



Hinterland Aviation Pty. Ltd.

Passenger Accessibility & Inclusion Plan.

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Objective:

The primary aim of Hinterland Aviation's Accessibility and Inclusion Plan is to:

- Inform passengers with disabilities about the specific initiatives implemented to ensure their accessibility and comfort.
- Guide disabled passengers on how they can collaborate with Hinterland Aviation for an enhanced travel experience (for example, by sharing necessary information ahead of their journey).
- Elucidate the company's policies and strategies that facilitate accessibility at every phase of travel for passengers with disabilities.
- Specify that the plan is pertinent to all Regular Passenger Transport services offered by Hinterland Aviation's aircraft.
- Reference Appendix A: Terms and Conditions for Passengers with Special Needs for a comprehensive list of our policies, procedures, and conditions related to the travel of passengers with specific requirements. Note that the information in this document is accurate as of its publication date and is available on the Hinterland Aviation website.

Hinterland Aviation retains the authority to modify policies and procedures as circumstances dictate. We recommend that passengers consistently refer to our website for the most current information or contact the Hinterland Aviation Customer Service Center at 1300 359 428.

Booking and Pre-Flight Arrangements

Reservation Guidelines:

Details for reservations are outlined in Appendix A. For specific conditions related to:

- Wheelchair-Dependent Passengers: Refer to Appendix A3
- Oxygen and Respiratory Aids: See Appendix A10
- Other Medical and Cognitive Conditions: See Appendix A11
- Caregivers: Refer to Appendix A12
- Assistance Animals: Refer to Appendix A13

Contact for Special Requirements:

Online bookings via www.HinterlandAviation.com.au do not allow for special requirements. To specify such needs, please contact our Customer Service Center at 1300 359 428.

Mobility Considerations:

Passengers unable to use aircraft stairs should contact the Customer Service Center prior to booking. Passengers unable to use the stairs unaided will need to travel with a suitable carer.

Fees:

There is no additional charge for administering special needs through the Customer Service Center, which are not accommodated through our website.

Website Usability:

While our homepage is accessible to visually impaired users and our booking pages allow text enlargement, our website is not fully optimized for the visually impaired.

Caregiver Requirements:

For information on when a caregiver is required, refer to Appendix A 12.

Required Booking Information:

To ensure service suitability, please provide all pertinent details to our Customer Service Center at 1300 759 872. Failure to do so may result in boarding denial.

Confirmation and Records:

Post-booking, a summary of special requirements will appear in your confirmation, which may be printed. We do not store special requirements data post-travel.

Seating:

Upon notification, suitable seating will be allocated near the aircraft's rear. Emergency exit rows are not available for passengers with disabilities.

Data Handling:

Your special requirements are forwarded to the relevant airport staff and protected under the Aviation Transport Security Act 2004 and Hinterland Aviation's Privacy Policy.

Agency Bookings:

We cannot guarantee the transfer of special requirements when booking through third-party agents. For accuracy, book directly through our website or Customer Service Center at 1300 359 428.

Terminal and Kerbside Procedures

Kerbside Assistance:

Hinterland Aviation's responsibilities for passengers commence at the departure gate. All terminal access and movement fall under the jurisdiction of the respective airport operator. For airport-specific accessibility services, consult the Disability Access Facilitation Plan of the relevant airport. Passengers requiring wheelchairs should arrange for assistance up to the departure gate.

Terminal Accessibility:

Facilities for entering and exiting terminal buildings are managed by the airport. For tailored assistance and features, please refer to the Disability Access Facilitation Plan of the respective airport

Check-In and Security Processes

Wheelchair Assistance:

For details on check-in procedures for wheelchair-dependent passengers, please refer to Appendix A3. Please be advised that staff at regional airports generally start work 60 minutes before departure. Failure to notify us of special requirements in advance may result in unavailability of assistance upon your arrival.

Caregivers:

For details regarding travel with caregivers, refer to Appendix A 12.

Wheelchair Stowage:

Specifics on wheelchair storage can be found in Appendix A 7.

Check-In Counters:

All counters utilized by Hinterland Aviation are airport-managed and are not currently designed for wheelchair height. For information on accessibility at specific airports, consult the respective Disability Access Facilitation Plan.

