



Disability Access Facilitation Plan

Version 1



Contents

1.	Introduction.....	3
2.	Purpose	4
3.	Responsibilities	4
4.	Prior to Arrival	4
5.	Kerbside & Car Parking.....	5
6.	Airport Terminal Features	6
6.1	Toilet Facilities	6
6.2	Access to / From Aircraft	6
6.3	Wheelchairs	6
6.4	Flight Information and Displays	6
6.5	Emergency response.....	6
6.6	Assistance Dogs	6
6.7	Hidden Disabilities Program	7
7.	Direct Assistance	7
7.1	Airline responsibility	7
7.2	Wheelchair Movers (Disable Person Lift)	7
7.3	First Aid	7
7.4	Assistance Enquiries	7
7.5	Airport Operations staff.....	8
8.	Security environment	8
9.	Improvements.....	8
10.	Contact Us	8
10.1	Feedback.....	9
10.2	Review	9
	Appendices A – Main Terminal	10
	Appendices B – Airport Carparks.....	11



Disability Access Facilitation Plan

1. Introduction

Nhulunbuy Corporation Limited (NCL) is committed to the provision and maintenance of company owned and operated infrastructure, activities and services free from discrimination of people with disabilities. This plan also applies to those who may be an associate or aide of people with disabilities.

Gove Airport is committed to ensuring that all passengers, including those with disabilities, have equal access to its services and facilities. This Disability Access Facilitation Plan (DAFP) outlines the measures Gove Airport will implement to comply with the relevant Australian legislation, including the Disability Discrimination Act 1992 (DDA) and the Disability Standards for Accessible Public Transport 2002 (DSAPT). This plan also incorporates best practices as highlighted by the Australian Airports Association's guidelines and other resources.

Gove Airport's objective is to meet the current requirements of all Australian legislation regarding building accessibility, signage and other information, and facilities required to assist people with disabilities. Gove Airport undertakes to improve these facilities in accordance with the requirements of the Standards for new or upgraded works.

In addition, Gove Airport is committed to providing a work environment free from discrimination against people with disabilities, consistent with its Equal Employment Opportunity Policy.

Everyone who works for Gove Airport has a responsibility to ensure that equal opportunity principles are followed when dealing with people with disabilities, whether they are other employees, customers, members of the travelling public or their associates.

Approved:

Manager Aviation
Gove Aerodrome

Original Issue: 1st November 2024



2. Purpose

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

- The services Gove Airport will provide to ensure access for passengers with disabilities, and
- How passengers with a disability can assist the airport and/or the airline to be best placed to provide an appropriate service (e.g. provision of information prior to travel).
- Alternative information as provided by Airnorth Airlines as the regular passenger transport provider at the Gove Airport.

3. Responsibilities

This document applies to those areas that Nhulunbuy Corporation (Gove Airport) has direct control over. Where an airline or other agency has the prime accountability, any special assistance requirements are the responsibility of that airline or agency.

Passengers are advised that AirNorth are the sole regular passenger transport carrier out of the Gove Airport at this time.

This plan has attempted to detail services provided by AirNorth to assist passengers with their travel plans. All airlines/charter operators should be contacted direct by the passenger to familiarise themselves with any special requirements and conditions of carriage to ensure the most current information is accessed.

Other charter operators may work out of the airport at various times.

This document is correct only at time of publication and the Gove Airport reserves the right to amend policies and processes as conditions change.

4. Prior to Arrival

To assist in the provision of the best possible service, passengers are asked to notify the airline (Airnorth) or travel agent when making their flight booking of any disability or assistance required at the airport.

The airline or travel agent can then make any necessary arrangements, for example ensure a wheelchair is available or reserve specific seating requirements for an assistance dog.

It is also important to check if medical clearance is required by the airline for your specific condition.



Passengers are advised that the Gove Airport does not receive information from airlines on the needs of passengers with a disability. If you require staff assistance on departure or arrival this will need to be prearranged with the airline.

Please always arrive with plenty of time prior to your flight departure. Your airline will advise you of the correct check-in requirements.

If, after speaking with your airline, you believe you will have a requirement which is outside of the airlines ability to provide, please contact the Gove Airport direct, at least 3 days prior to your departure or arrival, to discuss your needs.

We will endeavour to assist your travel arrangements where possible. Contact details are provided in [Section 10 Contact Us](#).

Further detail of services and requirements of Airnorth can be found at www.airnorth.com.au/plan/special-and-medical-needs as well as their Special Requirements and Conditions of Carriage.

5. Kerbside & Car Parking

Tactile ground surface indicators are used outside the terminal to provide people with vision impairment an indication of changes of condition. The locations include the pedestrian walkway and crossings.

Drop-off and pick-up areas are available directly in front of the main terminal. Persons with a valid Disabled Parking Permit can park in the Drop Off / Pickup Zone for 30 minutes to drop off or pick up a disabled passenger.

Accessible parking is available in the public car park and is clearly sign posted. The accessible parking within this area is located at the nearest point to the terminal entrances and adjacent to the pedestrian walkway up to the terminal.

Please see [Appendices B](#) for the car park layout plan.

An appropriate and valid permit sticker is required to park in these spaces.

Ground transport is easily accessed outside the terminal.

Taxi parking is located in the second access road in front of the main terminal. Taxis that can accommodate wheelchairs can be requested by calling Gove Taxis on 131 800 or (08) 9897 1144 for booking taxis that can accommodate wheelchairs.

Private shuttle buses are parked in the second access road also.

Hire Cars are located outside the terminal in the dedicated hire car parking bays to the left of the terminal exit. Access is via a concrete path to the sealed parking area.

