Perth Airport Disability Access Facilitation Plan

Contents

Objective

This Disability Access Facilitation Plan (DAFP) is intended as a communication tool between Perth Airport Pty Ltd and the travelling public regarding the availability and accessibility of services for passengers with a disability, passengers requiring assistance and carers as per Australian Government recommendations. The Plan provides information that covers the entire journey, from planning and booking through to boarding an aircraft.

This DAFP should be referenced alongside the relevant airline's Disability Access Facilitation Plan (DAFP) and that of the destination airport (if available) to ensure passengers are well prepared for each phase of their travel.

Perth Airport believes in striving for universal access and inclusion and working collaboratively with our stakeholders to improve the airport experience for all. We consult regularly with disability advocacy organisations and their feedback, along with requirements and advice from the Human Rights Commission, the Civil Aviation Safety Authority, the Australian Airports Association and the Department of Infrastructure and Regional Development has been taken into consideration during the development of this publication.

Terminal 1 Check-in

Overview of Perth Airport

At Perth Airport we understand that air travel can sometimes be a stressful experience, especially for people who require a little extra assistance. We want to make sure your journey is as easy and enjoyable as possible by providing you with as much useful information as we can before you visit us.

There are a number of different terminals at Perth Airport. It is important to know which terminal you are travelling from in order to access information that is relevant to your journey. Below is an outline of which services operate from which terminal, but we strongly recommend you check your itinerary prior to travelling to confirm that you are heading to the right terminal.

TERMINAL	DESCRIPTION
Terminal 1 (T1) International	Most international services
Terminal 1 (T1) Domestic	Virgin Australia (interstate and some regional services)
Terminal 2 (T2)	Alliance Airlines (regional services) Virgin Australia (most regional services) Regional Express Airlines (regional services)
Terminal 3 Domestic (T3)	Jetstar (interstate and regional services) Qantas (some services) Airnorth (regional services)
Terminal 3 International (T3)	Qantas international services (international departure gates)
Terminal 4 (T4)	Qantas (international check-in, domestic and regional services)

Please see the map overleaf to determine the exact location of your terminal.

PARKING FACILITIES

- ■ Premium
- ■ ShortTerm
- ■ LongTerm
- ■ Regional
- ■ Valet
- ↑↓ Parking entry/exit
- 🚌 Long term car park bus stop
- •••• Pick up and drop off areas

Map labels:

- GREAT EASTERN HWY
- FAUNTLEROY AVE
- BREARLEY AVE
- SNOOK RD
- TAPLIN RD
- ROSS DR
- BOUD RD
- DUNREATH DR
- TONKIN HWY
- T4
- T3
- T2
- T1 Domestic
- T1 International
- Taxi rank
- B
- C
- D
- H
- J
- SUGARBIRD LADY DR
- AIRPORT DR
- FRICKER DR
- GROGAN RD to Abernethy Rd
- KINGSFORD SMITH AVE
- PALTRIDGE RD
- HORRIE MILLER DR

Booking & Planning

If you or someone you are travelling with has a disability or requires extra assistance, you are asked to advise your airline or travel agent of the requirements when making your booking. This allows the airline to make any necessary arrangements before you arrive, and is particularly important if you are travelling with an assistance animal or special equipment such as a mobility aid.

Each airline has different guidelines on the carriage of people with disabilities who require additional assistance, so it is important to speak directly with your airline about their specific policies before you fly.

Please refer to the Airline Contacts page on the Perth Airport website (www.perthairport.com.au/flights/airlines) for up to date contact information for your airline, or alternatively you can visit the airline's website directly.

For visitors to the airport who are not travelling and require assistance, or for more information generally, please contact the Perth Airport Customer Service team via telephone during office hours on 08 9478 8862, or via email: customerservice@perthairport.com.au.

Arriving at the Airport

We aim to provide barrier-free access to Perth Airport in all areas by providing suitable infrastructure in our car parks, pick-up and drop-off points, pedestrian crossings, forecourts and terminals.

Unfortunately direct assistance is only available from your airline from the point of check-in, and Perth Airport is unable to assist with the movement of people and/or baggage from the car parks or forecourt areas. If you require assistance from these points, please arrange for a carer, family member or friend to come to the airport with you and help you to check-in, at which point an airline staff member can assist.