Unforeseen Disruptions:

In case of any interruptions to your flight, Hinterland Aviation staff will promptly notify passengers about disruptions and subsequent available flights. If a delay is not possible, affected passengers will be rebooked on the next available flight.

Security Screening:

As Hinterland Aviation is not responsible for security screening, for related queries, please consult the Disability Access Facilitation Plan of the pertinent airport.

Handling of Wheelchairs, Mobility Aids, and Medical Equipment

Oxygen Supplies:

For guidelines on carrying oxygen and breathing aids, consult Appendix A10

Wheelchair Procedures:

All wheelchair-dependent passengers will be assisted to the aircraft by a representative from Hinterland Aviation or by a caregiver. Consult Appendix A, Condition 1 for the proper preparation of wheelchairs for carriage. Boarding will be scheduled to allow sufficient time for staff to pre-board passengers and stow wheelchairs in the rear of the aircraft. Please note that we do not transport electric wheelchairs.

Non-Powered Mobility Devices:

Walkers, canes, and other non-powered mobility aids that fit in the rear may be carried in the cabin. Assistance with stowage and retrieval can be provided by the crew.

Returning Mobility Devices:

Upon arrival, mobility devices will be returned as promptly as possible, typically in the terminal. Devices stored in the cargo hold will be returned at the base of the aircraft stairs or at the aircraft door.

Assistance Animals

Booking with Assistance Animals:

To travel with an assistance animal, passengers must call the Customer Contact Centre at 1300 359 428 or 4040133 in Cairns.

Types of Assistance Animals:

Guide Dogs and Hearing Assistance Dogs: For detailed conditions, please refer to Appendix A14.

Other Assistance Animals:

Other animals that provide assistance to individuals with disabilities are classified under Appendix A 15

Required Documentation:

When booking a flight, passengers must provide the following information about their assistance animal:

- The type of assistance the animal will provide in the cabin.
- The animal's name and breed.
- The name of the training organization.
- The date the animal last passed the Public Access Test, which must be within 12 months before the flight.

Approval Process:

Upon receipt of the required information, Hinterland Aviation will assess the suitability of the animal for cabin travel. Customers will be informed of the decision via the Customer Contact Centre.

Check-in Requirements:

Passengers must present either the Public Access Test certificate or the Assistance Animal Identification Card during check-in. Failure to do so will result in the animal being carried in the cargo hold.

Access To, And Onboard Aircraft

Boarding/Disembarkation Procedures

- **Priority Boarding:** Passengers with special requirements, particularly those in wheelchairs, are generally given priority and boarded before other passengers.
- **Disembarkation:** Passengers needing assistance, especially those wheelchair-dependent, will be assisted off the plane after all other passengers have disembarked.

Passenger Carers

- For details about the role and conditions for passenger carers, please refer to Appendix A12.

Disabled Passenger Lifter

- Hinterland Aviation does not provide a Disabled Passenger Lifter (DPL) for its Cessna Caravans 208 flights at its regular airports.
- Passengers unable to use the stairs unaided will need to travel with a suitable carer.
- For more information or to check for specific accommodations, passengers are advised to call the Customer Contact Centre prior to booking.

Pre-Flight Safety Briefing

- Passengers with special requirements will receive individualized safety briefings from the Hinterland ground crew or pilots.
- Briefings can be presented in various formats: verbal, written, or pictorial, depending on the passenger's needs.

Direct Assistance

Direct Assistance Scope

- Hinterland Aviation staff are trained to assist a Travelling Carer in providing direct assistance for movement between wheelchairs and seats, in a role that does not involve heavy lifting

Failure to Notify Hinterland Aviation of Special Requirements

- It is crucial to inform Hinterland Aviation about any special requirements well in advance of your trip. Without prior notification, we cannot guarantee that the necessary resources will be available to assist you.
- Wheelchair-dependent passengers and passengers with guide dogs or hearing assistance dogs who fail to notify the airline in advance may be denied boarding.

Levels of Assistance at Different Airports

- The level of assistance provided can vary depending on the size and staffing of the airport. Smaller regional airports may have limited staff, potentially causing delays in providing certain types of special assistance.