Bookings can be made direct with North East Arnhem Land Car Hire (NEAL) by phoning (08) 8987 1700 or via their website bookings@nealac.com.au

Direct assistance from the front of the terminal to check-in and from the baggage collection area to the front of the terminal is not available unless pre-arranged and agreed with the airline in advance.



6. Airport Terminal Features

The Gove Airport terminal is a single level design with easy access to public facilities such as check-in, toilets, cafe and the departure lounge.

6.1 Toilet Facilities

Public toilets are located between the check-in and arrivals areas. A dedicated disabled toilet facility is located between the two public toilets.

6.2 Access to / From Aircraft

Airline staff can offer assistance for boarding and disembarkation by prior arrangement. In most cases, a disabled person lift (DPL) is also available.

6.3 Wheelchairs

Passengers requiring a wheelchair to get to their aircraft will need to contact their airline directly.

6.4 Flight Information and Visual Displays

Gove Airport does not have Flight Information Display Screens (FIDS). Communication for departure times is via loud speaker throughout the terminal and directly adjacent to the front of the terminal entrance and exit doors.

Public address announcements or emergency warning information in the event of an incident or emergency in the terminal are made by airline staff.

Televisions within the departure hall have text captions enabled.

6.5 Emergency response

In the event of an emergency public announcements will be made by check-in staff or Gove Airport Operations Coordinators in their capacity as Chief Fire Warden. Please follow any instructions given to you by the Check-in staff and Airport Operations staff.

6.6 Assistance Dogs

Certified guide dogs, hearing dogs or other assistance dogs that assist a person with a disability and reduce their need for support are welcome in all areas of Gove Airport, under the Guide, Hearing and Assistance Dog Act 2009.

Relief areas for assistance dogs are sited within close proximity of airport entrance and exit doors.

Certified 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 terminal.



6.7 Hidden Disabilities Program

Wearing a sunflower lanyard at Gove Airport enables staff to recognise that a passenger has a Hidden Disability. To find out more about the Hidden Disabilities Program please visit: www.ncl.net.au/our-services/gove-airport/sunflower-room

Gove Airport has created a Sunflower Quiet Room with the aim of creating a safe, calm, and quiet space for customers who may feel overwhelmed, overstimulated or need respite from the sights and sounds of the airport.

This room is located in the departures lounge and is unlocked and accessible to all passengers with a Hidden Disability.

Airport familiarization visits can also be arranged, if you would like a walk through of the terminal and facilities at a quiet time before you travel please contact Gove Airport on E: mac@ncl.net.au or M: 0448 863 903.

7. Direct Assistance

7.1 Airline responsibility

The airlines are directly responsible for offering assistance with your travel. Please contact Airnorth for information regarding assistance to-and-from the aircraft, gate and baggage areas.

For full details on Airnorth assistance for Special and Medical Needs please view their website at www.airnorth.com.au/plan/special-and-medical-needs/

7.2 Disable Person Lift

A disabled person lift (DPL) is available to facilitate comfortable access and exit from aircraft for persons in wheelchairs or those unable to manage the aircraft stairs. Please contact the airline to ensure this service is available to you prior to arriving at the airport.

7.3 First Aid

All Airport check-in staff and Airport Operations staff are trained first aid officers and are first responders to emergency requests including Automated External Defibrillator (AED), which is located inside the main terminal. See [Appendices A](#) for first aid kit / AED location.

7.4 Assistance Enquiries

If you would like to speak to a Gove Airport staff member, please call our On Duty staff on M: 0428 962 606.



7.5 Airport Operations staff

Gove Airport employs a number of operations staff who monitor activity within the terminal and on the road network. They are happy to provide assistance and advice as required and are easily recognisable by their hi-visibility uniform shirts with Gove Airport logo.

Should you require any assistance from an operations staff member, they can be contacted on your behalf by airline staff at check-in.

8. Security environment

Please be aware that a heightened security threat level applied to an airport, or the industry as a whole, could lead to changes in the delivery of the level of disability access described in this plan.

Aviation security screening is not currently undertaken at the Gove Airport on a regular basis. The only time screening would be undertaken is by the direction of the Secretary of the Department of Transport.

Disruption to services able to be offered to disabled passengers may occur if security screening is initiated at the Gove Airport and will be dealt with on a case by case basis should this occur.

9. Improvements

Any future expansion, developments or alterations to infrastructure will be undertaken in accordance with the Public Transport Disability Standards and/or the Australian Standard 1428-1 applicable at the time.

No capital improvements which would affect passenger movement have been scheduled at this time.

10. Contact Us

The Nhulunbuy Corporation Limited (NCL) as the owner of the Gove Airport has a comprehensive complaints monitoring and reporting system.

Any complaints, suggestions for improvement or commendations can be made to NCL via E: office@ncl.net.au

To discuss how we may be able to assist you, please contact Gove Airport between 7.00am and 4.00pm Monday to Friday on M: 0448 863 903, visit <https://ncl.net.au/our-services/gove-airport-0> or email mac@ncl.net.au.



10.1 Feedback

The NCL welcomes your feedback on your experiences at the Gove Airport, and any advice as to what you felt worked well and suggestions on how services/ facilities could be further improved.

Feedback can be provided to the contact person below:

Heidi Yates, Manager Aviation

M: 0448 863 903

E: mac@ncl.net.au

10.2 Review

The Gove Airport Disability Access Facilitation Plan will be reviewed annually.

All feedback received will be considered for inclusion in the next review of this plan.

**GOVE AIRPORT
MAIN TERMINAL PLAN**

LEGEND

-  Exits
-  Car Hire Rental
-  Toilets
-  Sunflower Quiet Room
-  Lite Bites Cafe
-  First Aid & Defib
-  Wheelchair Accessible Toilet
-  Dog Relief Area



