



ACCESS FACILITATION PLAN

TABLE OF CONTENTS

Introduction.....	3
1. Definitions	4
2. Reservation and Pre-Flight Planning	5
3. Airport Processes	8
4. Check-in.....	10
5. Security Screening.....	11
6. Carriage of Wheelchairs and Other Mobility Aids.....	12
7. Assistance Animals.....	14
8. Carriage of medical equipment	16
9. Access to, and Onboard the Aircraft	17
10. Direct Assistance	20
11. Complaints and Feedback.....	22
12. Expected Improvements.....	23
13. Special Assistance Passengers.....	24
14. Unaccompanied Minors	26
15. Information Management	29
16. Communicating with persons with disabilities	30
Appendix A – Passengers with illness or injury	32
Appendix B- Passengers with disability	38
Appendix C- Customer Management System Codes	44
Appendix D – Disability access facilitation information.....	45

INTRODUCTION

Air travel involves a low oxygen environment and can cause or aggravate certain medical conditions, some are inadvisable to fly with and others may cause discomfort.

Airnorth requires that all passengers have the ability to understand and follow Company travel procedures to ensure the safety of all passengers and crew on Airnorth flights. Airnorth acknowledges that some passengers will need assistance to meet this requirement.

This assistance commences with effective communication processes between the intended passenger and Airnorth reservations check in and ground handling areas. Airnorth will, where possible provide physical infrastructure to assist with the smooth transport of people with disabilities and any aids they may require.

Airnorth endeavours to align their Disability Access Facilitation Plan with code share partners to ensure a smooth transition for passengers operating on our service; however differences in policies, procedures and assistance available will exist due to aircraft type, capabilities and staffing limitations.

Under the Disability Discrimination Act 1992 (DDA) a disability is broadly defined to include physical, sensory, intellectual and psychiatric disabilities. A disability that falls under this definition includes behaviour that is a symptom or manifestation of the disability.

1. DEFINITIONS

A **special assistance passenger** is a person or passenger who:

- requires assistance due to illness, injury or disability;
- is pregnant;
- is travelling with infants;
- is an unaccompanied minor under the age of five; or
- Requires assistance due to age.

An **infant** is a passenger who has not reached their second birthday.

A **child** is a passenger who has reached their second birthday but not their twelfth birthday.

A **carer / assistant** is a passenger who is sufficiently able bodied to assist the passenger in the following:

- toilet and sanitary requirements both on the aircraft and on the ground
- in-flight and ground emergencies
- carriage of carryon baggage and / or equipment
- medicating and medical procedures
- food and beverage consumption
- immigration and customs procedures; and
- boarding and disembarkation

The carer or assistant must be able to speak and understand English. A carer may or may not be a qualified medical practitioner / registered nurse.

A **medical practitioner** is a general practitioner (doctor) or specialist practitioner.

Infectious / contagious disease carriage will be dependent on the type of disease and period of contagiousness. A medical practitioner will be required to advise the period of incubation and period of time the passenger has had the disease.

Disability, in relation to a person means:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body; or
- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour; and includes a disability that:
- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future (including because of a genetic predisposition to that disability) or
- (k) is imputed to a person.

2. RESERVATION AND PRE-FLIGHT PLANNING

Airnorth provide Darwin based passengers with three alternate methods of making a reservation. These are

By telephone 1800 627 474 or 08 8941 4001

By website: www.airnorth.com.au or

in person at our Airport ticketing counter located at Darwin International Airport.

For passengers located outside of the greater Darwin area, in person reservations may be made by contacting our travel partners, various travel agents or Qantas who can assist with making reservations on Airnorth services.

To allow for Airnorth to best facilitate the passengers journey a passenger requiring special assistance through illness, injury or disability should provide Airnorth with sufficient information and notice of intended travel.

Passengers with an injury or illness

Passengers who are travelling with a specific injury or illness that may be affected by flight, altitude or pressurisation should refer to Appendix A. Appendix A outlines specific conditions applicable to the particular illness or injury and the requirements the passenger and Airnorth will meet for the type of aircraft being travelled on.

Passengers requiring a carer or assistant

In some instances Airnorth may request a passenger to travel with a carer or assistant. Airnorth will only make such a request where it considers a passenger would benefit from having a dedicated travel companion to assist with embarkation / disembarkation of the aircraft, toileting, feeding or the administration of medication.

Passengers who fall under this category are identified in Appendix B which outlines the details on the specific conditions applicable to their particular disability and carer or assistant requirements.

Where possible, Airnorth will endeavour to assist passengers with a disability who ask for assistance through the provision of a staff member to act as a guide or the provision of a courtesy wheelchair.

Greater Freedom Fare

Where Airnorth requires self-funded passengers to travel with carers or assistants to travel and assist them Airnorth allows the assistant or carer to travel on a significantly reduced fare. The Greater Freedom Fare allows carers or assistant(s) to pay 10 percent (ID90 positive space) of the Y class fare (economy class) for sector(s) travelled, plus mandatory taxes and charges.

If the special assistance passenger is travelling on a return ticket where the travel dates are three or more days apart, the assistant(s) may return to the point of first uplift and travel forward later to accompany the special assistance passenger on the return journey at the reduced fare.

Note: Passengers travelling at Government expense are not eligible for the Greater Freedom Fare.

Special assistance information

Passengers requiring special assistance or travelling with mobility aids may be required to complete the Disability Access Facilitation Information (DAFI) Form (Appendix D). The information contained on this form, enables Airnorth to determine what assistance it is able to provide to passengers with a disability or special requirements. The form requires the following information:

- Passengers name
- Date of birth
- Flight details including date of travel, flight number, departure and arrival points
- Details of assistance required
- Details of assistant or carer including name and primary language
- Details of medical equipment to be carried

Where a medical clearance is necessary, the following information may be required:

- Medical Practitioners name and contact number
- Medical diagnosis, including type of injury, illness or disability. In the case of pregnancy, expected date of delivery and details of any ongoing medical issues surrounding the pregnancy.
- Date of diagnosis and / or surgery
- Requirement for medical aids on board the flight
- Details of specific assistance required

This form may not be necessary in all cases and only those relevant sections should be completed.

Airnorth respects the privacy of its passengers and endeavours to collect this information once per passenger and to retain it for repeat travellers. This information will be retained for a period of 3 months. When making a reservation, passengers should notify reservations and advise if they have travelled and completed a Disability Access Facilitation Information Form within the last 3 months.

Access assessment and approval process

On receipt of a Disability Access Facilitation Information Form, Airnorth Reservations Consultant will conduct an assessment and ensure the following:

- All information has been included
- A medical practitioner's clearance has been provided, where the nature of the illness, injury or disability requires it
- Where medical equipment is required, the equipment is suitable for use on board Airnorth aircraft
- The Disability Access Facilitation Information Form has been approved or contact the passenger for additional information / clarification or where not approved advise the passenger of the decision
- Annotate the booking within the Airnorth Customer Management System (CM) using the identifiers in Appendix C

- Note 1:** If the information available is such that the Reservations Consultant deems Airnorth is unable to safely carry the passenger or their medical equipment, the passenger will be advised as soon as possible and an explanation provided to the passenger.
- Note2:** A passenger may request a reassessment of an inability to carry decision. These requests will be assessed by the Safety and Compliance Department. Contact details are located in Section 11.
- Note3:** If additional guidance regarding the carriage of a passenger or their medical equipment is required, the Reservations Consultant will forward the Disability Access Facilitation Information Form to the Safety and Compliance Department for assessment.

Communication Process

All approved Disability Access Facilitation Information Form information will be included in the passenger booking within the Airnorth Customer Management System (CM). The following information should be included in the booking:

- Reference Code – Appendix C
- Disability Access Facilitation Information Form Approval Number
- Additional information regarding any assistance the passenger may require.