- By informing us of your needs ahead of time, you help us ensure that we can provide the best possible service. Lack of prior notification could lead to delays or denial of service, especially in airports with limited staffing. We strongly recommend contacting Hinterland Aviation's Customer Contact Centre at 1300 359 428 well in advance to discuss any special requirements you may have

Service Delivery

Staff Qualification

- Hinterland Aviation does not currently have staff with AUSLAN (Australian Sign Language) capabilities on hand.

Security

- In cases of heightened security alerts, special provisions may be put in place at the airport. These could include changes to car parking distances from terminals, among other measures. Passengers are advised to consult the airport's Disability Access Facilitation Plan for any specific details and requirements during such times.

Consultation

- For those requiring specific consultation, either as an individual or as a disability group, you can reach out to Hinterland Aviation directly at 1300 359 428.

Quality Assurance

- Hinterland Aviation is committed to quality service and has an internal Quality Assurance program in place.
- Through internal audits, we continuously monitor our compliance with disability processes and are committed to implementing improvements wherever necessary.
- For any specialized needs or concerns, we recommend contacting us well in advance of your journey to ensure we can provide the most accommodating service possible.

Communication Strategies

Further Information

- For any additional information, queries, or clarifications, passengers are encouraged to contact our Customer Contact Centre directly at 1300 359 428. Our team is available to assist with all your needs and inquiries.

Feedback

- Hinterland Aviation highly values feedback, especially concerning disability-related matters, as it helps us improve our services.
- Feedback can be submitted online through our official website at HinterlandAviation.com.au. This ensures that your concerns are documented and acted upon in a timely manner.
- We encourage all passengers to make use of these channels for effective communication with us. Your input is invaluable in helping us provide better and more accessible services to everyone.

APPENDIX A - Special Requirements Terms & Conditions

A1. Introduction

- Hinterland Aviation is committed to accommodating the special requirements of its passengers, within the scope of its capability and practicality.
- All passengers must be able to understand and respond to emergency procedures and onboard safety announcements and demonstrations.
- We can accommodate a maximum of 2 passengers with wheelchairs or special needs on any single flight.

Limitations

- Hinterland Aviation cannot provide assistance within the cabin for the following:
 - Administration of Medication

Requirements

Passengers who:

- Require assistance that Hinterland Aviation cannot provide, or
- Cannot understand and respond to emergency procedures and onboard safety announcements and demonstrations, **must travel with a Carer.**

Scope of Document

This appendix lays down the Terms and Conditions for the carriage of passengers with special requirements, including but not limited to:

- Wheelchair Dependent Passengers: Specific guidelines and accommodations for passengers who are dependent on wheelchairs.
- Oxygen and Breathing Aids: Policies regarding passengers who require oxygen tanks or breathing aids.
- Other Medical Conditions: Procedures and limitations for passengers with other types of medical conditions.
- Carers: Guidelines for passengers who require a carer to assist them during the flight.
- Assistance Animals: Rules and requirements for passengers traveling with assistance animals.
- Carriage of Live Animals: Regulations for transporting animals other than assistance animals.
- Pregnant Passengers: Policies concerning expectant mothers.
- Traveling with an Infant: Guidelines for passengers flying with infants.
- Unaccompanied Minors: Rules for minors traveling without a guardian.
- Persons in Lawful Custody: Conditions for transporting individuals in lawful custody.
- Firearms: Rules about carrying firearms on a flight.
- Safety Prioritization and Passenger Restrictions

By understanding and adhering to these Terms & Conditions, passengers can help ensure a safer and more comfortable travel experience for everyone.

A2. Booking A Flight

Notification Requirements

- Passengers with special requirements must notify Hinterland Aviation at the time of booking. This can be done by contacting the Customer Contact Centre at 1300 359 428 or through the booking agent.
- Wheelchair Dependent Passengers
 - If you are wheelchair dependent and arrive at the airport without prior notification, boarding will only be permitted under the following conditions:
- Adherence to the required check-in times for wheelchair-dependent passengers.
- No negative impact on the flight's operation.

If these conditions are not met, you will be denied boarding. In this case, you have two options:

- Reimbursement or credit for your ticket as per the fare rules.
- Opting to fly on a later flight, with the understanding that upgrade charges may apply if the original fare class is unavailable.

By providing timely and accurate information about your special requirements, you help us make the necessary accommodations to ensure a more comfortable and safer travel experience.