PARKING

All car parks at Perth Airport have dedicated accessible parking bays, conveniently located as close as possible to both the departures and arrivals areas. These accessible parking bays are clearly signed with the international symbol of access on the road surface. There are more than 200 accessible parking bays provided across the airport estate. Vehicles utilising any accessible parking bay must display a valid Australian Disability Parking Permit (e.g. ACROD).

The number of ACROD bays in each car park is displayed below:

SHORT TERM CAR PARKS	NUMBER OF ACROD BAYS
Terminal 1	17
Terminal 2	3
Terminal 3 / 4	12
Premium	4
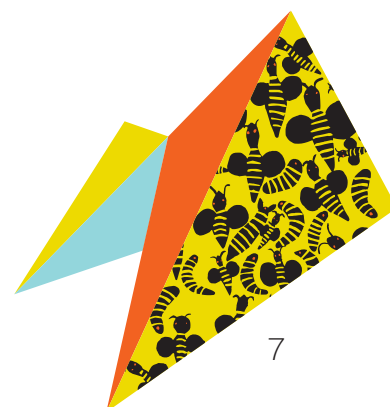
LONGTERM CAR PARKS	NUMBER OF BAYS
LongTerm B	14
LongTerm C	10
LongTerm D	18
LongTerm G	18
LongTerm H	29
LongTerm J	18

GENERAL AVIATION	NUMBER OF BAYS
General Aviation car park	7

STAFF CAR PARKS	NUMBER OF BAYS
Staff car park A	7
Staff car park B	4

Please note that the LongTerm Car Parks at Perth Airport are generally not within walking distance to the terminals. A free, wheelchair accessible transfer bus service operates between the LongTerm Car Parks and the terminals.

Please be advised that this service has been reduced due to COVID-19. Visit the Perth Airport website for the latest updates: www.perthairport.com.au/parking/long-term/long-term-car-park-bus
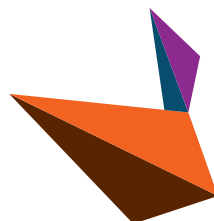
PICK-UP AND DROP-OFF

Passenger pick-up and drop-off facilities are in place at all Perth Airport terminals. Designated drop-off parking bays are allocated in front of the terminals to facilitate wheelchair transfer for passengers, however, for security reasons, the driver must remain with the vehicle at all times.

Perth Airport must abide by the security regulations determined by the Commonwealth Government. This includes the restriction of vehicles left unattended at the front of terminal buildings. There are no exceptions to this rule, and all drivers must remain with the vehicle, at all times, when kerbside in front of a terminal building.

Should it be necessary to leave the vehicle to assist a person with a disability, a number of alternatives can be considered, including:

– Arrange for a third person to escort the passenger out of the vehicle and into the terminal.

– Park in a designated accessible parking bay, with the required Australian Disability Parking Permit (e.g. ACROD), located in the Short Term Car Parks close to the terminal (the first 10 minutes is free of charge in all car parks).

TAXIS

Accessible taxi drop-off and pick-up areas are located outside the front of terminals within close proximity to designated crossing points. Passengers requiring a multi-purpose taxi can request assistance from kerbside staff located near the taxi rank.
There may be a wait for services. To pre-book a multi-purpose taxi contact Swan Taxis on 131 330 or Black and White Taxis on 131 008.

RIDESHARE

Accessible Rideshare drop-off and pick-up areas are located outside the front of terminals within close proximity to designated crossing points. Passengers requiring a multi-purpose rideshare should request this directly through the Rideshare operator's app or customer service department.

TERMINAL TRANSFERS

Our free terminal transfer bus connecting the T1/T2 precinct and the T3/T4 precinct has been suspended due to COVID-19.

Any passengers needing to travel between the two precincts while this service is suspended should make use of a taxi and/or rideshare service.

Passengers who require assistance to transfer between terminals located within walking distance of each other should contact the airline to confirm if the assistance that they require is available.

Check-In and Direct Assistance

Perth Airport provides the infrastructure for airlines to conduct their business. It is currently the responsibility of the airlines to provide passenger assistance from the check-in counters to the aircraft and from the aircraft to the baggage reclaim area.