Where the CM system is unavailable a copy of the Disability Access Facilitation Information Form should be faxed to the Duty Movement Supervisor and the arriving / departure port to ensure Customer Service Officers or agents are aware of the passenger's requirements.

Mobility Aids Advice

Mobility aids are devices designed to assist walking or otherwise improve the mobility of people with mobility impairment. Passengers that are travelling with mobility aids, such as wheelchairs or assistance dogs, should advise reservations when making their booking and complete a Disability Access Facilitation Information Form. Further information regarding the carriage of mobility aids and assistance animals can be found in Sections 6 and 7.

Airnorth accepts the following items to be mobility aids.

- Walking aids including canes, crutches, forearm crutch combinations,
- Wheelchairs and scooters
- Walkers

Special Seating Requests

Should a passenger require a special seat within the aircraft or to be located near a specific facility, Airnorth requests that the passenger make the request at the time of booking. Notification of special seating arrangements will enable Airnorth to pre-allocate seating and ensure a smooth transition through the check in process.

These requests may be for preference to be close to the toilet, seated on a particular side of the aircraft for ease of hearing, a carer or friend to be seated in the adjacent seat (where no Disability Access Facilitation Information Form has been completed).

3. AIRPORT PROCESSES

Airnorth operates to and from the following ports. For this plan, these ports have been grouped as main and regional airports. Airnorth’s assistance to passengers commences at the time of check in. A passenger travelling to an airport utilising baggage trolleys, may make a request prior to departure for assistance on arrival.

MAIN AIRPORTS

PORT NAME	KERBSIDE / CHECK IN ACCESS	CAPABILITY	BAGGAGE COLLECTION
Darwin International Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Ease of access from carousels
Broome Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Ease of access from carousels
Kununurra Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Baggage collection from Baggage trolleys. Assistance offered to help passengers locate and secure baggage
Gold Coast Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Ease of access from carousels
Mt Isa Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Baggage collection from Baggage trolleys. Assistance offered to help passengers locate and secure.
Gove Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Ease of access from carousels
Perth International Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Ease of access from carousels
Port Hedland International Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Disabled Passenger Lift (DPL) Company wheelchair Customer Service Assistance	Ease of access from carousels
Karratha Airport	Drop at door Wheelchair accessible Direct access into and	Disabled Passenger Lift (DPL) Company wheelchair	Ease of access from carousels

	out of terminal Ease of access to check in	Customer Service Assistance	
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REGIONAL AIRPORTS

PORT NAME	KERBSIDE / CHECK IN ACCESS	CAPABILITY	BAGGAGE COLLECTION
Maningrida Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Customer service assistance unavailable due to staff limitations. There are no mobility capabilities at this port.	Baggage collection from Baggage trolleys.
Millingimbi Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Customer service assistance unavailable due to staff limitations. There are no mobility capabilities at this port.	Baggage collection from Baggage trolleys.
Elcho Island Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Customer service assistance unavailable due to staff limitations. There are no mobility capabilities at this port.	Baggage collection from Baggage trolleys.
Groote Eylandt Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Customer service assistance unavailable due to staff limitations. There are no mobility capabilities at this port.	Baggage collection from Baggage trolleys.
McArthur River Airport	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Customer service assistance unavailable due to staff limitations. There are no mobility capabilities at this port.	Baggage collection from Baggage trolleys.

INTERNATIONAL AIRPORTS

PORT NAME	KERBSIDE / CHECK IN ACCESS	CAPABILITY	BAGGAGE COLLECTION
Presidente Nicolau Lobato International Airport (East Timor)	Drop at door Wheelchair accessible Direct access into and out of terminal Ease of access to check in	Customer Service Assistance available. There are no mobility capabilities at this port.	Ease of access from carousels

4. CHECK-IN

Arriving at the Airport

The Airports Airnorth operate from do not have dedicated check in desks or facilities for passengers with an illness / injury or disability.

Because airport facilities may differ Airnorth suggests that where a lengthy queue is evident or passengers are unable to queue due to their illness / injury or disability, the passenger advise the ticketing or customer service desk of their arrival and request assistance with check in processes.

Assistance with Check In

During the check in process, Customer Service Officers must ask all passengers if they require any additional assistance with any of the following:

- movement through screening
- to the departure lounge
- customs and immigration processing
- Special seating requests on board the aircraft
- Assistance with advice of boarding commencement notification (only if priority boarding is not requested)

Airnorth will provide any assistance required subject to availability of Customer Service Officers at airports as identified in Section 3.

Special seating requests

Passengers should advise the Customer Service officer, during Check In if they have any special seating requests. Refer to Section 8 for facilities and their location, available on board Airnorth Aircraft.

Airnorth makes all attempts to accommodate special seating requests. This process is assisted if during the reservation process, passenger's advice of any special requirements. Please refer to Section 2, Special Seating Requests.

Medical Equipment

Passengers travelling with medical equipment in the cabin will be required to show the Customer Service Officer the equipment. All medical equipment must be approved through the completion of a Disability Access Facilitation Information Form when the booking is made.

Wheelchairs

Passengers may choose to continue to use their own wheelchair up to boarding or transfer to one provided by Airnorth at those airports where they are available. Please refer to Section 6 for further details.

Note: Wheelchairs are not able to be carried in the cabin of Airnorth aircraft.

5. SECURITY SCREENING

Passenger Screening

Airnorth is not a screening authority in its own right. Under the Capiteq Limited (Airnorth) Transport Security Program, Airnorth will facilitate a passenger's movement through the screening process.

Where Airnorth operate a screened service and the airport is a screened airport, Airnorth will at the request of the passenger:

- provide assistance with the movement through the screening point;
- arrange for private screening if requested by the passenger;
- advise the screening point of the private screening request.

Note: Passengers requiring assistance with the screening process should advise reservations when making their booking.

Non Aerobridge Boarding

Airnorth operate aircraft that may be boarded either through an aerobridge or via a walkway. At most airports the screening point and departure lounge are on the same level.

In the instance of Darwin International Airport, boarding of aircraft occurs from the first floor of the terminal. Where a service is not an aerobridge boarding, Airnorth will provide assistance to the passenger through the screening process on the ground floor and then provide access through Gate 6 to the aircraft.

Screening Management

Airnorth conducts audits on airports and screening authorities as part of its annual audit program. During these audits, Airnorth assess the screening authorities approach to passengers requiring special assistance in the screening process. Screeners undertaking the screening process are trained in accordance with the Aviation Transport Security Act and Regulations.

Screening Practice Guidelines

Airnorth are aware of, and make available to staff the information contained in the Screening Practice Guidelines which provide guidance to staff on screening passengers with disabilities, issued by the Office of Transport Security. This information has been referred to in developing Airnorth's Transport Security Program and this plan.

Note: Wheelchairs and walking sticks or frames must be submitted for screening.

6. CARRIAGE OF WHEELCHAIRS AND OTHER MOBILITY AIDS

Carriage of Wheelchairs

Airnorth do not carry wheelchairs in the cabin. Due to the different aircraft types, space may be limited and the number and type of wheelchairs able to be carried will vary. Passengers should confirm with Reservations the aircraft type they will be travelling on.

The Fairchild Metroliner 23 is limited to one manual wheelchair.

The Embraer 120 may carry up to 2 manual wheelchairs or one electric wheelchair.

The ERJ 170 Jet may carry up to 3 manual wheelchairs or 2 electric wheelchairs dependant on the cargo carried at the time.

The loading of wheelchairs or other battery operated mobility aids as checked baggage is to be conducted in accordance with the Airnorth Dangerous Goods Manual. Airnorth baggage handlers are trained in the carriage requirements for battery operated and electric wheelchairs.

