ACCESSIBILITY GUIDE

A guide for all members of the community, including passengers and visitors with a disability, which addresses all aspects of accessibility at Gold Coast Airport

Contents

PRIOR TO ARRIVAL

Gold Coast Airport has one main terminal, hosting both domestic and international arrivals and departures.

To request assistance, please contact your airline directly when making a reservation and advise them if you have any accessibility requirements. This will enable the airline to inform you and, where required, make suitable arrangements at the airport or during the flight to assist you.

Please refer to your airline's Conditions of Carriage for all information relating to passenger assistance.

ACCESSIBLE PARKING

Accessible parking is provided within all public carparks at Gold Coast Airport. These spaces are reserved for vehicles displaying a valid Disability Parking Permit while parked. There are 63 accessible parking bays in the Gold Coast Airport car parks as follows:

Car Park	Number of accessible parking spaces	Distance from terminal	Covered access to terminal
Premium	3	40m	Full coverage
Terminal Short Term	7	60m	Partial coverage (90%)
Terminal Long Term	23	100m	Full coverage
Budget Covered	15	250m	Full coverage
Budget Uncovered	15	350m	Partial coverage (80%)

The terminal entrance has level access and automatic doors.

TERMINAL KERBSIDE ACCESS (PICK-UP AND DROP-OFF ZONE)

Departures drop off is at the northern end of the terminal and arrivals pick up is at the southern end of the terminal.

Drivers dropping off or picking up a person(s) with a disability kerbside at the front of the terminal must remain with the vehicle. This is due to increased security procedures implemented at all airports throughout Australia. Gold Coast Airport must abide by the security regulations determined by the Australian Government.

Gold Coast Airport kerbside is a 'Restricted Parking Zone' – no parking unless otherwise authorised. Passenger drop off and collection at the terminal is restricted to the following:

• Passenger set down is allowed at the front of the terminal as per signage.

• Australian Road Rule 168 for 'No Parking' signs, states drivers must remain with their vehicles and are to drive on within the required time of 1 minute.

• Vehicles displaying a Disability Parking Permit are permitted double the time in the pickup/ drop off area (as per Australian Road Rule 206) – meaning drivers with a Disability Parking Permit can park for 2 minutes at the passenger set down area (instead of the 1 minute allocation given to other vehicles).

- Drivers of vehicles displaying Disability Parking Permit must still remain with their vehicle; they cannot leave their vehicle unattended.

- The regulations surrounding 'Bus Zones' (Australian Road Rule 183) and 'Loading Zones' for authorised vehicles (Australian Road Rule 179) remain consistent for all vehicles – there are no exceptions for drivers displaying a Disability Parking Permit.

- There are clearly marked spaces for vehicles displaying Disability Parking Permits in both the short and long-term car parks at Gold Coast Airport. They are located closest to the walkways.

Should the driver need to leave the vehicle to assist the passenger, a number of alternate options are available:

Option 1: Arrange for a third person to travel to the airport with the driver to escort the person(s) with a disability into the Terminal whilst the driver remains with the vehicle.

Option 2: Parking your vehicle in the accessible parking positions located in the car park. If you enter and exit the car park within 10 minutes it is free.

Option 3: There are public transport vehicles that are able to transfer you to the airport and drop you at the front of the terminal including taxis, hire cars and buses.

GROUND TRANSPORT OPTIONS

Taxi services are located front-of-house at the southern end of the terminal and in close proximity to the domestic baggage collection. The regular public transport bus service also departs from the southern end of the terminal. Shuttle bus services are available at the northern end of the terminal near international arrivals.

SECURITY SCREENING

Security screening for travellers with a disability can require more time than other travellers. All passengers are legally required to undergo the same level of security checks. Please liaise with the security staff on duty about any concerns you may have, including advising them if you have a medical condition that you are concerned may be affected by the screening process (e.g. you have a pacemaker). Security staff will endeavour to make the experience as efficient and relaxed as possible.

