



# ROCKHAMPTON AIRPORT

ACCESSIBILITY GUIDE 2023





# WELCOME

In 2022, Rockhampton Airport began a major re-development to the Terminal Building which included an overhaul of existing facilities and the addition of new facilities to the premises. These facilities have been upgraded to assist people who have accessibility requirements or may require additional assistance as a passenger or visitor at Rockhampton Airport.

This guide is intended as a communication tool between the airport operator, airlines and travelling public to provide information on getting to and from the Airport, parking, navigating through the terminal, and the services and facilities available to you at the Airport.

We hope that this guide will aid in making your travel through Rockhampton Airport a comfortable and enjoyable experience.



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# BEFORE YOU FLY





# AIRLINE REQUIREMENTS

**Your airline can assist you with getting on and off the plane.**

If you require assistance through Rockhampton Airport, we recommend contacting your airline or travel agent at least 48 hours before travel to discuss your individual requirements.

Airlines have established procedures for assisting travellers with accessibility requirements. For more information regarding passenger assistance, please review your airlines Conditions of Carriage and Access Facilitation Plans. For kerbside assistance, please contact the Customer Service Officer on 0438 743 603 prior to your arrival.

Qantas: [www.qantas.com.au](http://www.qantas.com.au) – 13 13 13

Virgin Australia: [www.virginaustralia.com](http://www.virginaustralia.com) – 13 67 89



# ARRIVING AT THE AIRPORT





# GETTING TO ROCKHAMPTON AIRPORT

Rockhampton Airport is located 5km from the city centre. You can travel to Rockhampton Airport by taxi, ride-share, bus or private transfer.

Rockhampton Airport has one passenger terminal used for both domestic and international (charter) passenger movements. The entrance road is on Hunter Street and the terminal building is located opposite the Short Term Car Park.



Where can I find more information about public transport options?

For more information about public transport options to Rockhampton Airport, visit:

[Rockhampton Airport Parking & Transport](#)



# DROP-OFF AND PICK-UP

There is a designated area in the Short Term Car Park for picking up and dropping off passengers with accessibility needs.

Located at the end of the undercover passenger pick-up and drop-off area are two (2) designated accessible parking spaces. These are approximately 58m meters from the terminal.



Who do I contact if I require assistance on arrival?

If you anticipate the need for assistance or the use of a wheelchair, we recommended you contact the Customer Service Officer on 0438 743 603 prior to arrival.

## Rockhampton Airport Car Park



Vehicles can park in these spaces for up to 30 minutes with a valid Disability Parking Permit. Charges will apply after the 20-minute grace period.

For more information about pick-up and drop-off at Rockhampton Airport, visit: [Rockhampton Airport Pick-Up](#)



What if I need to escort my passenger into the terminal?

No problem! If your driver is going to be parked in the bay for longer than 30 minutes or you don't have the correct Disability Parking Permit displayed, please advise the Customer Service Officer by contacting them on 0438 743 603.

## Designated Accessible Parking Spaces





# CAR PARKING

There are dedicated disability parking spaces available within the four (4) airport car parks. You'll need to display a valid Disability Parking Permit to use these spaces. These parking spaces are located closest to the walkways and pedestrian crossings.

| CAR PARK            | NUMBER OF BAYS | DISTANCE TO TERMINAL |
|---------------------|----------------|----------------------|
| Short Term Car Park | 4 bays         | 58m                  |
| Mid Term Car Park   | 5 bays         | 216m                 |
| Long Term Car Park  | 7 bays         | 498m                 |
| Covered Car Park    | 1 bay          | 64m                  |

**Please note:** If you wish to take your Disability Parking Permit with you on your travels, your vehicle cannot remain in a dedicated disability parking space.



For your assistance, there are a number of visual indicators displayed along the designated walkways leading to the terminal building:

- Yellow posts alongside the pathways;
- Green strips painted on the edge on the pathways; and
- Directional signage on the ground and fences; and
- Seats located along the walkways to provide resting points if required.

For more information about parking at Rockhampton Airport, visit: [Rockhampton Airport Parking](#)





# PATIENT TRAVEL ASSISTANCE WAIVER FOR CAR PARK

Rockhampton Airport will waive the car parking fees associated for patients or their carers who travel under the **Patient Travel Subsidy Scheme (PTSS)** through Queensland Health.

## Am I Eligible?

You must have your PTSS Specialist Certification Form which has been signed by your specialist. If you are not eligible for this form unfortunately you are not eligible for the car park fee waiver. Eligibility for the PTSS is through Queensland Health.