Check In and screening of mobility aids

Passengers using wheelchairs and requiring assistance should arrive at check in 60 minutes prior to the scheduled departure time for domestic flights and 90 minutes prior to the scheduled departure time for international flights to allow Airnorth staff, appropriate time to facilitate passenger's requirements. Passengers choosing to transfer from their wheelchair at check-in will be provided with an airline approved wheelchair for use in the terminal and for embarkation of the aircraft where one is available. Refer to Section 3 for information regarding a particular outport.

All wheelchairs and mobility aids must be screened in accordance with the Transport Security Act and Regulations. Further information on screening is found in Section 5.

Where the passenger has a "specially designed" wheelchair or requires disabled passenger lift assistance, the passenger may elect to remain in their wheelchair until boarding of the aircraft.

Where a passenger has elected to remain in their own wheelchair until boarding, the wheelchair will be loaded into the cargo hold after the passenger has embarked the aircraft.

Passengers electing to remain in their own wheelchair must advise the Customer Service Officer during check in. The Customer Service Officer must advise the aircraft loaders of the requirement to load the wheelchair once the passenger has boarded the aircraft.

The Customer Service Officer will advise the aircraft loader of the wheelchair type and size to ensure the wheelchair is handled correctly.

Note: There may be instances due to airport size and capability, where a passenger may not be able to remain in their own wheelchair. Passengers will be advised by the Customer Service Officer at the time of check in.



Disembarkation Process

On arrival at the destination the passenger's wheelchair may be made available to the passenger on disembarkation of the aircraft and prior to entry to the terminal. At this time the passenger will be disembarked once all other passengers have left the aircraft and the wheelchair is made available by aircraft loaders. Where the wheelchair is unable to be provided to the passenger at the time of disembarkation, a company wheelchair will be made available.

Customer Service Officers at the departing airport will advise the passenger of this option taking into account the destination airport capabilities and advise the arriving port of the passenger's wheelchair requirements.

7. ASSISTANCE ANIMALS

Carriage of Assistance Animals

In Australia, dogs are the only type of animal that can be certified as an assistance animal. Assistance dogs, trained to assist passengers with vision, hearing or mobility impairments are permitted in the aircraft cabin provided the dog is registered as a service animal with a relevant association.

Airnorth accepts all certified / registered Guide Dogs accompanying a passenger who is vision or hearing impaired. Airnorth also accepts assistance animals from any of the registered organisations listed below:

- Animal Assisted Therapy Australia Inc
- Assistance Dogs Australia
- Association of Australian Assistance Dogs (NQ) Inc
- Australia Support Dogs Incorporated

The assistance animal must be fully trained, or if in training, it must be harnessed and accompanied by a trainer.

Reservations

Passengers must advise Reservations Consultant and complete a Disability Access Facilitation Information Form for approval to carry an assistance animal on board Airnorth services. This advice should be received at least 96 hours prior to the scheduled flight. Airnorth may request evidence of your disability and how the assistance animal assists in alleviating the effect of the disability.

Reservations Consultant will convey the following points to passengers travelling with an assistance animal.

The passenger must:

- Avoid sedating the dog as drug reactions may differ at high altitudes and can lead to illness;
- Not feed the dog just before departure, especially on long journeys;
- Relieve the dog prior to boarding; and
- Be aware that quarantine regulations will apply if travelling overseas (with the exception of New Zealand).

Fares

Airnorth do not provide special concessions for passengers travelling with an assistance animal, however the assistance animal will be carried free of charge. Airnorth will provide the adjacent seat to the passenger free of charge for the assistance animal.

Documentation

Guide Dogs must be trained and accredited by their applicable Guide Dog Association under the banner of Guide Dogs Australia. The Guide Dog must have a medallion on their collar with their Guide Dog registration number. Passengers travelling with an assistance animal other than Guide Dog accredited animals, will be required to produce evidence of the assistance animal's accreditation during check in.

The Guide, Hearing and Assistance Dogs Act 2009 provide identification for certified dogs and approved handlers.

Embarkation and Disembarkation Processes

Passengers with assistance animals will be provided with the opportunity to embark prior to other passengers. On arrival at their destination, passengers with assistance animals will be disembarked after all other passengers have left the aircraft.

Passengers transiting through other ports to their final destination will be required to disembark the aircraft. The passenger should take this opportunity to relieve the animal during the turnaround period. The passenger will be required to be available to board prior to other passengers.

On board the Aircraft

Once on board the aircraft passengers with assistance animals are required to keep the animal restrained at all times and placed on the absorbent mat while on the aircraft. Passengers travelling with an assistance animal will not be allocated an exit row seat in accordance with aviation safety regulations. .

Note: The Company will provide an absorbent mat for service dogs to sit on for the duration of the flight provided notice of travel is given 96 hours prior to the scheduled flight.

Assistance Dogs in Training

Airnorth may approve guide / assistance animals in training on board an aircraft when accompanied by an accredited trainer who may not be vision or hearing impaired. Approval must be received from Airnorth Reservations and will be dependent on the passenger load for the flight requested.

8. CARRIAGE OF MEDICAL EQUIPMENT

Airnorth aircraft do not have electrical power supply available for medical equipment use during flight. Airnorth will carry all approved medical equipment in accordance with the Airnorth Dangerous Goods Manual.

If electrical then the medical equipment must be battery powered. Batteries must be non spillable.

Questions regarding the carriage of battery powered medical equipment can be directed to the Safety and Compliance Department.

9. ACCESS TO, AND ONBOARD THE AIRCRAFT

Aircraft Restrictions

Airnorth operates a fleet of aircraft with varying restrictions due to size. The table below outlines the important aspects of the aircraft and should be read in conjunction with Appendix A or B, dependent on the illness / injury or disability.

AIRCRAFT TYPE	PASSENGER NUMBERS	ONBOARD FACILITIES	CARRY ON BAGGAGE LIMITATIONS	ONBOARD ASSISTANCE
FAIRCHILD METRO 23	19 seats	No toilet No exit row No meals Access to aircraft via stairs only No aircraft power available in flight	Limited to small items only.	No on board assistance available
EMBRAER 120	30 seats	One small toilet cubicle (front of aircraft) No hot water. Snacks only Access to aircraft via stairs only No aircraft power available in flight	4 kgs only 135mm x 410mm x 275mm size	One cabin attendant.
EMBRAER 170	76 seats	2 toilets (front and rear of aircraft) Dependant on Airport <ul style="list-style-type: none"> - Aerobridge - stairs - passenger lifting device Hot water / light meals available No aircraft power available in flight	9 kgs 400mm x 610mm x 250mm size	2 Cabin attendants

Note: Airnorth aircraft are not fitted for providing electrical power to passengers.

Embarkation and Disembarkation

Passengers requiring assistance to board the aircraft will be provided with priority boarding. Where a passenger has completed a Disability Access Facilitation Information Form, the passenger will be required to be at the boarding gate 30 mins prior to the scheduled boarding time or at the meeting spot identified by the Customer Service Officer at the time designated. Passengers must be ready for boarding at this time and are asked to have toileted prior to boarding.

Passengers whose injury or illness is not sufficient for the completion of a Disability Access Facilitation Information Form and would benefit from priority boarding should notify the Customer Service Officer during check in. These passengers may include:

- Senior citizens
- Persons requiring the use of crutches or walking aids
- Passengers suffering shortness of breath or
- Passengers unable to walk long distances

Passengers embarking or disembarking at Darwin International Airport should be aware of potentially being required to walk up to 1km from the aircraft to the terminal, due to the nature of the terminal and aircraft parking bays. Where passengers are unable to walk this distance a wheelchair may be requested.