A3. Checking-In

Wheelchair and Mobility Device Users

If you require a wheelchair or other mobility devices, specific check-in times apply:

- Major Cities & Queensland Regional Airports: No later than 90 minutes prior to the scheduled time of departure.
- Other Locations: At least 60 minutes prior to the scheduled departure time.

These early check-in requirements allow for sufficient time to deactivate electric mobility devices and to facilitate pre-boarding procedures.

A4. Transfer of Wheelchair Passengers

Lack of Onboard Equipment

- Hinterland Aviation does not offer any special equipment on its Cessna C208 aircraft to assist with the transfer of passengers while boarding or disembarking.

Requirement for a Travelling Carer

- If you require assistance ascending the aircraft stairs, it is mandatory to travel with a Carer capable of assisting in this matter.

A5. Batteries for Mobility Devices

Hinterland Aviation does not transport any battery operated mobility devices or lithium battery powered devices at this time. Please contact the Customer Contact Centre at 1300 359 428 for further information.

A6. Aircraft Space Availability for Wheelchairs

Weight Limitations

- Weight is a crucial safety consideration on our flights.
- If you are traveling with a wheelchair, you must inform Hinterland Aviation of its weight by contacting the Customer Contact Centre at 1300 759 872.

By adhering to these guidelines, you contribute to a safer and smoother travel experience for all passengers. Thank you for your cooperation.

Limitations

- Cargo weight limitations are an important consideration when accommodating wheelchairs or other special equipment on a flight.

A7. Storing Your Wheelchair

- For the duration of your flight, your wheelchair will be stored as checked luggage. If you use an electric wheelchair, either you or your accompanying Carer may be consulted by airport staff on how to safely deactivate your wheelchair before departure and reactivate it upon arrival.
- Additionally, the staff will make sure that the wheelchair's battery complies with hazardous materials regulations.

A8. Transporting Multiple Medical Aids

- Should you require multiple medical devices, such as a wheelchair plus oxygen equipment, or a wheelchair alongside a walker or bath chair, no additional baggage fees will be levied.
- However, please note that each device must not exceed a weight of 40 kg, and you must inform us at least 48 hours before your flight.
- If you plan on carrying multiple items of the same type, like two wheelchairs or two oxygen concentrators, additional baggage fees will apply for the second and any subsequent similar devices.
- Due to weight restrictions, we cannot guarantee that the additional items will be carried on the same flight.

A9. Liability Restrictions

- Hinterland Aviation commits to treating your mobility aids with the utmost care to ensure they are returned to you in the condition they were given.
- However, please be aware that any liability for loss or damage to these aids is governed by the limits and conditions set forth in the Civil Aviation Carriers' Liability Act (Australia) 1959, along with any updates that may have been made to this law.

A10. Guidelines for Carrying Breathing Aids

- If you plan to bring a breathing aid onboard, it's crucial to inform Hinterland Aviation at the time of booking. Failing to do so may result in your device not being allowed on the flight.
- For passengers who need in-flight oxygen support but can't self-administer, it's mandatory to be accompanied by a Carer capable of assisting with the oxygen device.

A11. Guidelines for Passengers with Other Medical or Intellectual Conditions

- For conditions not explicitly covered above, passengers are required to book via the Hinterland Aviation Customer Contact Centre at 1300 359 428. The airline may ask you to obtain a medical letter from a healthcare provider that specifies whether you:
 - Have a medical condition that's unstable,
 - Are contagious,
 - Are recovering from a serious illness or infection,
 - Are pregnant beyond 28 weeks or have a complicated pregnancy,
 - Have intellectual disabilities and may struggle to understand safety instructions,
 - Require a Carer for travel due to your condition.
 - This medical letter must be presented at check-in and failure to do so will result in you not being allowed to board. In emergency situations, Hinterland Aviation is authorized to share this medical letter with emergency medical services.
 - The medical letter should be valid for the full duration of your planned travel dates.

A12. Guidelines for Traveling with a Carer

- All passengers are required to understand and act upon emergency procedures and onboard safety announcements.
- If you are unable to comprehend or respond to these briefings, a Carer must accompany you.
- This Carer should be both mentally and physically capable of assisting you throughout the flight.
- Carers are also responsible for independently assisting you with boarding and deboarding the aircraft, including in emergency situations.