## Where Do I Park?

For short stays park in the short term car park, longer stays over 3 days must park in either the mid-term or long term car parks. You can drop off your passenger in the short term car park 2min drop off zone, however you must then relocate your car to the designated car park. If you require assistance contact the **Customer Service Officer** on **0438 743 603**.

**THIS WAIVER DOES NOT INCLUDE THE COVERED CAR PARK**

## How Does It Work?

We understand that this may be a stressful time and we certainly do not wish to add to this. Council would like to make it as easy as possible, therefore we do not require any further paperwork to be submitted, we simply ask the following:

1. After your appointment/treatment and on your return to Rockhampton Airport, ensure you have your car park ticket and signed PTSS Specialist Certification Form.
2. Bring both to the Customer Service Officer who will be wearing a high visibility vest and located at the paystation opposite the baggage carousels - **DO NOT PAY FOR PARKING**. If there is no one in attendance call the **Customer Service Officer** on **0438 743 603**
3. They will need to sight the signed PTSS form and will also ask for your car registration number, your parking will then be validated.

# AT THE AIRPORT





# CHECK-IN

Airline check-in counters open 90 minutes before departure.

Be sure to allow yourself plenty of time to arrive at the airport and make your way to the check-in counter, through security screening and to your airline's departure gate.

Check-in counters are located at the northern end of the terminal building. Signage is located throughout the terminal to assist you in navigating your way through Rockhampton Airport.

If you require a wheelchair, assistance with luggage or moving through the terminal, we recommend you contact your airline 48 hours prior to your flight to arrange this.



## What if I need to use a luggage trolley?

Luggage trolleys are located at the front of the terminal and in each of the four car parks. Trolleys are available for a small gold coin charge, which are refunded upon return of the trolley.

# TERMINAL FACILITIES



## Assistance Animals

Assistance animals are welcome at Rockhampton Airport and inside the terminal building.

Specialised water and toilet facilities are located outside at the northern end of the terminal (opposite the Covered Car Park).

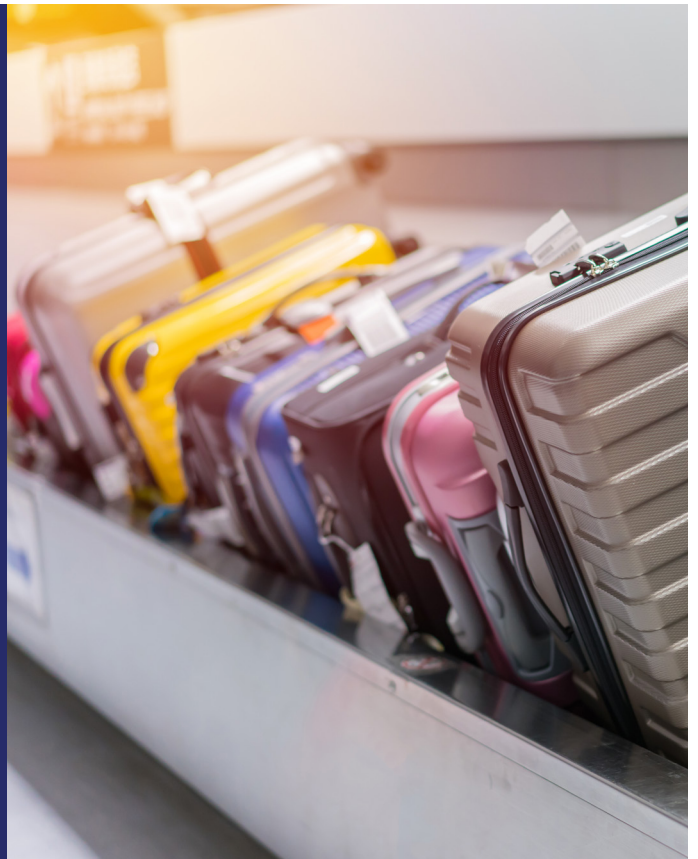
Please ensure your airline is provided with adequate notice if you are required to travel with an assistance animal.

Please note assistance animals will also be subject to security screening, which may involve a pat-down search or handheld metal detector search.

Harnesses do not need to be removed.

## Baggage Collection

When arriving at Rockhampton Airport, passengers should follow the 'Arrivals' signage to the baggage carousels. If you require a wheelchair or other assistance, please arrange with your airline prior to your flight.







## Changing Places Bathroom Facility

There is one (1) dedicated Changing Places Bathroom Facility located at the northern end of the terminal (opposite check-in counters).

This facility is registered and accredited by Changing Places Australia and has been built under their technical design specifications to ensure users can be confident and comfortable when using the amenities.

## First Aid Kits

Airport Duty Operations and Customer Service staff are trained to administer first aid if required. Support can be provided by the Aviation Rescue Fire Fighting Service (ARFFS). In the instance of a medical emergency, please call 000.