Passengers who require this assistance are encouraged to arrive at the airport with ample time prior to the departure of their flight. Generally, check-in for international flights opens three hours prior to departure, and one and a half hours for domestic flights. Travel agents or airlines will advise of the exact check-in time, or if in transit, minimum connection time requirements.

If you have pre-booked direct assistance with your airline, it is from the Check-In point that they will be able to assist. Please refer to your airline's website or Disability Access Facilitation Plan for the specifics of their direct assistance services and the process you should follow when arriving at check-in.

Perth Airport Customer Service Officers and Gold Coat Ambassadors are, under normal conditions, present in and around our terminals and will be happy to assist you with directions or queries. Unfortunately, these individuals are unable to carry out direct assistance tasks like moving wheelchairs or handling luggage.

*Please be aware that the Gold Coats Ambassadors have been temporarily stood-down due to COVID-19.
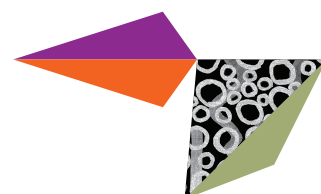
Security Screening

All passengers and visitors to our domestic departure lounges are required by law to undergo security screening. Perth Airport and our Security Screening contractors work hard to ensure that everyone has a positive, seamless experience through Security Screening.

We recognise that some passengers may require additional assistance or have specific requirements, and consideration may need to be given to this process on a case by case basis. Passengers with disabilities can access the same screening process as other travellers and visitors, however, where there are technical constraints Perth Airport will provide equivalent processes.

BEFORE ARRIVING AT SECURITY SCREENING

Please note the following considerations before arriving at the screening point:

- Ensure that essential items are packed in carry-on baggage. Medicines and medical tools that are essential for the journey are permitted to be packed in carry-on baggage, however, please ensure supporting medical documentation can be produced on request. Please ensure these items are easily accessible for further inspection.

- There are strict rules regarding the carriage of powders, liquids, aerosols, and gels (PLAGs) on international services. This includes restrictions on medications. Further information can be obtained from the Department of Home Affairs website: https://www.homeaffairs.gov.au/about-us/what-we-do/travelsecure/carry-on-baggage/travelling-with-powders-liquids-aerosols-and-gels

- Pack all nonessential medicines and tools in checked baggage. Similarly, all prohibited items and powders, liquids, aerosols, and gels over the permitted allowance (100ml containers or less within a 20cm x 20cm or 15cm x 25cm clear plastic resealable bag) must be packed in checked-in luggage for international flights.

AT THE SECURITY SCREENING POINT

It may not be possible for a screening officer to identify individual needs, especially for people with a cochlear implant, artificial hip, stoma bag, pacemaker or a hidden disability like autism. It is recommended that passengers with special assistance needs bring these to the attention of a Security Screening officer at the start of the screening process so that suitable assistance can be provided.

To enable a smooth and efficient screening process, official documents (e.g. a letter from your surgeon or medical doctor) relating to medical conditions, or any other specific requirements, should be presented to the screening officers at this point. Screening officers are available to help — when in doubt, passengers are welcomed to ask questions or directly request assistance. Should a passenger wish to be screened privately, this service can be provided on request to the screening officer conducting the screening.

To further assist with the provision of government regulatory requirements, passengers with medical implants, prosthesis, mobility aids, or wheelchairs are encouraged to identify themselves to airline staff at check-in, prior to arriving at the screening point.

SECURITY SCREENING PROCESS

The following information is designed to help you prepare for the security screening process by outlining the methods of screening.

X-RAY MACHINE

Once passengers present for screening, a screening officer will ask for small items to be placed in carry-on baggage and then on the conveyor belt. Passengers without carry-on baggage will be provided with a small tray for loose items. Do not hesitate to ask the screening officer for assistance if required.

To check what items are not permitted on an aircraft, refer to the government's travel secure website for more information — www.travelsecure.infrastructure.gov.au.

METAL DETECTOR

After passengers have placed personal items onto the conveyor belt they will then be asked if they are able to pass through the metal detector frame unaided. Perth Airport is required to ask this question, however, recognises that it may not be possible, in which case alternative screening arrangements can be made.

If you have a pacemaker, please ensure you advise the screening officer prior, as the walk-through metal detector can affect the operation of a pacemaker.

