



Avalon Airport Disability Access Facilitation Plan

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Introduction

The staff at Avalon Airport welcome you to the Avalon Airport Disability Access Facilitation Plan (DAFP).

This plan is put together via Federal Government recommendations to ensure all passengers are well prepared before they travel. It will show you the availability and accessibility of services for travellers with a disability, those requiring assistance and carers.

In order to ensure a smooth journey from start to finish, passengers should note that this plan is best used in conjunction with the DAFP of your destination airport and that of the airline with which you are flying. If you have any queries before you fly, please don't hesitate to contact us. A full list of relevant contacts can be found at the end of this document.

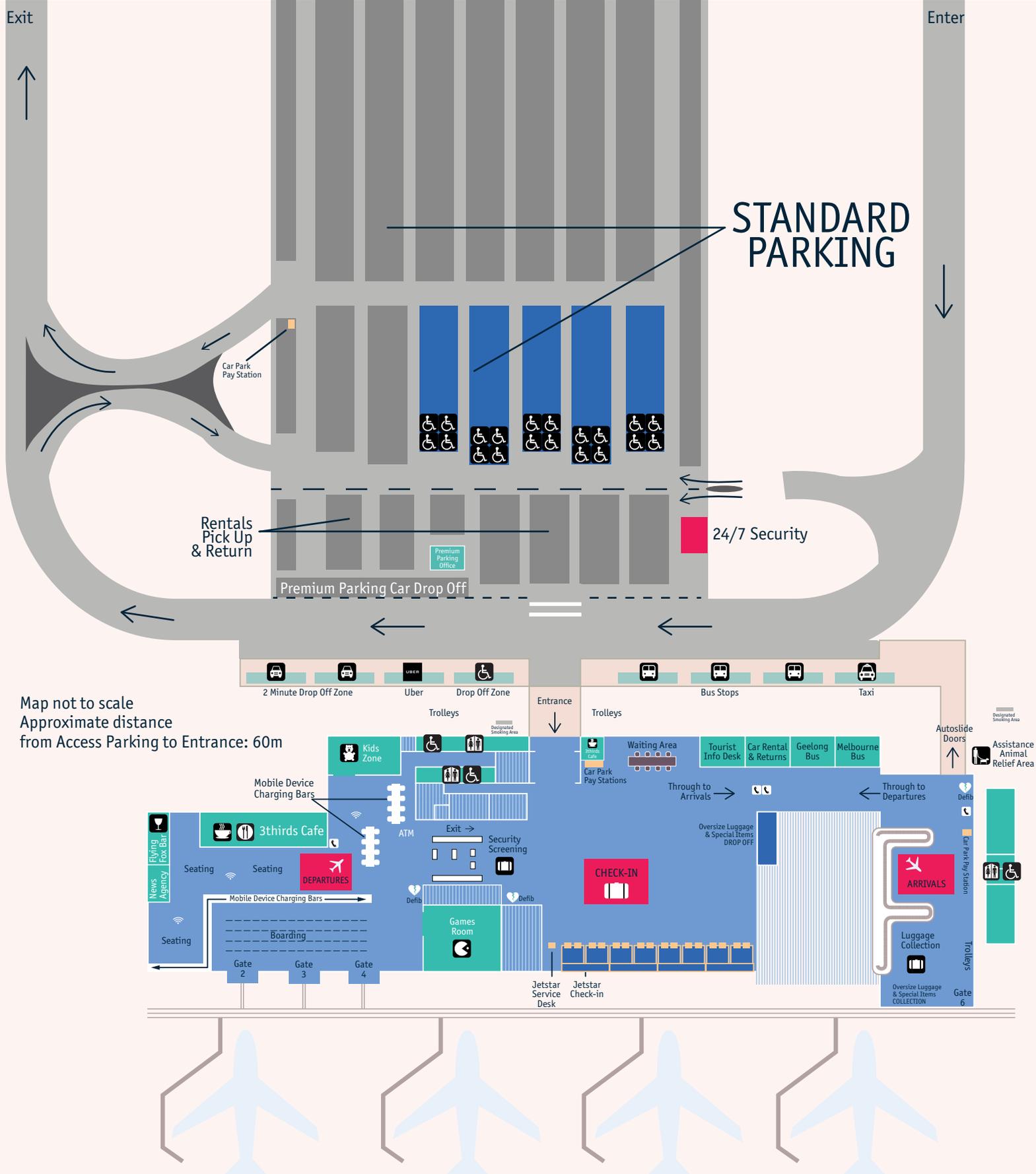
This DAFP has been put together in consultation with DIVERSITY field officers along with guidelines and recommendations from all associated government agencies with vested interests.