Passengers with mobility disabilities travelling on Airnorth aircraft (Embraer 120 Brasilia or Metro 23) which has limited stair access may be required to organise a minimum of 2 (two) persons to assist with embarkation and/ or disembarkation. Should this be required, Airnorth will facilitate access airside for the assistants.

Passengers travelling on the Embraer 170 and not being boarded via an aerobridge will be assisted on board the aircraft by the use of a passenger lifting device. Passenger lifting devices for smaller aircraft (Embraer 120 and Metro 23) are not available at any ports. Passengers should refer to Section 3 to identify those ports that have passenger lifting devices available.

Customer Service Officers Role in Embarkation / Disembarkation

Where a passenger has provided persons to assist with the embarkation and disembarkation process, Customer Service Officers will be required to ensure the assistants are issued with Visitors Passes and escorted in accordance with the security arrangements for the Airport.

On Board Access

All passengers who have been priority boarded will be provided with an individual safety briefing by the Cabin Attendant.

Airnorth Safety Briefings are audible briefings. Where a hearing impaired passenger has been boarded, the safety briefing will include the use of safety briefing cards.

On boarding the aircraft, Cabin Attendants will assist the passenger with the stowage of mobility aids or medical equipment for takeoff and landing.

Where a passenger requires assistance to use toileting facilities, Cabin Attendants may assist the passenger to walk to the door of the toilet. Airnorth aircraft do not carry wheelchairs for use on board the aircraft. Cabin Attendants are prohibited from assisting passengers with other toileting activities and from assisting inside the toilet cubicle.

Seating

Passengers requiring special assistance must not be seated in an exit row or in a seat where they may hinder the evacuation of an aircraft in an emergency. However, they may be seated near the main cabin door for ease of embarkation and disembarkation.



Passengers travelling with an assistance animal are generally allocated a seat in the back rows of the aircraft where space is not as limited for the assistance animal. Seat allocation must take into account the size of the animal; aircraft floor space, bulkhead size and amount of room under the seats.

Placement of assistance animals must not hinder the Cabin Attendants ability to undertake their duties.

Seat allocation will be determined prior to boarding in accordance with the information provided on the Disability Access Facilitation Information Form.

10. DIRECT ASSISTANCE

Airnorth endeavours to provide direct passenger assistance where ever possible, however due to staffing limitations, airport size and facilities this may not always be possible.

In order to provide special assistance passengers with a safe and pleasant travel experience Airnorth requires passengers to provide as much notice as possible of requirements for special assistance.

Due to Occupational Health and Safety Regulations, Airnorth staff unable to provide passenger assistance through physical or manual handling of the passenger apart from assisting the passenger with the transfer to and from chairs and seats.

To allow Airnorth to provide appropriate levels of assistance, passengers with mobility limitations must allow sufficient time for check in and boarding.

The level of direct assistance, Airnorth can provide may vary dependent on the airport and the facilities available. Section 3 of this plan outlines what facilities and direct assistance is available at airports Airnorth operates from.

Check In / Departure gate

Where a passenger's mobility aid needs to be adjusted or broken down, the passenger is responsible for assembling and disassembling the aid where they are able to do so or to provide instructions to ground staff. Passengers should ensure they proceed direct to the departure gate to enable Customer Service Officers to provide any updates in their flight arrangements should a delay or cancellation occur.

Airnorth will provide direct assistance during the check in process by:

- Where mobility aids need to be adjusted or broken down and assistance is required, Airnorth Ground staff will ask the passenger to explain, instruct and supervise the assembling or disassembling of the mobility aid.
- Providing a courtesy wheelchair if required
- Assisting with pushing of the wheelchair for embarkation and disembarkation processes
- Providing guidance or assistance to the departure area
- Facilitate the screening process where necessary

Embarkation / Disembarkation

It is necessary for special assistance passengers to be at the departure gate 10 minutes prior to the scheduled boarding time. This is necessary to ensure Airnorth has sufficient time to assist the passenger to board the aircraft and load any mobility aids into the aircraft hold.

If a passenger is not at the departure gate at the designated time, it may not be possible to carry the passenger on the booked flight. As a result the passenger may need to be re-booked on the next service.

Airnorth will provide direct assistance in the embarkation process by;

- Providing priority boarding to the passenger;
- Assisting the passenger to transfer between the aircraft seat and the passengers mobility aid.

Onboard the Aircraft

Airnorth staff will provide direct assistance on board the aircraft by:

- assisting with stowing and retrieving baggage and medical equipment;
- assisting with movement to and from the aircraft toilet;
- assisting with opening of meals and drinks and inquiring during the flight about the persons needs;
- briefing individual passengers and their companions on emergency procedures and the layout of the cabin; and
- assisting the passenger during the event of an emergency

Occupational Health and Safety

Airnorth has a duty of care to protect staff involved in manual handling, including the handling of passengers. Airnorth staff are prohibited from bearing the weight of a passenger whether it is by supporting, restraining, lifting, pushing, pulling or similar activity.

The only exception to this policy is the transportation of a passenger in a courtesy, company wheelchair between the airport terminal and the aircraft. In this situation the staff member is permitted to push the wheelchair provided they are capable of doing so without causing injury.

11. COMPLAINTS AND FEEDBACK

Airnorth welcomes feedback from its passenger's with regard to its services or improvements that may be made.

It is important to us that all passengers are happy with the services provided by Airnorth. If, as a passenger or carer, you have feedback about any aspect of your dealings with us, we encourage you to let us know.

It is our commitment to resolve passenger concerns to the mutual satisfaction of both parties. You may do this by writing to us at:

Marketing Department
Airnorth
PO Box 39548
WINNELLIE NT 0821

OR

EMAIL: marketing@airnorth.com.au

OR

Through our online feedback form located on our website www.airnorth.com.au

Airnorth will acknowledge any feedback within two working days.

Appeals Process

Passengers who wish to appeal the decision regarding carriage should submit their details to the Safety and Compliance Department in writing to

The Safety and Compliance Manager
Airnorth PO Box 39548
Winnellie NT 0821

OR

EMAIL: compliance@airnorth.com.au

OR

Call to discuss the matter on 08 8920 4017

12. EXPECTED IMPROVEMENTS

Assistance for the hearing or vision impaired

Airnorth will investigate providing the following in Braille for visually impaired passengers:

- On board safety briefing cards
- Check in and flight information.

Airnorth will investigate providing the following for hearing impaired passengers:

- On board menus, drinks lists and prices
- TTY or National Relay Service accessibility

Training

Airnorth will continue to review and hone its Customer Service training programs to ensure the needs of special assistance passengers are met.

13. SPECIAL ASSISTANCE PASSENGERS

Pregnancy

Passengers who are pregnant should refer to Appendix A for guidance on requirements for travelling on Airnorth aircraft.

Airnorth accepts passengers for domestic travel up to the 36th week without a medical clearance. Any travel after the 36th week requires a medical clearance and must state the expected date of birth and confirm there are no complications. Airnorth will not accept passengers for international travel after the 36th week for routine pregnancies and the 32nd week for multiple births or complicated pregnancies.

Some countries place limitations on the entry of non-national pregnant women. If in doubt it is best to check with the local consulate.

Passengers travelling with Infants

Airnorth will not carry an infant less than 48 hours old. Infants less than 7 days of age will not be carried unless extenuating circumstances exist. Conditions for the carriage of infants under 7 days can be found in Appendix A.

Infants under 2 years of age who do not occupy a seat are carried free of charge. Each infant must be accompanied by a separate adult.

Airnorth will provide priority boarding if necessary, passengers should advise the Customer Service Officer during check in if this is required. Due to aircraft restrictions, Airnorth do not carry bassinets or child seats on its aircraft.

On board the aircraft, the passenger will receive a separate safety briefing and assistance with the infant restraint. Cabin crew will prepare, heat and wash bottles or pacifiers (dummies) on request. There are no private areas onboard the aircraft to breastfeed babies but you are welcome to feed your baby in your seat.

