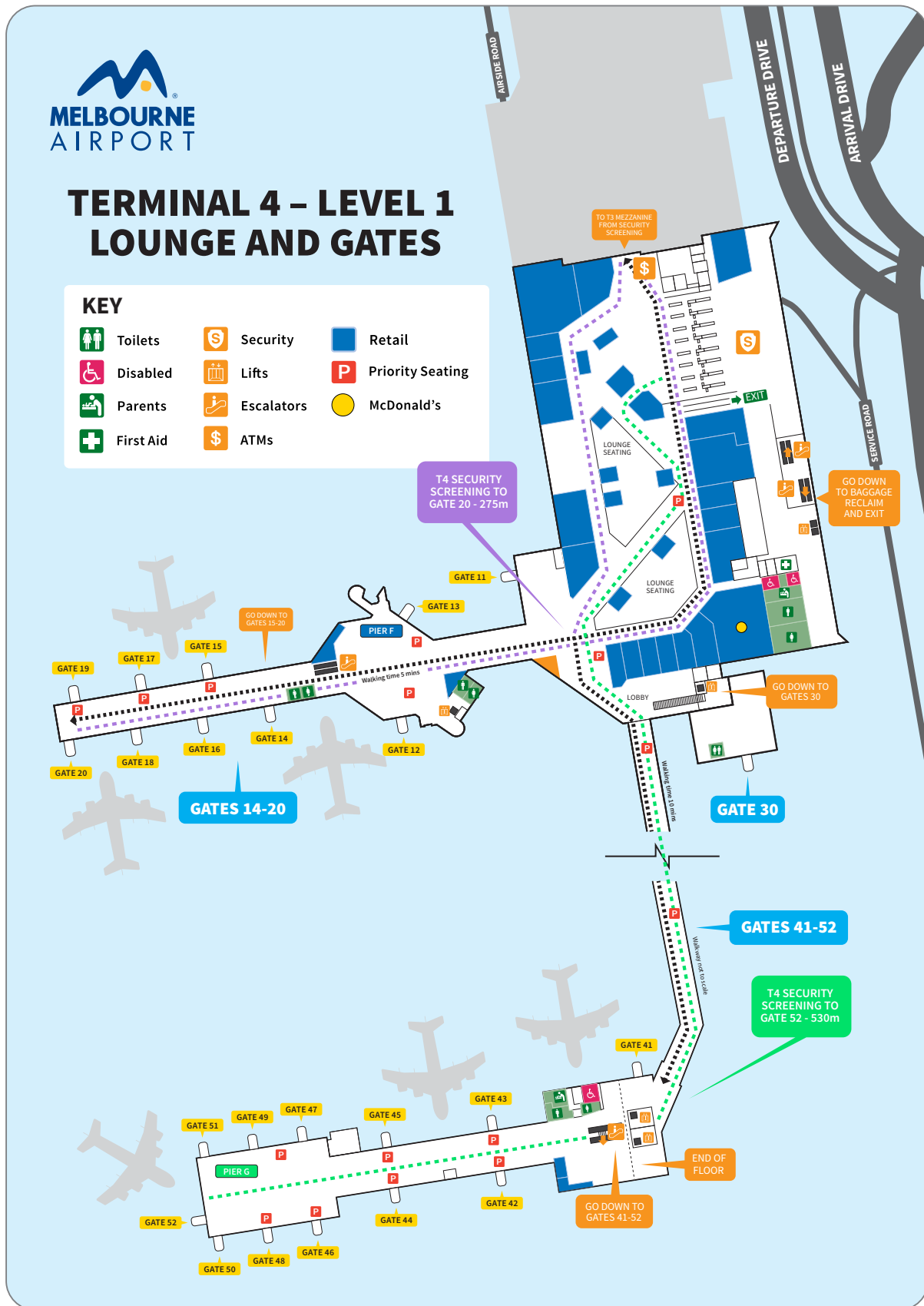


# Distances from At Terminal 123 Car Parks to Terminal gates T2 gate map walking time and distance





# Distances from T4 Car Parks to Terminal Gates walking time and distance to check-in





## Medical Centre

Melbourne Airport Health is located in Terminal 1 (T1), next to the pharmacy.