HAND-HELD METAL DETECTOR (WAND) INSPECTION

The hand-held metal detector (wand) helps the screening officer identify the exact area on a passenger that caused the metal detector to alarm. During this procedure, the officer will pass the wand over the passenger's body without making body contact.

Every effort will be taken to do this as discretely as possible. Passengers are asked to alert the officer if they have a pacemaker or similar device so a pat-down search can be conducted instead.

PAT-DOWN INSPECTION

Passengers undergoing a pat-down inspection will be directed by the officer to a screening station where a briefing on further procedures will occur. Perth Airport understands there may be some sensitivities involved with a pat-down inspection and to address any concerns the following steps outline the responsibilities of screening officers and the rights of passengers:

– Passengers should inform officers of any personal requirements due to a disability, or other medical concerns;

– Passengers should ask for physical assistance if required;

– An officer of the same gender as the passenger will conduct the secondary screening; and

– Passengers may request the search be conducted in a private room.

EXPLOSIVE TRACE DETECTION (ETD)

Screening officers may test passengers and their baggage for traces of explosives. Officers must carry out explosive trace detection sampling to meet regulatory requirements and will seek consent to conduct this process upon production of a card outlining the process to be undertaken.

SECONDARY SCREENING

Secondary screening occurs when a passenger has set off the metal detector alarm and the screening officer is unable to determine the cause. Alternatively, secondary screening can be requested in place of the metal detector. Secondary screening can take the form of all or any of the following, including, a pat-down inspection, a hand-held metal detector inspection, or an explosive trace detection test.

Any of the secondary screening methods (except for Explosive Trace Detection) can be conducted in a private room upon request. The screening officer is required to take carry-on baggage with the passenger to the private room. Once cleared through x-ray screening, baggage is then handed back to the passenger.

BODY SCANNING

As part of Commonwealth Government regulations to enhance airport security in Australia, a body scanner has been introduced at Terminal 1 International. The body scanner will be used to screen outbound passengers at the international passenger screening point, in conjunction with walk-through metal detectors.

If you are using a body scanner you will be asked to remove outer layers of clothing (like jackets and jumpers) and take all items out of your pockets. You will need to stand inside the body scanner, where millimetre-wave technology will detect items worn or carried on the body.

Millimeter waves, also known as extremely high frequency (EHF), is a band of radio frequencies that is well suited for 5G networks. Compared to the frequencies below 5 GHz, millimetre wave technology allows transmission on frequencies between 30 GHz and 300 GHz. All light is radiation because it is energy moving through space, however millimetre waves are non-ionizing due to their longer wavelengths and do not produce enough energy to damage cells directly.

ADDITIONAL AIRLINE RELATED SECURITY MEASURES

Some airlines may have additional security measures at the gate immediately prior to boarding. These security measures are not always facilitated by Perth Airport's security service provider and may be conducted by a different company contracted directly by the airline. Perth Airport recommends that passengers contact their airline for further information regarding any additional security measures.

Special Considerations

MEDICAL IMPLANTS

Passengers with a pacemaker, implanted cardio converter defibrillator, or any other fitted medical device, are asked to notify a screening officer, as it may not be technically possible to pass through the frame of the metal detector.

The screening officer will advise the passenger of the screening process. The screening officer may:

– Ask the passenger to undertake a body scan. Body scanners use different technology to metal detectors and passengers with implanted medical devices, such as pacemakers and defibrillators are able to undergo a body scan. Consenting to undergo body scan screening will remove the need for a pat-down search; or

– Ask them to go through a gate to bypass the metal detector frame. The screening officer will then ask for consent to conduct a secondary screening pat-down search.

ARTIFICIAL LIMBS/PROSTHESIS

Passengers are asked to advise the screening officer of any artificial limbs or prosthesis to avoid passing through a metal detector and causing it to alarm.
The screening officer may:

– If appropriate, ask the passenger to undertake a body scan as body scanners will not alarm when detecting implants, including internal prostheses, such as hips or knee joints. Consenting to undergo body scan screening will remove the need for a pat-down search; or

– Conduct a secondary screening hand-held metal detector (wand) search.
If the wand repeatedly alarms then the screening officer will ask for consent to conduct a pat-down search.

MOBILITY AIDS

Passengers using mobility aids will be asked by screening staff if they are able to go through the frame of the metal detector without the mobility aid; if not, passengers may be asked to sit in a chair while a hand-held metal detector search is conducted.