If you are in a wheelchair, you should remove any loose items on your possession and place them on the conveyor belt through the X-Ray machine and then you simply travel forward through the metal detectors. These metal detector systems are designed to cater for most wheelchairs.

If you have artificial joints, and you are able to pass through the security metal detectors without activating it then no additional provisions are required.

Gold Coast Airport also has private screening facilities in place for visitors with a disability, should they request this service; or if security staff are required to complete additional screening after the passenger travels through the metal detector.

Wheelchairs and prams can be taken through the security screening area. Loose items must be placed on the conveyor belt through the X-Ray machine.

Physical assistance dogs with an appropriate badge on their harness or coat also walk through the screening area and are not required to remove their harness. Passengers with physical assistance dogs should allow a little more time to pass through security.

ACCESS WITHIN THE TERMINAL

The Gold Coast Airport terminal is single level with easy access to public facilities such as check-in, security screening, toilets and departure lounges. The terminal is compliant to the Building Code of Australia on disability access and facilities. All existing passageways and doorways in the terminal building are wide enough for access with a wheelchair, walker or pram.

BAGGAGE COLLECTION

When arriving at Gold Coast Airport, domestic passengers should follow 'Arrivals' signage to the southern end of the terminal to the baggage carousels. Passengers arriving on an international service collect their baggage in the international arrivals hall, prior to clearing Australian Border Protection processes. If you require a wheelchair or other assistance on arrival, please contact your airline prior to your flight.

Oversized luggage can be claimed from a designated and clearly marked and accessible area in the terminal.

Luggage trolleys are available in the international arrivals hall for international passengers; and in the car park and entrance to the terminal for domestic passengers. Trolleys are at the correct height to be wheelchair compatible.

TERMINAL FACILITIES

Gold Coast Airport wants to ensure all passengers are able to travel as comfortably and hassle-free as possible. Facilities available for travellers with a disability in the terminal are:

Toilet Facilities

For passenger convenience, there are accessible toilets located in the main concourse hall and within the Domestic and International Departure Lounges. (See diagrams for locations). Accessible toilets have a minimum access width of 912mm.

Wheelchairs

Passengers requiring a wheelchair to get to their aircraft will need to contact their airline directly prior to arrival at the airport. Most airlines have wheelchairs available adjacent to check-in areas.

Rampways and Tactile Indicators

Kerbside rampways are provided to assist people with disabilities to move from carparks and the street to the sidewalk into the terminal building. Tactile ground surface indicators are provided to assist with directional guidance. All toilets and parents facilities have Braille signage at their entry points.

Hearing Loop

To assist our hearing impaired customers, a hearing loop has been installed in the terminal. The hearing loop is designed to allow persons fitted with a hearing aid to be able to clearly hear announcements made within the terminal. Flight Information Display Screens (FIDS) are located throughout the terminal.

These screens will provide the most up-to-date flight information for guests in the Airport. There is no tele typewriter available at Gold Coast Airport.

Direct Assistance

Passengers requiring assistance to get to their aircraft will need to contact their airline directly as this service is provided by each individual airline. Gold Coast Airport has managers on duty for requests on how to get special or additional assistance. The Duty Manager's office is located to the northern end of the terminal, between the check-in counters and the international arrivals hall. There is a mobile phone number displayed if the office is unattended.

Language Assistance

The signage and information within Gold Coast Airport is written in English, with Chinese and Japanese translation, and uses internationally recognised symbols. Gold Coast Airport has Chinese and Japanese Liaison Officers on duty in the mornings who can be contacted through the Duty Managers' office at the northern end of the check-in area.

Physical Assistance

Certified guide dogs, hearing dogs or other assistance dogs that assist a person with a disability are welcome in all areas of Gold Coast Airport, under the Guide, Hearing and Assistance Dog Act 2009.