At Avalon Airport we want to make your travelling experience as enjoyable and seamless as possible. We hope that this document will provide you with all the initial information you require to assist you before you arrive.

We recommend that you familiarise yourself with the Terminal Map on the following page. Avalon Airport is all on one level and its lay out is quite simple.

There are a number of different gates at Avalon Airport. All domestic services depart from Gates 2, 3 and 4. The gates are all in the same area and are accessed via the same Departure Lounge.



Map not to scale
Approximate distance
from Access Parking to Entrance: 60m

Terminal Facilities

There are facilities throughout the terminal at Avalon Airport that are designed to aid travellers who require specific assistance. Several of these can be found on the Terminal Map on page 4 of this document. It is also available on our website which you can [reach by clicking here](#).

Note that all public entrances/exits to the terminal building are equipped with automatic doors to allow for easy access.

Bathrooms

The Avalon Airport terminal has accessible toilets, ambulant toilets in each bathroom and parenting rooms with wheelchair accessibility. These are available in each of the main areas: check-in, departures and arrivals.

Defibrillators

Defibrillators can be found throughout the terminal; please refer to the Terminal Map on page 4 for these locations. For medical assistance in life threatening situations please phone 000 from any Avalon Airport, airline or personal phone.

Hearing Loops

Hearing loops are installed in the check-in and the boarding lounge area. Please see signs denoting areas.

Kids Zone

Our Kids Zone is a helpful retreat for any children who may feel overwhelmed by crowds. Located at the edge of the Departure Lounge next to the bathrooms and baby change room, it's a quiet space for young children and their parents.

Public Phones

There are several public phones available throughout the terminal. One of the phones in the check-in area is positioned at a height suitable for wheelchair access.

Tactile Paving

Tactile ground surface indicators are in place at pedestrian crossing points connecting the car park with the terminal and pick up / drop off zones.

Televisions

All televisions are closed caption enabled where programs allow.

Before You Fly

It is recommended that when travelling with someone who requires assistance, you mention this when making your booking with the airline or travel agent.

This is especially true if special assistance is needed in regards to wheelchairs, animal assistance requirements and when boarding aircraft.

It is always best to seek out the guidelines of the airline with whom you are flying and speak directly to them for specific information.

Airline contacts can be found [at our website](#) or contact us on (03) 5227 9100.

Jetstar has substantial information around travelling with specific needs that can be found on [their website by clicking here](#).

Arriving at Avalon Airport

There are clear thoroughfares in the barriers between Avalon Airport's car park to drop-off points through to terminal gates. There is no need for climbing stairs or catching lifts at all in the airport as all facilities are on one level, from car park to departure gate. All car parks are close enough to the terminal that it is unnecessary to catch a bus to the terminal.

Parking Bays

The car park at Avalon Airport has 20 dedicated accessible parking bays, located in the Standard Parking Area approximately 60 metres from the terminal entrance and on the same level. They are the closest car parks to the terminal and are available for long or short term parking. All cars parked in the accessible parking bay must display a valid Australian Disability Parking Permit.

Please see the Terminal Map on page 4 for exact locations of bays.



Pick-up and Drop-off Bays

Accessible passenger pick-up and drop-off bays are in place at the front of the Avalon Airport terminal, closest to the entrance to facilitate wheelchair access for passengers.

Please see the Terminal Map on page 4 for the exact location.