A13. Procedures for Traveling with Service Animals

- If you wish to travel with a service animal, please call the Hinterland Aviation Customer Contact Center at 1300 759 872 to finalize your reservation.

A14. Guidelines for Guide Dogs, Hearing Dogs, and Assistance Animals

- Your service animal should be properly harnessed and relieved before boarding the flight and during any layovers.
- You are also required to bring an appropriate dog transport cage as these are not supplied by Hinterland Aviation.
- Please note that Hinterland Aviation disclaims any responsibility for injury, loss, or death of a service animal. Any service animal displaying disruptive behavior on more than one occasion may have its travel approval rescinded by Hinterland Aviation.

A15. Expectant Mothers and Air Travel

- Expectant mothers who are up to 28 weeks into their pregnancy and have a routine, uncomplicated pregnancy do not need to present any medical documentation.
- However, after 28 weeks pregnant, having a multiple pregnancy, or dealing with any complications, you'll need a medical certificate confirming your fitness to fly.
- Please contact Hinterland Aviation on 1300 359 428 for further information.
- Attention: Pregnant passengers may have seating restrictions.

A17. Guidelines for Traveling with Young Children

- Those traveling with infants less than two years old, are welcome to have the infant ride on an adult's lap without any additional charges on Hinterland Aviation flights. We provide infant seatbelts for their safety. Each adult is allowed to have only one lap-infant.
- If an adult is already accompanying one lap-infant, they have the option to purchase a separate seat for a second infant under specific conditions:
- The second infant must be able to sit upright on their own, without the use of extra support like pillows or booster seats.
- An appropriate seatbelt must be securely fastened around the infant whenever the "Fasten Seatbelt" sign is lit.
- Seats in emergency exit rows are not available for passengers traveling with infants.

Due to safety regulations, there is a limit on the total number of lap-infants allowed on each flight. To ensure availability and proper documentation, it's best to book infant seats through our Customer Contact Centre at 1300 759 872.

Please note that lap-infants are not eligible for checked baggage allowances. Parents and guardians should pay close attention to the safety briefings to prepare for any emergency situations while flying with young children.

A18. Unaccompanied Minors

Unaccompanied minors are children between the ages of 7 - 14 years inclusive, who are travelling alone. Unaccompanied minors must be able to travel independently and feel comfortable and secure with travelling alone.

Unaccompanied Minors Departure

- Unaccompanied Minor form which can be downloaded from the Hinterland Aviation website must be completed at time of check-in and accompany the child at all times. The details on the form must be verified with the details in the booking. The person escorting the child at departure must stay at the terminal until the aircraft is airborne.

Unaccompanied Minors - Arrival

- On arrival at their destination the unaccompanied minor must not be released from Hinterland Aviation care until the identity of the receiver (person meeting child at arrival) has been established and verified with details on the Unaccompanied Minor Form. Once confirmed, identification details of the receiver must be recorded on the unaccompanied minor form and the child signed over to that person. If the receiver is not the nominated person, the child must remain in the care of Hinterland Aviation crew until the sender can be contacted and provides direct confirmation of the acceptance of the new receiver.

Unaccompanied Minors – Other

Contact Hinterland Aviation on 1300 759 872 for further information.

A19. Persons in Lawful Custody

The following procedures apply to the carriage of persons in custody (Restricted Person):

- (a) Dangerous persons in custody are not permitted to travel on company aircraft unless on a closed charter and the sole purpose is to transfer prisoners.
- (b) Unless exempt IAW paragraph 8, all non-dangerous prisoners and other persons in custody travelling on an aircraft must be escorted by a suitable escort.
- (c) Suitable escorts must be law enforcement officers or persons qualified for the task to the satisfaction of and agreed to by the HOF0, Pilot in command and the custodial agency
- Contact Hinterland Aviation on 1300 759 872 for further information.

A20. Carriage of Firearms

- Contact Hinterland Aviation on 1300 759 872 for further information.

A21. Safety Prioritization and Passenger Restrictions

Hinterland Aviation holds the safety of its passengers, crew, and aircraft in the highest regard. As such, we reserve the right to refuse service to any individual who is considered a potential risk to the well-being of others on board or to the aircraft itself. This precautionary measure is in place to maintain a secure and comfortable flying environment for everyone.