Certified physical assistance dogs should be wearing the appropriate badge on their coat or harness and people accompanied by a dog, including trainers, must also carry an identity card. If the dog is not wearing the accredited badge or if identification cannot be produced, the dog is not allowed in the Airport.

Certified guide dogs, hearing dogs or other assistance dogs will need to pass through the passenger screening point if they are going to the sterile departures and arrivals area. Their harnesses are not removed during the security screening.

Toileting options – there is a grassed area to the north of the terminal off the pathway that can be used by physical assistance dogs.

Lounges and Seating

Lounges and seating are available throughout the terminal. There are also two customer lounges operated by Qantas and Virgin Australia, located in the central departures lounge. Gold Coast Airport has dedicated reserved seating at each gate for passengers requiring airline assistance. These seats are green and include signage to show wheelchair, mobility and children (unaccompanied minors) icons.

Dietary Requirements

Gold Coast Airport has a number of food and beverage outlets in the terminal. Please speak to outlet staff directly on menu choices that suit your dietary requirements.

First aid

The airport's Duty Managers are all trained in first aid, and the airport has support from the Aircraft rescue and firefighting (ARFF) for medical issues. There are six defibrillators in the terminal, four of which are located in positions for public use.

Retail

Gold Coast Airport has a number of retail outlets operating. Staff can assist guests with a disability within their stores. Car hire service counters, located near the baggage carousel, have also been designed with lower counters to cater for passengers in wheelchairs.

Prayer Room

Gold Coast Airport has a designated prayer room, located in the international departures lounge.

Emergency announcements

In the unlikely event of an emergency within the Airport, audible alarms will sound and announcements made over the public address system. During an evacuation of the terminal, a warden may make the decision to assemble persons requiring assistance (such as people with a disability or elderly people) in a safe place until arrangements can be made to escort them to the Assembly Point.

BOARDING OR DISEMBARKING THE AIRCRAFT

Most airlines can provide arrangements for people with walking or mobility assistance needs including boarding and disembarking access via a mobile lift. Please advise your airline on booking if you require this assistance.

CHILDREN AND BABIES

For passengers travelling with children, many airlines will allow pre-boarding of a flight. For passengers travelling with prams, most airlines will require you to check these in prior to boarding, either at the check-in counter or at the departure gate. Please check with your airline directly on their check-in and safety requirements of prams being taken onboard the aircraft. Prams can be taken through the security screening point, but all loose items have to be removed and put through the X-Ray machine. The pram can be pushed through the metal detectors.

Gold Coast Airport has 8 parent room facilities in the terminal. Our Parents Rooms are compliant with Australian Standard AS 1428 and include features such as baby change tables, seating, microwave ovens and privacy screens to assist breastfeeding mothers.

If children are travelling alone, please consult with your airline at the time of booking. Some airlines do not allow children to travel without a parent or adult guardian.

COMMUNICATION AND FEEDBACK

For further information regarding accessibility at Gold Coast Airport, please phone (07) 5589 1100 between 8.00 am – 5.00 pm weekdays.

You can also contact the Duty Managers by phoning (07) 5589 1201. Duty Managers are available seven days per week during airport operating hours. The Duty Managers' office is located at the northern end of the terminal. If you would like to provide any feedback to Gold Coast Airport on this information or your experience within the Airport, please email info@ gcal.com.au or phone our reception during office hours on (07) 5589 1100.