Passengers travelling with children

Families are seated together whenever possible. Children over 2 years of age must occupy a separate seat.

Adults accompanying infants are entitled to check-in one collapsible stroller or a carry basket or bassinet (to be stowed in the aircraft hold) and infant food and nappies for use in flight. This is in addition to the normal free baggage allowance for adults

For safety reasons, children are not permitted to sleep on the floor of the aircraft.

Passengers of large body stature

For safety reasons, Airnorth limits the passenger weight in a seat to 124kg. Passengers who are in excess of this weight should advise Reservations at the time of booking. At this time, Airnorth does not require passengers in excess of 124kg to purchase 2 seats, however a passenger may wish to do so for their own comfort. Airnorth reserves the right to request a passenger to purchase an additional seat should it be in the best interest of the passenger and other travelling passengers.

Where passenger loads allow, a passenger of large body stature will be seated next to an empty seat.

Communicable Diseases and Infection

Passengers suffering from or recovering from a communicable disease or infection should refer to Appendix A. Airnorth will only carry a passenger under this condition where public health will not be compromised. After an individual assessment, Airnorth may conclude that you post a significant risk to the health or safety of passengers or crew if you were to travel, you may not be accepted for air travel unless or until the risk has been eliminated.

Passengers suffering from a communicable disease or infection during an epidemic will not be carried.

Children under the age of Five

Children under the age of five and not travelling with a parent or guardian may be carried provided they are travelling with an English speaking, able bodied carer over the age of 16 or less than 16 in the case of a mother. Passengers should refer to Section 14 regarding carriage of minors. The carer must be able to supervise the minor and Airnorth may request written consent from the parent or guardian.

14. UNACCOMPANIED MINORS

Airnorth requires that passengers are able to travel independently. We do not assume responsibility for assistance and close supervision of children, particularly on services that operate without a cabin attendant. Children requiring close supervision may not be regarded as able to travel independently on the basis that they may cause a disruption or endanger themselves or others if travelling unaccompanied.

An Unaccompanied minor (UMNR) is a child who has passed their 5th birthday but has not yet reached their 12th birthday and is travelling without the supervision of a person aged 16 years or over. Children under the age of 5 are not permitted to travel unaccompanied.

Where the child is travelling with its mother, who is under the age of 16, the minimum age requirement for the person travelling with the child is waived. Airnorth may request evidence or confirmation of the relationship. A child aged between 12- 15 years of age may be accepted for travel as an unaccompanied minor at the request of their parent or guardian.

All travel requests for unaccompanied minors must be accompanied with a completed Unaccompanied Minors Form. The form must be completed by a parent or guardian of the child prior to travel and will be provided during check in.

Unaccompanied Minor requirements

Airnorth requires that an unaccompanied minor is able to:

- Communicate confidently with Cabin Attendants;
- Understand and follow directions (particularly in the event of an emergency)
- Feed themselves without assistance
- Attend to their own toileting needs without assistance; and
- Feel reasonably comfortable and secure in travelling alone.

Reservations

A child is eligible for acceptance for travel as an unaccompanied minor provided that:

- All segments of the itinerary are confirmed prior to departure;
- There are no connections booked that include an overnight stop over;
- All connections on Airnorth flights are booked on the earliest available flight to that destination;
- Where a connection to another carrier is required, the unaccompanied child is collected by an adult (advised in writing to Airnorth) and transferred to the alternate carrier.
- Where the child is transferred from another carrier to Airnorth, Airnorth has received in writing, by the parent or guardian, the details of the adult responsible for the care and supervision of the child while in transit.

Reservations Process

When creating a booking Reservations Consultants must include the following information in the PNR (passenger name record).

- Reference code: UMNR

- Complete OSI fields containing the following details:
 - Parent / guardian details (name, address, phone and relationship to child)
 - Transit supervisor details (name, address, phone and relationship to child)
 - Sender / receiver details (name, address, phone and relationship to child)
 - Childs age and permanent address

Amendments to a booking for an UMNR can only be made by:

- The parent / guardian who paid for the ticket
- The travel agent or company handling the booking
- Airport staff in the event of a delay or disruption

Check In Process

Parents or guardians are required to have the minor at the airport no later than 60 mins prior to the scheduled departure of the flight for domestic services and 90 mins prior to the scheduled departure for international services.

The UMNR form can be collected from the ticketing desk or Customer Service Officer (dependent on which airport you are travelling from) and is to be completed during check in.

Upon check in the Customer Service Officer will:

- Check the UMNR Form has been correctly completed and confirm receivers details;
- Check all the details are correctly entered into the PNR
- Check for any special requirements (ie no soft drinks etc)
- Check if the Minor has travelled before.
- Staple the boarding pass to the completed UMNR form
- Place a copy of the UMNR Form to the post flight checklist
- Arrange a time for collection of the UMNR for international services.
- Ensure the Cabin Attendant or First Officer is advised of the carriage of the UMNR

Seating

Unaccompanied minors should be seated as follows:

Fairchild Metro 23 – forward aisle seat – supervised by the First Officer

Embraer 120 – forward aisle seat – supervised by the Cabin Attendant

Embraer 170 – rear aisle seat – supervised by Cabin Attendant 2

Identification

Airnorth may request proof of age at check-in. Children between the ages of 12 and 15, travelling alone will be required to produce identification at check in. Exceptions from the identification requirements are given for children and infants travelling:

- with an adult or
- as part of an organised group

For group travel, the adult responsible for and travelling with the group is to present a letter from the organisation (for example, school or sporting group) that includes the purpose of the trip, name, date of birth and gender of the responsible adult, plus names, date of birth and gender of each of the children.

Parents and Guardians

Parents and Guardians are not to leave the terminal until the flight has departed. The receiver of the child will be required to produce photographic identification to collect the UMNR.

Boarding Process

For domestic services the parent or guardian will escort the UMNR to the gate where boarding staff will collect them prior to boarding. The parent or guardian will sign the UMNR form in the sender signature box. Unaccompanied minors are given priority boarding and boarded before other passengers. A copy of the UMNR form will be handed to the Cabin Attendant or First Officer. The UMNR will be provided with a special safety briefing by the Cabin Attendant prior to other passengers being boarded.

For international services, a Customer Service Officer will meet the parent / guardian and the UMNR at the Customs gate at a pre arranged time and escort the UMNR through Customs and Immigration.

Arrivals Process

On arrival at the destination, the UMNR will disembark after all other passengers have disembarked the aircraft. A member of the Aircrew will supervise the UMNR until a Customer Service Officer is available to assist the minor in the arrivals hall.

Once in the arrivals hall the Customer Service Officer or aircrew must be maintain supervision of the minor until the nominated receiver has been positively identified. The nominated receiver must produce photographic identification and the Customer Service Officer or aircrew must compare the details with the UMNR form to ensure they are identical.

The receiver must sign the UMNR form and a copy is to be placed with the flight information log.

Uncollected unaccompanied minors

In the event an unaccompanied minor is not collected, the Customer Service Officer is to contact the parent / guardian or nominated receiver to see if they have been held up. Where the Customer Service Officer is unable to contact the nominated receiver, they will contact the parent or guardian sender and seek direction.

The minor must remain supervised by an Airnorth employee or authorised agent at all times. Where Airnorth are unable to contact a parent / guardian or nominated person, the local Police may be contacted for assistance.

15. 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.

16. COMMUNICATING WITH PERSONS WITH DISABILITIES

People who are deaf or have a hearing impairment

Hearing impairment is a term that encompasses the fact there are different degrees of hearing loss. Hearing impairment includes full or partial loss of the ability to detect sounds.