Drivers must stay with vehicles at all times when using the drop-off bays. If it is necessary to assist a person with a disability from the car to the terminal, we recommend planning forward and arranging for extra help ahead of time.

If this is not possible, it may suit to go directly to the Accessible Parking in the car park and assist from there, as it is only a short distance to the terminal (approximately 60m).

Taxis

Taxi drop-off and pick-up areas are located right outside the front of the terminal within close proximity to the entrance/exit. To pre-book contact Australia Wide Taxis on 131 008 or Black Cabs on 13 CABS (13 2227).

Checking In

We recommend that passengers who require additional assistance arrive with plenty of time for the flight. Check-in for domestic flights opens two hours before departure. Remember that the airport gets busier closer to each flight arrival and departure.

Please ensure you have alerted your airline if you will require assistance with your journey. They will ensure their processes are clear to you.

Avalon Airport staff are happy to assist with questions or direction but are unable to assist with luggage or mobility.

Security Screening

The Australian Government requires all people and luggage entering the departure lounge at Avalon Airport to be screened via a screening point. We try to make this as comfortable as possible for all passengers.

Screening officers are there to help. If you wish to ask them any questions please feel free to do so. There are many individual needs that the screening personnel will not be able to ascertain from a passenger's appearance.

Make sure essential items such as medicines, medical tools and medical documentation are easily accessible in your carry-on baggage. Medicines should have the passenger name (matching the

name on the boarding pass) as well as support documentation. You may only take on board what you will need to complete your journey; larger quantities must be stowed in the checked-in luggage.

The Australian Government has laws regarding the carriage of liquids, aerosols, and gels (LAGs) on Aviation services, and all prohibited items must be packed in checked-in luggage.

Further information can be obtained from the [Department of Infrastructure, Transport, Regional Development and Local Government website](#).

It may be prudent for passengers to mention fitted medical applications such as pacemakers, artificial limbs and hearing aid implants to the screening personnel when required. Relevant medical paperwork can save time. Please note that private screening is available should any passenger feel their situation warrants it. Simply alert the screening officer to your request.

Airline staff can notify the screening officer and ensure a smooth transition if they are notified at check-in.

Security Screening Applications

All passengers are asked to take a metal detector test, which involves walking through a security metal detector entry point. If using a mobility assistance device, a hand held metal detector (wand) will be passed over the passenger instead. At this time a passenger may request screening in a private room.

If a pat-down inspection is required a private room may be requested for this process and an officer of the same gender will be available to continue the inspection. If any assistance is required during this process, do not hesitate to ask the screening officer.

Government regulatory requirements dictate that screening for explosive residue must take place on random passengers. If you are asked to take part in this process an officer will seek consent, explain the procedure and conduct it in a very quick, discrete, non-invasive manner.

Passengers will never be asked to reveal a stoma or ostomy pouch. If either shows up during the screening process, passengers can ask for a private room to undergo secondary screening with an officer of the same gender. The screening officer may use hand held metal detectors (wand) and explosive trace tests to ascertain the stoma or ostomy pouch.

Assistance Animals

Avalon Airport welcomes all Guide Dogs and other assistance animals in all areas of the terminal. There is an Assistance Animal Relief Area located in the front of the east end of the terminal adjacent to the baggage collection exit doors.

Again, alert your airline at the time of booking your flights. Passengers travelling with assistance animals must still pass through the screening process.

Feedback

We regularly engage the services of DIVERSITY field officers and meet with representatives from disability groups who provide us with updates, reviews and recommendations.

We'd also love to hear from you, should you have any feedback or queries pertaining to this document. Our contact details can be found below.

Relevant Contacts

Avalon Airport

www.avalonairport.com.au

enquiries@avalonairport.com.au

Avalon Airport Enquiries
Locked Bag 9
Lara Victoria 3212

03 5227 9100

Jetstar Airlines

www.jetstar.com

131 538

Jetstar Airlines Specific Assistance

<http://www.jetstar.com/au/en/help/tags/specific-assistance>

Department of Infrastructure, Transport, Regional Development and Local Government

www.travelsecure.infrastructure.gov.au