A full range of general medical practice services are available, including:

- Men's and women's health screening
- Immunisations
- Pre-employment medical examinations
- Work injury management
- Physiotherapy services
- Deep Vein Thrombosis prevention

Contact the centre directly for hours of operation and further information on + 61 3 9338 8975



## Direct Assistance

Direct assistance when travelling through Melbourne Airport is provided by the airlines.

It is recommended you contact the airline directly when booking your ticket to advise them of any requirements, including wheelchair assistance. This will assist the airline to prepare for your arrival and to ensure the appropriate equipment is available. Contact details for the airlines that operate from Melbourne Airport can be found on the 'Prepare to Fly' tab on the Melbourne Airport website:

[www.melbourneairport.com.au/Flight-Passenger-Info/Preparing-to-Fly/Airline-Information.html](http://www.melbourneairport.com.au/Flight-Passenger-Info/Preparing-to-Fly/Airline-Information.html)

If you are not travelling with an airline but have enquiries regarding travelling through the airport, or require a wheelchair whilst at the airport, please contact the Melbourne Airport's Integrated Operation Centre on +61 3 9297 1901 prior to your arrival at the airport. Please be aware that, wheelchair availability cannot be guaranteed.

## Wheelchair assistance while travelling

Wheelchair assistance while travelling must be requested by the traveller when booking a ticket.

### Terminal 4 Wheelchair Assistance

1. The wheelchair assistance is provided by a team member employed or engaged by Wilson Parking (Wilson). Wilson has been engaged by Melbourne Airport to provide services to Melbourne Airport at Terminal 4, including the wheelchair assistance outlined below.
2. In order to request wheelchair assistance, a person must contact either:
  - (a) Melbourne Airport's Integrated Operation Centre (+61 3 9297 1901), and speak with a Landside Operations Control Room Operator; or
  - (b) Wilson via the email address: [wilsonpgt@melair.com.au](mailto:wilsonpgt@melair.com.au).
3. The assistance can be requested by the person who will be travelling, or a member of that person's family, airline staff, the Airport Chaplain, or the Airport Integrated Operations Centre (which is operated 24 hours a day, 7 days a week).
4. A person requesting assistance must provide the name of the person requiring assistance, details of the flight (date, time, airline) and, for travellers departing from Terminal 4, the anticipated time of arrival at the airport. The timing of the provision of assistance will be subject to the availability of resources.

### Contact Details:

#### Melbourne Airport's Integrated Operation Centre

Phone: +613 9297 1901

## Delivery of Service

### Security environment

Please be aware that delivery of certain elements contained within this plan may change should a heightened threat level apply to either Melbourne Airport or the industry as a whole.

### Staff training

Airline personnel and security contractors are trained by their organisations on enabling smooth facilitation of travellers with a disability throughout their travel experience. Should you have any questions regarding airline procedures, please contact the airline directly or discuss this when making your booking.

Customer Care Volunteers are an additional point of contact for travellers who require direct assistance upon arrival at the airport, supporting airline ground crew. Our Customer Service Volunteers have a wide range of capabilities and can provide general assistance to all travellers. Where requests for assistance may extend beyond the Customer Service Volunteers responsibilities, travellers may be directed to their airline or the Airport Manager.



# Communication

## Further information

For further information regarding Melbourne Airport facilities go to [www.melbourneairport.com.au](http://www.melbourneairport.com.au) or call the Melbourne Airport's Integrated Operation Centre on +61 3 9297 1901

## Feedback and Complaints

Your feedback and comments are important to us. We would love to hear of your experiences at our airport, what you believe we do well and where you believe we can do better. Please complete the feedback form on the Melbourne Airport website and where a response is required or requested we will endeavour to be in contact within two business days.

The feedback form is located at:  
[www.melbourneairport.com.au/Contact-Us.html](http://www.melbourneairport.com.au/Contact-Us.html)



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