Walking aids must also be screened and may require x-ray and explosive trace detection screening. Screening points have chairs available for use during this process.

Where a person cannot be separated from their mobility aid, such as a cane or a walking frame, they will not to be selected for a full body scan.

WHEELCHAIRS

Passengers and their wheelchairs will be required to undergo screening. Screening officers are very familiar with passengers using a wheelchair at screening points, and if required, can assist. If passengers are able to stand and walk a short distance, they can proceed through the metal detector frame.

Whenever possible and practical the wheelchair will be x-rayed as well, alternatively, it will be physically searched. If passengers remain in their wheelchairs, screening officers will ask for consent to conduct a secondary screening pat-down search. Passengers in wheelchairs will not be selected to undergo body scanner screening.

VISION IMPAIRMENT

Passengers with vision impairment will be consulted as to their ability to go through the metal detector frame unaided. Passengers with vision impairment who use canes will be assisted through the metal detection frame whilst their cane is screened. If preferred, passengers can request a secondary screening pat-down as an alternative.

Passengers who are vision impaired may be selected for a body scanner screening. Screening officers will make certain that each step of the process is verbally communicated in a manner that ensures the passenger is comfortable enough to proceed through the screening process.

Canes cannot be taken through a body scanner. Vision impaired passengers can be screened by alternative methods if they are not able to be separated from their cane.

ASSISTANCE ANIMALS

Guide dogs and other accredited assistance animals are welcome in all areas of the terminal. Passengers with assistance animals are required to pass through the screening frame with no need to remove the animal's harness. If preferred, passengers can request secondary screening without having to pass through the frame of the metal detector for convenience, and more time can be taken to ensure all screening requirements are completed.

If a passenger is travelling with an assistance animal(s) they will not be separated from their service animal at any time throughout the screening process, and will therefore not be selected for a body scan.

SERVICE ANIMAL RELIEF AREAS

Service Animal Relief Areas (SARAs) are dedicated toilet and watering facilities for assistance animals.

The Service Animal Relief Areas can be found at
- Terminal 4 - ground floor, opposite check-in
- Terminal 1 International - ground floor, before security screening

The locations are also highlighted on our terminal maps.

HEARING IMPAIRMENT

Passengers with a hearing impairment will be consulted as to what assistance is needed and how this should be provided. If preferred, passengers can request secondary screening for convenience, where more time can be taken to explain requirements, and to ensure all screening requirements are completed. Hearing devices are considered a part of the person who is wearing them and as such, passengers will never be requested to remove them for screening.

It should be noted that passengers who are hearing impaired may be selected for a body scanner screening. Security screening officers may use hand signals to gain the attention of a person who is hearing-impaired. Screening officers understand the importance of ensuring that the passenger understands what is happening throughout the screening process. Where possible, written communications material is provided to assist the screening process.

STOMA AND OSTOMY POUCHES

The full body scanners may detect stoma and ostomy pouches on a person. Screening officers understand that this can be a sensitive issue and they are trained to ensure that the dignity and privacy of passengers is appropriately maintained at all times.
If a passenger is selected for a body scan and has a stoma or ostomy pouch the following will occur:

– A screening officer will ask you to enter the body scanner. You will be asked to stand with your legs shoulder width apart with your hands raised above your head or side. You will be required to hold this position for approximately two seconds while the scan takes place.

– You will then be asked to exit the body scanner. The screening officer will show you the results of your scan on the body scanner control panel.

– The control panel will display a generic human outline with a box overlayed on the area of the body where the stoma or ostomy pouch is located. Other boxes may also indicate the presence of other items.

– The screening officer will ask you if you know what the body scanner has detected. If you wish you can ask the screening officer for this conversation to take place in a private room with a screening officer of the same gender. The screening officer may use the following methods to clear the stoma or ostomy pouch: handheld metal detector; and/or explosive trace detection test.