Communicating with deaf or hearing impaired passengers:

1. Talk while facing the person – make sure you have their attention, maintain eye contact (some deaf people will be able to lip read)
2. Don't speak too fast – talk at a normal pace, pause from time to time
3. Don't mumble – speak clearly and make sure your face is well lit
4. Don't hide your mouth, chew gum, or eat while speaking
5. Be expressive – hand gestures and facial expressions can help give clues about what you are saying
6. If asked to repeat yourself, try using different words than the first time
7. Don't speak for or answer for a hearing impaired person when talking with others. Give them time to respond.
8. Don't shout – it distorts your words
9. Relax, be patient and have a good sense of humour
10. Ask how else you can help – they may require you to write down what you are saying

If there is any doubt about how to provide assistance ask the person, they can best advise how they prefer to communicate.

Additional information regarding communicating with hearing impaired passengers can be found at www.hearing.com.au.

People who are blind or have low vision

Although many people who are blind or have a hearing impairment can and do find their way around on their own, on occasion, some will require assistance. The following are the ten considerations for assisting a vision impaired person.

1. Identify yourself and offer help first. – a blind person or person with low vision may well be unaware of you as you approach, so say hello before you provide any physical assistance in any way. Ask politely if they require assistance.
2. Offer your arm – if assistance is required, offer your arm to grip just about the elbow. Make sure you are both facing the same direction.
3. Steps and Stairs – as you approach say step up or step down. When you reach level ground take a step forwards, then pause and give the person you are guiding time to complete the last step.
4. Single file – in a busy or crowded space move your arm to the middle of your back, keeping it straight. The person you are guiding will move in behind you, extending their own arm to allow enough distance to walk comfortably.
5. Parting Company – when the journey is over, make sure the vision impaired person knows where they are, the direction in which they are facing and where they should go next.
6. Keep your eyes open – for potential hazards such as bins, baggage or power cords or trip hazards.
7. Don't raise your voice – loss of sight does not necessarily mean loss of hearing.
8. Crowds – take extra care in crowds wherever possible.
9. Highlight mobility aids – Let the person know you are guiding of any possible aid to mobility, such as guide rails, banisters.
10. Never distract a working assistance animal – do not stroke, feed or call a guide dog.

Additional information regarding communicating with vision impaired passengers can be found at www.visionaustralia.org.au.

APPENDIX A – PASSENGERS WITH ILLNESS OR INJURY

THE FOLLOWING INFORMATION IS PROVIDED TO STAFF AS A GUIDE BUT SHOULD BE READ IN CONJUNCTION WITH THE REST OF THE PLAN.

PASSENGER ILLNESS / INJURY	CONDITIONS (where surgery or illness has occurred within the timeframe specified)	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23) - REQUIREMENTS	AIRCRAFT MORE THAN 30 SEATS (ERJ 170) - REQUIREMENTS
ABDOMINAL SURGERY	Within 10 days of travel.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.
ANAEMIA	Where the haemoglobin (Hb) level below 8.5 g per litre.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.
ANGIOPLASTY	<ul style="list-style-type: none"> • Within 3 days of travel. • Within 2 days of travel where Stents are included. 	Passengers having undergone angioplasty will not be carried within the timeframes specified.	Passengers having undergone angioplasty will not be carried within the timeframes specified.
ASTHMA	Recent deterioration within 48 hours.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.
CHEST SURGERY	Within 10 days of intended travel.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.
EAR AND / OR SINUS PATHOLOGY	Within 48 hours of intended travel.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.

PASSENGER ILLNESS / INJURY	CONDITIONS (where surgery or illness has occurred within the timeframe specified)	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23) - REQUIREMENTS	AIRCRAFT MORE THAN 30 SEATS (ERJ 170) - REQUIREMENTS
EYE INJURY	Penetrating eye injury where there is air in the eye or a vitreous leak.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.
CONTAGIOUS OR INFECTIOUS DISEASE The carriage of passengers under this section will be determined in conjunction with the Airnorth Public Health Plan.	Carriage under this section is only approved where public health is not compromised.	<ul style="list-style-type: none"> • Passengers with a contagious or infectious disease are NOT carried. • DAFI form to be completed including medical assessment from Medical practitioner. • Assessment will be undertaken by the Safety and Compliance Department taking into consideration, type of disease, incubation periods and aircraft type. 	<ul style="list-style-type: none"> • Passengers with a contagious or infectious disease are NOT carried. • DAFI form to be completed including medical assessment from Medical practitioner. • Assessment will be undertaken by the Safety and Compliance Department taking into consideration, type of disease, incubation periods and aircraft type.
DECOMPRESSION SICKNESS	Requires clearance from a specialist in hyperbaric medicine. Passengers with acute decompression sickness will not be accepted for travel within 10 days of the sickness occurring.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with authorisation for hyperbaric specialist as to fitness to travel.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with authorisation for hyperbaric specialist as to fitness to travel.
HEAD INJURY	Within 2 weeks of travel or where there is air in the cranium.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.

PASSENGER ILLNESS / INJURY	CONDITIONS (where surgery or illness has occurred within the timeframe specified)	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23) - REQUIREMENTS	AIRCRAFT MORE THAN 30 SEATS (ERJ 170) - REQUIREMENTS
HEART ATTACK <ul style="list-style-type: none"> • Within 7 days of intended travel. 	Within 7 days of travel passenger not accepted for travel.	<ul style="list-style-type: none"> • Where medical equipment is required, approval must be received from Airnorth prior to travel. 	<ul style="list-style-type: none"> • Where medical equipment is required, approval must be received from Airnorth prior to travel.
<ul style="list-style-type: none"> • Within 21 days of intend travel. 	Within 21 days of travel passenger requires medical clearance from a Medical practitioner and completion of DAFI form.	<ul style="list-style-type: none"> • Items larger than 135mm x 410mm x 275mm and heavier than 4kg will NOT be carried. 	<ul style="list-style-type: none"> • Where equipment restricts the use of a seat, an additional charge may be incurred.
INFANTS (not yet reached 2 years of age) <ul style="list-style-type: none"> • Born within 48 hours • Born within 7 days <p>In an emergency an infant may be carried for the purpose of removing the infant from grave and imminent danger arising out of an urgent medical, flood, fire relief or similar situation. Where failure to carry the infant is likely to result in serious or permanent disability or loss of life.</p>	<p>Infants less than 48 hours old will NOT be carried unless an emergency exists.</p> <p>Infants less than 7 days of age will not be carried unless in an emergency or where extenuating circumstances exist.</p> <p>Extenuating circumstances may include bereavement, urgent travel or medical emergency that is unforeseeable or unavoidable.</p>	<p>Where extenuating circumstances exist the infant must be assessed by a medical practitioner and a DAFI form completed and provided to Airnorth.</p> <p>Advice to Airnorth 96 hours before intended date of travel for the carriage of a humidicrib.</p> <p>Where a humidicrib is required a medical assistant must be supplied.</p>	<p>Where extenuating circumstances exist the infant must be assessed by a medical practitioner and a DAFI form completed and provided to Airnorth.</p> <p>Advice to Airnorth 96 hours before intended date of travel for the carriage of a humidicrib.</p> <p>Where a humidicrib is required a medical assistant must be supplied.</p>

PASSENGER ILLNESS / INJURY	CONDITIONS (where surgery or illness has occurred within the timeframe specified)	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23) - REQUIREMENTS	AIRCRAFT MORE THAN 30 SEATS (ERJ 170) - REQUIREMENTS
PHOBIAS	If doubt exists as to ability to cope with air travel.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.
PLASTER CASTS	<ul style="list-style-type: none"> Plaster cast must be split if injury is less than 48 hours old. Full leg casts (hip – foot) are not carried. 	<p>Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.</p> <p>Unable to carry passengers with full leg or body casts.</p>	<p>Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.</p> <p>Unable to carry passengers with full leg or body casts.</p>
OTHER <ul style="list-style-type: none"> ASSISTED BREATHING 	The passenger must provide supplemental oxygen, Size C packs for use in the aircraft cabin.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.
<ul style="list-style-type: none"> STRETCHER PATIENTS 	Airnorth aircraft are not configured to carry stretcher patients.		
PNEUMOTHORAX	Within 14 days of resolution.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.