GOLD COAST AIRPORT MAP

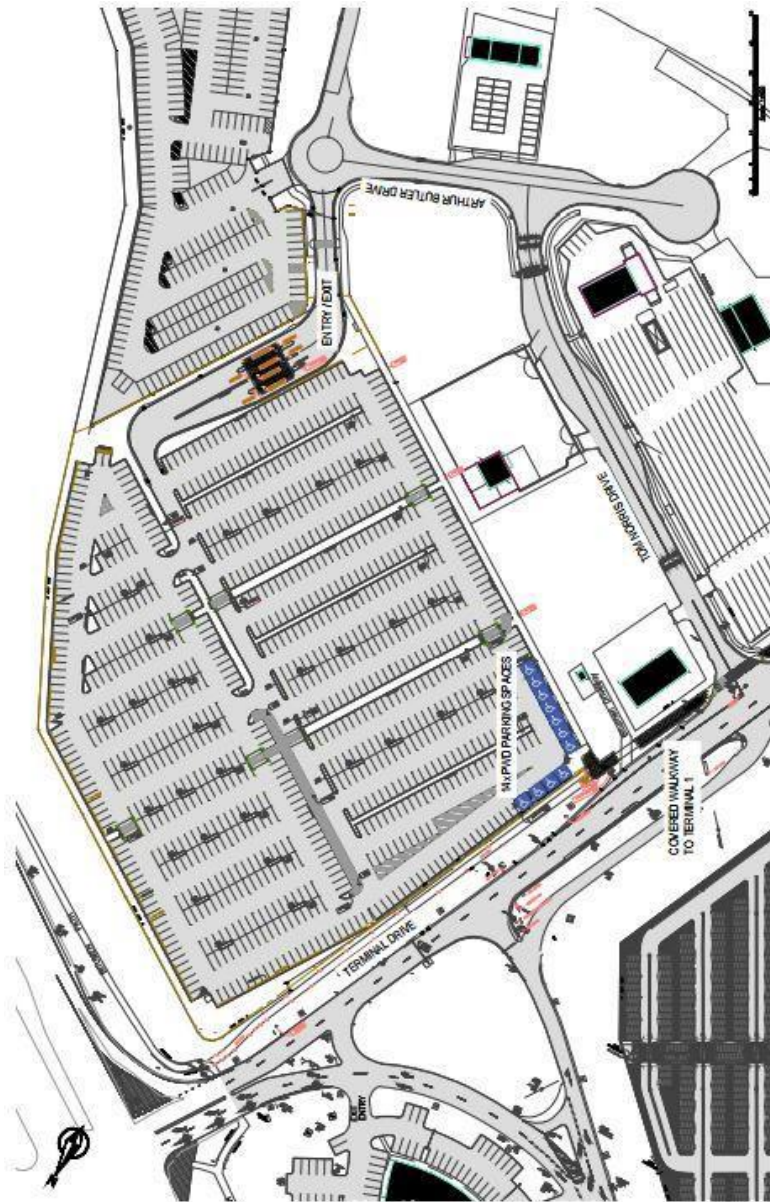## TERMINAL / SHORT-TERM CAR PARK A ND COVERED LONG-TERM PARK
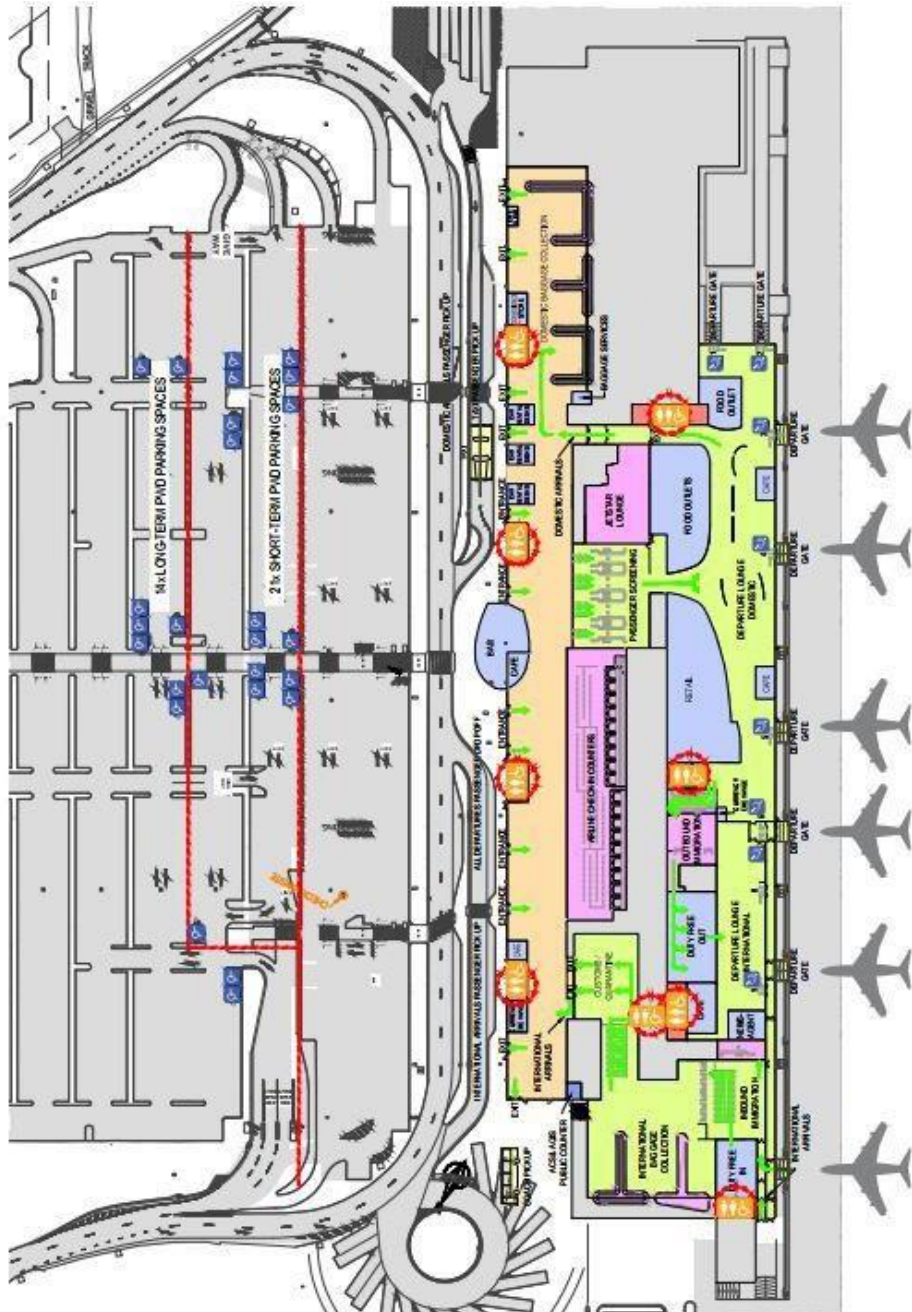
LEGEND

♿ ACCESSIBLE CARPARKS   🦻 HEARING ACCESS   🚻 ACCESSIBLE TOILETS

GOLD COAST AIRPORT MAP

UNCOVERED LONG-TERM CAR PARK

LEGEND

♿ ACCESSIBLE CARPARKS

AIRLINE CONTACTS

AirAsia X

Phone: 1300 760 330
Web: www.airasia.com

Air New Zealand

Phone: 13 24 76
Web: www.airnewzealand.com.au

Jetstar

Phone: 13 15 38
Web: www.jetstar.com

Qantas

Phone: 13 13 13
Web: www.qantas.com.au

Scoot

Phone: +612 8520 1888
Web: www.flyscoot.com

Tigerair

Phone: +612 8073 3421
Web: www.tigerair.com

Virgin Australia

Phone: 13 67 89
Web: www.virginaustralia.com

Hong Kong Airlines

Phone: +64 9913 4177
Web: www.hongkongairlines.com

JetGo

Phone: 1300 328 000
Web: www.jetgo.com

The information contained in the Gold Coast Airport Accessibility Guide outlines the current facilities and services available. This plan has been prepared by Gold Coast Airport Pty Ltd.