
INFORMATION MANAGEMENT

Airnorth endeavours to collect information only once from special assistance passengers. To assist with this, the following information management processes should be followed in each case.

Disability Access Facilitation Information (DAFI)

Due to the changing nature of some illnesses / injuries or disabilities Disability Access Facilitation Information Form forms will have a retention time limit of three months.

Reservations will retain copies of Disability Access Facilitation Information Form forms for a period of three months. To ensure privacy of passenger's information, copies of the Disability Access Facilitation Information Form will only be provided to other Departments within Airnorth to facilitate the passengers travel.

The forms must be easily retrievable by Reservations Consultant in the event of a query or issue at the time of check in.

Where a passenger travels as a repeat or regular traveller the form will maintain validity of three months from the date of the most recent travel.

A spreadsheet will be maintained with Disability Access Facilitation Information Form approval numbers, patients name and date of travel.

Patient Travel – Northern Territory clinics or Royal Darwin Hospital

Passengers booked to travel on an Airnorth service by Patient Travel are required to have a Disability Access Facilitation Information Form completed. The Reservations Consultant must ensure that a copy of the form is sent to Patient Travel when a booking has been received. Reservations Consultant must ensure that a completed Disability Access Facilitation Information Form has been provided by Patient Travel when confirming the booking.

Unaccompanied Minors

Unaccompanied minor forms are collected and filed. There are four copies of the form and they are distributed as follows:

- **At Check in** – A copy of the completed UMNR form is to be collected and placed with the daily flight paperwork and forwarded to revenue.
- **Boarding the aircraft** – A copy of the UMNR is to be provided to the aircrew upon boarding the UMNR. On completion of the flight this form is to be attached to the flight information log and forwarded to revenue.
- **Connecting / Transit flights** – where a Minor is transiting or connecting to another flight a copy of the UMNR form is to be provided to the crew of the connecting service. On completion of the flight this form is to be attached to the flight information log and forwarded to revenue.
- **Arrival at the final destination** – on arrival at the final destination the last copy of the UMNR is to be handed to the Customer Service Officer for signing by the nominated receiver. This form once signed is to be attached to the flight information log and forwarded to revenue.