A person will never be asked to show their stoma or ostomy pouch, and a screening officer will never touch these items.
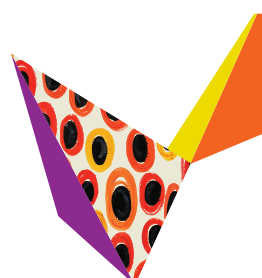
MEDICINES AND MEDICAL TOOLS

Passengers are allowed to bring medicines, hypodermic needles, and medical tools if it is essential for their journey. However, the following conditions must be met:

– Medicines and medical tools must be available for inspection;

– A screening officer may request proof of the need for medications or tools for the journey, requiring supporting documentation from a relevant qualified medical professional, such as a letter, prescription, or medical card;

– Ensure the name on the label of the medication matches the name on the boarding pass; and

– Take only what is needed for the journey. Extra supplies and larger containers of medicine should be placed in checked-in baggage.

BIOLOGICAL MATERIALS

There are certain conditions for carrying medical purpose biological materials through a security screening point and on board an aircraft. In the first instance, passengers are asked to contact the airline regarding their conditions of carriage, as the airline may reserve the right to deny carriage of the item.

Should the airline approve uplift of the item, the airline will then determine whether an application for exemption from security screening needs to be sought from the Office of Transport Security, especially in the case where the item is unable to be security screened, inspected, or undergo an explosive trace detection test.

STAFF TRAINING

All security screening staff are required to undertake Customer Service Training and we are currently also developing a Disability Awareness Training as a compulsory module.

TERMINAL FACILITIES

Perth Airport terminals are designed to meet the required codes and standards at the time of construction, and upgrades and improvements to infrastructure and facilities are made periodically.

TERMINAL MAPS

Maps which show a general layout of each terminal including facilities such as toilets, parenting rooms and lifts are available on our website at https://www.perthairport.com.au/at-the-airport/terminal-maps.

ACCESSIBLE TOILETS

All Perth Airport terminals have accessible toilets and parenting rooms with wheelchair accessibility.

TELEVISIONS WITH CLOSED CAPTIONING

All televisions in public areas in Perth Airport terminals have closed captioning enabled. Please note that not all programs allow this feature but where available, it will be displayed.

HEARING LOOPS

A number of hearing loops are in place throughout the terminals to assist people with hearing difficulties, found at key locations including boarding gates, check-in desks, and main retail areas.

COUNTER HEARING SYSTEM (CHS)

A CHS has been installed at designated check-in counters and can be used by people wearing hearing aids, as well as people with a hearing impairment who do not require the use of a hearing aid.

LIFTS

There are lifts available to all public levels of all terminals.

AUTOMATIC DOORS

All public entrances and doors to accessible toilets are automatic to allow for ease of movement.

DRINKING FOUNTAINS

Accessible drinking fountains are located adjacent to toilets in each terminal.

TACTILE PAVING

Passage through the forecourt area is generally enhanced by the use of tactile ground surface indicators (TGSIs) and high colour contrast to potential barriers. Warning style, tactile ground surface indicators and contrast edges assist with warning of potential hazards at designated areas such as road crossing points, stairs, flush transitions between footpaths and roadways, as well as at set down areas.

FLIGHT INFORMATION DISPLAYS

Each terminal has many Flight Information Display Screens (FIDS) throughout the public areas to communicate flight arrival and departure times, boarding status, flight status information, and gate numbers. Passengers experiencing difficulties reading signs or interpreting information displayed can approach airport staff, or any one of the Perth Airport Volunteers (Gold Coats) for assistance.

MEDICAL ASSISTANCE

In the event of an emergency, contact '000' immediately. For medical assistance in life threatening situations, dial 8500 on any Perth Airport telephone, or 9478 8500 from a personal phone. There are first aid rooms located in each terminal and there is an emergency phone at each enabling assistance to be provided through the Airport Control Centre.

Feedback and Review

CONSULTATION

To ensure that new developments meet the needs and expectations of all travellers, visitors, and employees, Perth Airport has engaged the services of disability access consultants. We also regularly engage with representatives from disability groups as part of our Perth Airport Access and Inclusion Group. Ongoing consultation provides advice for improvements to existing facilities and services. Similarly, Perth Airport reviews customer feedback, current legislative requirements, and industry standards on an ongoing basis.

FEEDBACK

Feel free to contact us regarding this Disability Access Facilitation Plan via our Customer Experience Team on (08) 9478 8862 during business hours or via email to customerservice@perthairport.com.au. Alternatively, write to us at the following address:

Customer Experience
Perth Airport Pty Ltd
PO Box 6
Cloverdale WA 6985