PASSENGER ILLNESS / INJURY	CONDITIONS (where surgery or illness has occurred within the timeframe specified)	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23) - REQUIREMENTS	AIRCRAFT MORE THAN 30 SEATS (ERJ 170) - REQUIREMENTS
PSYCHIATRIC DISORDER <ul style="list-style-type: none"> Acute or uncontrolled 	Acute or uncontrolled passengers are not accepted for travel.		
<ul style="list-style-type: none"> Disorder that may deteriorate during flight. 	Medical clearance from a medical practitioner required and completion of DAFI form. Carry the passenger and companion at reduced prices.	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation. <ul style="list-style-type: none"> Where medical equipment is required, approval must be received from Airnorth prior to travel. Must travel with a medical assistant. 	Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation. <ul style="list-style-type: none"> Where medical equipment is required, approval must be received from Airnorth prior to travel. Must travel with a medical assistant.
PREGNANCY <ul style="list-style-type: none"> Routine pregnancies 	After 36 weeks for domestic travel, medical clearance required and completion of DAFI. After 36 weeks International travel not permitted.	Completed DAFI form advising expected date of birth to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.	Completed DAFI form advising expected date of birth to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.

PASSENGER ILLNESS / INJURY	CONDITIONS (where surgery or illness has occurred within the timeframe specified)	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23) - REQUIREMENTS	AIRCRAFT MORE THAN 30 SEATS (ERJ 170) - REQUIREMENTS
<ul style="list-style-type: none"> Multiple births Complicated pregnancies 	<p>After 36 weeks for domestic travel, medical clearance required and completion of DAFI.</p> <p>After 32nd week International travel not permitted.</p>	<p>Completed DAFI form advising expected date of birth and confirming there are no complications to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.</p>	<p>Completed DAFI form advising expected date of birth and confirming there are no complications to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.</p>
<p>STROKE</p> <ul style="list-style-type: none"> Within 3 days of intended travel 	<p>Within 3 days of travel Passenger not accepted for travel.</p>	<p>Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.</p>	<p>Completed DAFI form to be submitted to Airnorth within 24 hours of date of intended travel with medical practitioner authorisation.</p>
<ul style="list-style-type: none"> Within 10 days of intended travel. 	<p>Within 10 days of travel passenger requires medical clearance from a medical practitioner and completion of DAFI form.</p>	<ul style="list-style-type: none"> Where medical equipment is required, approval must be received from Airnorth prior to travel. Items larger than 135mm x 410mm x 275mm and heavier than 4kg will NOT be carried. 	<ul style="list-style-type: none"> Where medical equipment is required, approval must be received from Airnorth prior to travel. Where equipment restricts the use of a seat, an additional charge may be incurred.

APPENDIX B- PASSENGERS WITH DISABILITY

THE FOLLOWING INFORMATION IS PROVIDED TO STAFF AS A GUIDE BUT SHOULD BE READ IN CONJUNCTION WITH THE REST OF THE PLAN

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>VISION IMPAIRED</p> <ul style="list-style-type: none"> A person with a visual impairment of any level. 	<p>Passenger must:</p> <ul style="list-style-type: none"> Where possible advise Airnorth 96 hours in advance of flight. Make the booking by phone or in person. Complete and return DAFI form no later than 24 hours prior the flight. Check in for the flight 60 mins prior to scheduled departure time. Emergency contact details. <p>Airnorth will:</p> <ul style="list-style-type: none"> Carry the passenger and companion at reduced prices. Carry a registered service animal. 	<p>Passenger may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion. or Provide details of service animal including registration details. Not feed the animal prior to flight. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal. 	<p>Passenger may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion. or Provide details of service animal including registration details. Not feed the animal prior to flight. Be aware of quarantine requirements for international travel. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>OXYGEN REQUIRED</p> <ul style="list-style-type: none"> A passenger who has a respiratory condition. 	<p>Passenger must:</p> <ul style="list-style-type: none"> Provide own oxygen. Complete and return DAFI form no later than 24 hours prior to flight. <p>Airnorth will:</p> <ul style="list-style-type: none"> Carry the passenger. Provide one on one emergency briefings. Provide assistance to secure the oxygen bottles in the aircraft. 	<ul style="list-style-type: none"> Oxygen must be in size 3C cylinders Supplied by BOC Gases Contained in the carrying and securing apparatus provided by BOC gases 	<ul style="list-style-type: none"> Oxygen must be in size 3C cylinders. Supplied by BOC Gases. Contained in the carrying and securing apparatus provided by BOC gases.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>HEARING IMPAIRED</p> <ul style="list-style-type: none"> A person with a hearing impairment of any level. 	<p>Passenger must:</p> <ul style="list-style-type: none"> Where possible advise Airnorth 96 hours in advance of flight. Make the booking by phone or in person. Complete and return DAFI form no later than 24 hours prior to the scheduled departure time. Check in for the flight 60 mins in advance. <p>Airnorth will:</p> <ul style="list-style-type: none"> Carry the passenger and companion at greatly reduced prices. Carry a registered service animal. 	<p>Passenger: may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion or Provide details of service animal including registration details. Not feed the animal prior to flight. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal. 	<p>Passenger may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion or Provide details of service animal including registration details. Not feed the animal prior to flight Be aware of quarantine requirements for international travel. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>Mobility IMPAIRED</p> <ul style="list-style-type: none"> • Full body movement severely limited. • Wheelchair bound persons • Unable to embark / disembark aircraft without assistance of mechanical lifting device. • In event of emergency passenger would require assistance to gain access to an exit. • Severely intellectually impaired. 	<p>Passenger must:</p> <ul style="list-style-type: none"> • Where possible advise Airnorth 96 hours in advance of flight. • Make the booking by phone or in person. • Complete and return DAFI form no later than 24 hours prior to flight • Check in for the flight 60 mins in advance. • Emergency contact details. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Carry the passenger and companion at greatly reduced prices. 	<p>Passenger: may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> • Organise a minimum of 2 (two) persons to assist with embarkation and/ or disembarkation. • Organise for 1 (one) travel companion. • Companion should be able to understand and speak English and aid the passenger in the event of an emergency. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Board the passenger prior to other passengers. • Assist with screening and facilitate movement to and from the aircraft. <p>Note: DPL is not used for the EMB 120 or Metro 23.</p>	<p>Passenger: may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> • Organise for 1 (one) travel companion. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Arrange for mechanical lifting device to be available. • Board the passenger prior to other passengers. • Assist with screening and facilitate movement to and from the aircraft. <p>Note: Some outports do not have DPL capability.</p>

