

# DIAMANTINA SHIRE COUNCIL

Herbert Street  
Bedourie Qld 4829



SUSTAINABLY DEVELOPING THE OUTBACK

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## Disability Access Facilitation Plan

### Regional/Remote Airports

**Name of Airport: Bedourie Airport**

***Operated By: Diamantina Shire Council***

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May 2010

**GBA**  
CONSULTING  
ENGINEERS  
*Engineering  
the Outback*

## Action Statement

Date	Name	Position	Action required (Review/Endorse/Approve)	
27.05.10	Stuart Bourne	Consulting Engineer	Draft – Review & Comment	

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## Document control sheet

### Contact for enquiries and proposed changes

If you have any questions regarding this document or if you have a suggestion for improvements, please contact:

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### Version history

Version no.	Date	Changed by	Nature of amendment
1	27.05.10	Stuart Bourne	Issue for Review & Comments

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## **OBJECTIVE**

The primary purpose of the Disability Access Facilitation Plan is to advise passengers with disabilities of:

- The service measures an airport will take to ensure access for passengers with disabilities, and
- How passengers with a disability can assist the airport operator to be best placed to provide an appropriate service (eg through provision of information prior to travel).

The measures in the plan are to provide detail on an airports policies and approaches to enable access to each stage of the journey for passengers with a disability.

## **1. PRIOR TO ARRIVAL**

Passengers with a disability are strongly recommended to contact the airline prior to their arrival at this airport, to advise on any special needs that may be required. Any special needs for passengers should be communicated to the airline who in turn will contact the airline representative on the ground, to determine if the needs can be adequately met.

This airport has limited infrastructure and some special needs may not be able to be met, even with prior notice.

Diamantina Shire Council does not permanently staff this airport. Diamantina Shire Council regularly inspect the facility prior to airline operations to ensure the facility is fit for purpose, however staff are not based at this facility. The airline operator provides a minimum of one staff member on the ground to assist passengers with check in and baggage handling.

## **2. KERBSIDE PROCESSES**

This airport does not provide assistance or directional guidance for people with disabilities to move from private cars into and out of the terminal building. There are currently no tactile ground surface indicators or similar. There is currently a clear and unobstructed path from the carpark to the terminal building.

There are currently no dedicated car parking spaces for drivers with a disability. However there are ample car parking spaces which are within 20m of the terminal building.

For times outside of the airline operators scheduled flights it is likely that the terminal will be unattended.

### **3. SECURITY SCREENING**

This airport is not currently required to have security screening in place. Accordingly, passengers do not undergo the screening process experienced at larger airports.

#### 4. AIRPORT TERMINAL AND ACCESS

The current terminal building consists of one male and one female toilet with a small shaded (not air-conditioned) shelter where baggage is weighed. The shelter also houses one seat. An additional seat is located outside the terminal building. (Please refer to below photographs)

##### Bedourie Airport Existing Terminal



Access to the airside is not provided through the terminal building. A short concrete footpath from the carpark to the airside security gate is approximately 15m long and provides access directly onto the apron. There are no steps from the carpark to airport apron, no defined check in desk/area and passengers are not required to enter or use the terminal building, it is merely a convenience for the airline operator's representative. In the near future the terminal buildings will be upgraded (refer to Section 8 Expected Improvements).



Due to the small size of the terminal and the very low number of flights at any given time, the airport does not include specific facilities found in larger airports to assist people with disabilities. For example, the toilet facilities are not designed to meet the needs of people with reduced mobility, there are no alternative forms of visual communication for hearing impaired passengers and no tactile components (Braille signage/tactile ground surface indicators) to assist people who are vision impaired around the terminal.

Passengers travelling through the terminal with an assistance animal may toilet and water the animal outside the terminal.

During scheduled airline operations, the number of passengers to use the facility is sufficiently low that the airline operator's representative is in a position to assist disabled passengers where possible.

## **5. DIRECT ASSISTANCE**

No direct assistance is provided by the airport operator. This facility is not staffed by Diamantina Shire Council.

Around the time of regular scheduled flights direct assistance may be provided by the airline operator's representative to:

- assist with terminal building entrance and exit
- assist with movement around the terminal
- assist with movement on and off the aircraft

Should an issue arise unexpectedly the passenger is advised to speak with the airline operator's representative.

Outside of the times of regular scheduled flights it is likely that the terminal building will be unattended. Should assistance be required in this instance contact Diamantina Shire Council on (07) 4746 1202.

## **6. SERVICE DELIVERY**

This facility is not permanently staffed by Diamantina Shire Council.

A hearing impaired passenger will not have access to an AusLan (Australian sign Language) fluent staff member.

If a heightened threat level is applied to this airport, access to this terminal may be affected and the passengers will be directed by either Diamantina Shire Council staff or the airport operator's representative.

## 7. COMMUNICATION STRATEGIES

Further Information on this plan and the airport may be obtained from Diamantina Shire Council on Ph: (07) 4746 1202.

Feedback is encouraged from passengers on their experiences at this airport. Details such as what has worked well and suggestions on further improvement are welcomed. Feedback can be made to [admin@diamantina.qld.gov.au](mailto:admin@diamantina.qld.gov.au)

Formal complaints on this airport can be made to [admin@diamantina.qld.gov.au](mailto:admin@diamantina.qld.gov.au) or alternatively:

Chief Executive Officer  
Diamantina Shire Council  
Herbert Street  
Bedourie Qld 4829

Formal complaints will be reviewed and responded to as required.

## **8. EXPECTED IMPROVEMENTS**

Planning is currently under way to upgrade the existing terminal building and we expect that these works will be conducted in 2011. The new terminal building when completed will be larger, more comfortable (air conditioned and more seats) and enable passenger & baggage flow (defined check in counter & secure baggage make up and break down areas). The terminal will also have access to accessible toilets for people with disabilities, a public address system and provision for disabled car parking.