## Defibrillator

There are two (2) Automated External Defibrillators (AED) located in the terminal building.

One is located on a pillar in the central area of the concourse outside the landside café and the other is located through security screening on a pillar at the entrance to the departure lounge.

## Airway Clearance Device

Airway clearance devices are for clearing the upper airway when the current first aid choking protocol has been followed without success.

There are two (2) airway clearance devices located in the terminal building.

One just after you pass through passenger security screening and one near the landside café.



**EMERGENCY  
AIRWAY CLEARANCE DEVICE**



## Hearing Loops

Numerous hearing loops have been installed throughout the terminal to assist people with hearing difficulties. They are located at the boarding gates, airline lounge and the seating area in between the café and rental car booths in the main concourse.



## Hearing Loop

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## Kerb Ramps

Kerb ramps have been installed on raised medians to enable easy access to and from vehicles and footpaths.

## Lift

There are two (2) lifts available in the terminal. One lift is located in the Departure Lounge, providing access to the airline lounge on the mezzanine level and the other lift is located at the Airport Management Office in the concourse. Access to this lift must be provided by Airport Management.



## Oversize Luggage

Oversize luggage can be claimed from the designated area at the southern end of the terminal (next to baggage carousels). All enquiries relating to oversized luggage should be directed to the airline check-in desk, located at the northern end of the terminal.



## Parents Room

A parent's room and baby change facility is located opposite the baggage carousels at the arrivals end of the terminal.



## Signage

Along with visual signage, pictograms and braille signs have been installed throughout the terminal building.

## Toilets

Accessible toilets are available throughout all areas of the terminal building. Toilet and sink facilities are hands-free. Braille and pictogram signs have been installed on all toilet entrances to assist vision impaired travellers.



## Water Fountains

Multiple cold-water fountains are available throughout the terminal, located in the main concourse and Departure Lounge.



# SECURITY SCREENING

Passengers and visitors to Rockhampton Airport must be security screened prior to entering the Departure Lounge. Persons with accessibility needs are not excluded from security screening, however a request can be made for an alternative method to be used that is compliant with the screening procedure.

Security staff are certified to the International Customer Service Standard and are trained and qualified to operate and monitor screening equipment.





## Medical Implants

Passengers should advise a Screening Officer if they have a medical implant that may be affected by the security screening equipment. These may include cochlear implants, insulin pumps or pacemakers.



## Prosthesis

Passengers should advise a Screening Officer of their condition and can request separate screening to avoid passing through the metal detector.



## Walking Aids

All walking aids must be security screened. Passengers should advise a Screening Officer if assistance is required to get through the body scanner. A substitute walking aid can be provided by the Screening Officer if required.



## Wheelchairs

Staff are adequately trained to assist wheelchair users through the security screening process. All wheelchair users must be physically screened. If you are able to stand, but not walk, you will be screened with a hand-held metal detector. Persons unable to stand must undergo a pat down search by a security officer of the same gender. If preferred, a private room is also available for the pat down search.



## Prams/Strollers

Prams and strollers must be security screened. All personal belongings that are able to be removed from the pram or stroller must be screened separately. Passengers travelling with prams or strollers must advise their airline prior to travel.



# ADDITIONAL INFORMATION



# ACCESS TO / FROM AIRCRAFT

While there are staff on site at all times, access to and from an aircraft on the tarmac is facilitated with signage, kerb ramps, pathways, handrails, Tactile Surface Ground Indicators (TSGI) and marked pedestrian crossings. Ground handling equipment such as mobile elevators and wheelchairs are also available if required.

If you need assistance to and from the aircraft, please arrange your individual requirements with your airline or travel agent 48 hours prior to travel.





# FUTURE DEVELOPMENTS & IMPROVEMENTS

Rockhampton Regional Council's objective is to meet the current requirements of the Disability Standards for Accessible Public Transport 2002, Australian Standard 1428-1 and/or any relevant Codes and Acts in regard to building accessibility, signage and other information required to assist people with accessibility requirements.

The design of the redeveloped terminal building allows for continual improvements to be implemented to enhance the facilities at Rockhampton Airport.



# FEEDBACK

Rockhampton Airport appreciates your valuable feedback as it helps us to continuously improve the facilities and services within the Airport. Please use the below contact details if you would like to provide feedback.

Email: [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

Phone: 07 4932 9000 or 1300 22 55 77

Website: <https://www.rockhamptonairport.com.au>

Postal Address: PO Box 1860, Rockhampton Qld 4700







Canoona Road, West Rockhampton  
PO Box 1860  
Rockhampton QLD 4700

07 4932 9000 or 1300 22 55 77  
[enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