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>MILDLY IMPAIRED</p> <ul style="list-style-type: none"> Mildly impaired or incapacitated passenger travelling without a companion. Able to embark / disembark with or without some assistance. If located near emergency exit, can exit without assistance. A passenger who has recently been discharged from hospital and / or requires medical supervision. 	<p>Passenger must:</p> <ul style="list-style-type: none"> Where possible advise Airnorth 96 hours in advance of flight. Make the booking by phone or in person. Complete and return DAFI form no later than 24 hours prior to flight Check in for the flight 60 mins in advance. <p>Airnorth will:</p> <ul style="list-style-type: none"> Carry the passenger. Provide one on one emergency briefings. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> Assist the passenger with the embarkation / disembarkation process. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> Assist the passenger with the embarkation / disembarkation process.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>WHEELCHAIR ASSISTANCE</p> <ul style="list-style-type: none"> • Full body movement with limitations. • Walking stick / crutches reliant persons. • Able to embark / disembark with some assistance. • If located near emergency exit, can exit without assistance. 	<p>Passenger must:</p> <ul style="list-style-type: none"> • Where possible advise Airnorth 96 hours in advance of flight. • Make the booking by phone or in person. • Complete and return DAFI form no later than 24 hours prior to flight • Check in for the flight 60 mins in advance. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Carry the passenger • Provide one on one emergency briefings • Where possible provide a staff member to assist the passenger. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Provide assistance (mechanical) to move between the aircraft and the terminal. • Board the passenger prior to other passengers. • Assist the passenger with screening processes. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Where boarding is not via an aerobridge, provide assistance (mechanical) to move between the aircraft and the terminal. • Board the passenger prior to other passengers. • Assist the passenger with screening processes.
<p>UMNR</p> <ul style="list-style-type: none"> • Unaccompanied minor aged between 5 and 15 years of age. • Unaccompanied minors will only be carried with the express written permission of the minor's parent or legal guardian. 	<p>Passenger must:</p> <ul style="list-style-type: none"> • Complete the Unaccompanied Minor form during check in. • Must have all contact details for persons collecting the Minor. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Assist the minor with embarkation / disembarkation processes. • Monitor the minor during flight. • Provide one on one emergency briefing. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Assist the minor with embarkation / disembarkation processes. • Monitor the minor during flight. • Provide one on one emergency briefing.

APPENDIX C- CUSTOMER MANAGEMENT SYSTEM CODES

CODE	DESCRIPTION	CODE	DESCRIPTION
BLND	Vision impaired person. Must specify if travelling with assistance animal or companion. Is CSO assistance required.	MEDA	Medical care required. May be used for passengers with a disability.
BULK	Bulky baggage, specify number, weight and dimensions (use of passengers carrying medical equipment)	PETC	Animal in cabin – assistance animal description, type, size etc
CBBG	Cabin baggage requiring a seat. Specify weight, size – for medical equipment to be carried on board aircraft	REQST	Special seat request due to illness / injury or disability. Specify reason or special request
DEAF	Hearing impaired person. Specify if travelling with assistance animal or companion. Is CSO assistance required.	UMNR	Unaccompanied minor – date of birth (age) must be specified. Contact details should be in the booking.
DPL	Disabled passenger lift required	WCBD	Wheelchair – dry cell battery – advise if DAFI completed and approval number
DPNA	Passenger with intellectual / development impairment. Assistance required with boarding, check in etc	DCBW	Wheelchair – wet cell battery – advise if DAFI completed and approval number
EXST	Extra Seat required. May be for passengers of large stature. Weight of passenger should be included where possible.	WCHC	Wheelchair – All the way to seat – advise if DAFI completed and approval number. Does passenger require company wheelchair or using own to aircraft
INFT	Infant – must specify name and date of birth. Id may be required on check in.	WCHR	Wheelchair required for ramp – reason for request. DAFI been complete and approval number
MAAS	Meet and assist. Must specify illness / injury or disability. Elderly, pregnant, special screening requirements	WCHS	Wheelchair required for steps

APPENDIX D – DISABILITY ACCESS FACILITATION INFORMATION

A copy is to be provided to all passengers who have an illness / injury or disability that is covered under this plan.

DISABILITY ACCESS FACILITATION INFORMATION (DAFI)

This form is to be completed and returned to Airnorth Reservations where possible 72 hours prior to the flight

PASSENGER FAMILY NAME:	PASSENGER FIRST NAME:
DATE OF BIRTH:	CONTACT NUMBER:
AGENCY / DOCTOR:	AGENCY / DOCTOR NUMBER:
BOOKING REFERENCE:	

PROPOSED ITINERARY

DATE	FLIGHT NUMBER	CLASS	FROM	TO

WHAT REASON DO YOU NEED ASSISTANCE FROM AIRNORTH?

Please briefly describe WHY you need assistance while travelling with Airnorth.

WHAT ASSISTANCE DO YOU HAVE?

- Are you travelling with an assistant /carer? Yes No
 Carer / Assistant Name: _____ Medical qualifications (if any) _____
- Are you travelling with a service dog? Yes No
- Do you use a wheelchair Yes No
 Powered Non powered
- Do you need to use medical equipment during the flight? Yes No

If yes: Please list the medical equipment you will use. Please include make, model and serial number.

PLEASE ANSWER THE FOLLOWING QUESTIONS REGARDING YOUR ILLNESS / INJURY OR DISABILITY (your response may require clearance from a medical practitioner)

- Do you have a contagious or communicable disease? Yes No

If yes, please detail the disease and date of diagnosis.

6. Do you have a physical or mental condition that may cause distress or discomfort during flight? Yes No

If yes, please provide details of condition.

7. Does your physical condition prevent you from sitting upright for prolonged periods? Yes No

8. Have you had an illness or injury that falls within the guidelines on the next page. Yes No

(if yes, you should receive a copy of Airnorth's Disability Access Facilitation Plan)

If yes a medical practitioner must complete the following:

1. Date of diagnosis:
2. Date of surgery:
3. Is the patient fit to travel?
4. Does the patient require ambulance transfer at departure or arrivals port?
If yes has it been booked? Which port?

I certify that is fit to travel on Airnorth flight on / ... / ...

Signed:..... Medical Practitioner Name:

.....

(this signature should match the details in the first part of the form)

AIRNORTH USE ONLY:

Travel Approved by:	Approval Number:
Medical Equipment approved:	Booking Reference annotated:
Is medical clearance required: <input type="checkbox"/> Yes <input type="checkbox"/> No (refer to DAFP appendix)	
Is the passenger a repeat traveller with Airnorth?	
Customer Service / outport advised.	
Assistance available at ports of embarkation and disembarkation.	

Conditions that usually prevent travel:

If any one or more of the following conditions apply to you, you will probably be unable to travel if travel is to be undertaken within the time specified below. If your treating medical practitioner believes that special

consideration should apply to your circumstances, your medical practitioner should complete question 8 and contact the Reservations Office.

Heart attack	• within 7 days of intended travel
Stroke	• within 3 days of intended travel
Psychiatric disorder	• acute or uncontrolled
Contagious or infectious disease	• if this poses a direct risk of infection to passengers or crew
Angioplasty	• within 3 days of travel
Angioplasty with stents	• within 2 days of travel
Pregnancy	Refer to Airnorth Disability Access Facilitation Plan

Conditions that may require travel clearance:

If any one or more of the following conditions apply to you, you may be unable to travel. If travel is to be undertaken within the time specified below, you should ask your treating medical practitioner to complete the question 8 if your medical practitioner believes it is safe for you to travel.

Asthma	• recent deterioration within 48 hours of travel
Head injury	• within 2 weeks of travel or where there is air in the cranium
Heart attack	• within 21 days of travel
Chest surgery	• within 10 days of travel
Ear and/or sinus pathology	• within 48 hours of travel
Stroke	• within 10 days of travel
Phobias	• if doubt about ability to cope with air travel
Abdominal surgery	• within 10 days of travel
Anaemia	• Hb < 7.5 d L/L
Infants	• within 7 days of birth
Decompression sickness	• requires clearance from a specialist in hyperbaric medicine
Penetrating eye injury	• while there is air in the eye or a vitreous leak
Plaster casts	• plaster cast must be split if the injury is < 48 hours old
Pneumothorax	• within 14 days of resolution
Fractured jaw which has been wired	• must carry wire cutters onboard and with an assistant capable of cutting the wires if necessary – suitable documentation must be carried