



BUSSELTON  
MARGARET RIVER  
**Airport**

DISABILITY ACCESS FACILITATION  
PLAN

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# Disability Access Facilitation Plan for Busselton Margaret River Airport

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## Document Control

Reference No	Version	Status	Sponsor	Author
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Summary
Busselton Margaret River Airport has created this Disability Access Facilitation Plan to provide passengers with a disability, carers and other parties with the necessary information to facilitate easy access to the airport terminal, toilets and services

# **Disability Access Facilitation Plan for Busselton Margaret River Airport**

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## **Introduction**

Busselton Margaret River Airport is dedicated to the facilitation and maintenance of infrastructure, activities and services to be inclusive of all passengers, guests and their associates, regardless of ability.

Busselton Margaret River Airport aim is to comply or excel at the current requirements of the Disability Standards for Accessible Public Transport and/or Australian Standard 1428 -1 and the Disability Discrimination Act Transport Standards 2002.

This Disability Access Facilitation Plan uses the social model of disability. The social model of disability describes disability as a state caused by a mismatch between a person and the barriers that exist in their environment that put them at a disadvantage. These include attitudinal, communication, physical, and social barriers. This model does not deny the lived experience of the person, but frames the barriers the person experiences, not their impairment/s, as the issue that needs to be overcome.

## **Scope**

This plan applies to the grounds over which Busselton Margaret River Airport operate and manage with exception to all airlines operating at Busselton Margaret River Airport who operate under their own Disability Access Facilitation Plan.

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## 1 Reservation and Pre-Flight Planning

### 1.1 Disability Access Facilitation Plans

Airlines operating at Busselton Margaret River Airport have a Disability Access Facilitation Plan and can be accessed at the following web links.

Jetstar / Qantas Group DAFP

[Specific assistance | Jetstar](#)

Virgin Australia Regional Airlines

<https://www.virginaustralia.com/au/en/plan/specific-needs-assistance/accessibility-plan/>

Alliance Airlines

[passenger-travel-faq.pdf](#)

Skippers Aviation

[Mobility Assistance - Skippers Aviation](#)

Qantas

[Specific needs when travelling, get help | Qantas](#)

### 1.2 Airline Responsibility

The airlines are directly responsible for offering assistance and information about your travel. Please contact your airline of choice for information or to arrange assistance to and from the aircraft, gate and baggage areas.

### 1.3 Making Reservations with Airlines

Reservations must be made directly with the airline in which you are travelling with or by a booking agent. Each airline has different guidelines on carriage of people with a disability and requirements for special assistance. Busselton Margaret River Airport recommends you discuss your requirements with the airline at the time of booking.

To assist in the provision of the highest level of service available, passengers are asked to advise the airline or travel agent when making a flight booking of any disability or assistance required at the airport. The airline or travel agent can then make necessary arrangements if these services are available. For example, book a wheelchair or reserve a specific seating requirement for a guide dog or other accredited assistance animal. It is also important to check if medical clearance is required by the airline for your specific circumstances (eg carriage of battery-operated wheelchairs, oxygen bottles, recent surgery, plaster cast).

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## **1.4 Access To/From Aircraft**

Mobile assistance lifts allow for easy access to and from aircraft. Airline staff can offer assistance for boarding and disembarkation by prior arrangement with your chosen carrier service. Please contact your airline for further information.

## **1.5 Assistance Available to Passengers**

Airline staff are available to assist you with baggage, wheelchairs or mobility aids. If you require this service, please contact your airline in advance so they can make arrangements prior to your arrival.

## **2 Terminal Entry and Exit**

### **2.1 Accessible Drop Off & Pick Up**

The accessible drop off & pick up area has multiple bays at the front of the Departures Terminal with two wheelchair accessible ramps located at the front and the rear of the drop off & pick up area.

### **2.2 Accessible Parking**

Accessible parking spaces are available in all public car parking areas and are clearly sign posted. The accessible parking within the short-term car park is located close to the departure terminal entrances. The accessible parking in the long-term car park is located next to the ticket machines.

A valid Australian disability parking permit must be displayed on the vehicle when parking in accessible parking bays.

### **2.3 Check-in and Direct Assistance**

It is currently the responsibility of the airline to provide passenger assistance from check-in counters to the aircraft and from the aircraft to the baggage claim area. Passengers who require this assistance are encouraged to arrive at the airport with ample time prior to departure of their flight.

If you have pre-booked direct assistance with your airline, it is from the check-in point where they will be able to assist. Please refer to your airline's website or Disability Access Facilitation Plan for the specifics of their direct assistance services and the process you should follow when arriving at check-in.

### **2.4 Hearing Loop**

The airport departure terminal will be fitted with a hearing loop for all users of the Busselton Margaret River Airport by the end of 2025/2026.

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## **2.5 Hidden Disabilities**

The airport supports passengers with hidden disabilities through the Hidden Disabilities Sunflower program. Passengers can wear a Sunflower lanyard or wristband to discreetly indicate they require additional assistance or extra time with airport processes without having to explain their specific needs to every staff member. The airport's staff, including security screening officers, have been trained to recognise the Sunflower and provide appropriate support.

Lanyards or wristbands can be purchased through the Hidden Disabilities website [www.hdsunflower.com.au](http://www.hdsunflower.com.au). The Airport has a small supply of Sunflower lanyards and wristbands which can be provided on request.

## **3 Security Screening**

Prior preparation by passengers is essential to ensure smooth security processing.

The security screening staff undergo specific training in assisting passengers and visitors with a disability using screening practice guidelines issued by the Department of Home Affairs.

### **3.1 Medical Implants**

Passengers are to advise the screening officer of their condition and request separate screening to avoid passing through any machines that may affect them, e.g. pacemakers, cochlear implants.

### **3.2 Artificial Limbs/Prosthesis**

Passengers are to advise the screening officer of their condition and request separate screening to avoid passing through a metal detector.

### **3.3 Doctor's Letter**

Where passengers have medical implants artificial limbs, prosthesis etc. it is highly recommended that a medical certificate or doctor's letter be carried and presented to the screening officer. Such documentation will assist the screening officers to determine the most appropriate method of screening.

### **3.4 Walking aids**

Walking aids must be screened and as such may require x-ray or explosive trace detection. There are chairs available at the screening point to assist you during this process.

### **3.5 Wheelchairs**

Airline staff are very familiar with the movement of passengers requiring wheelchairs and will facilitate passengers directly to the screening point where they will be required to undergo screening by way of a pat down search by a security officer of the same sex.

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## 3.6 Prams/Strollers

Prams/strollers will be screened and allowed entry to the sterile area at the screening point. Passengers should liaise with their airline regarding the carriage of prams or strollers on board the aircraft.

## 4 Airport Terminal

### 4.1 Emergency Response

In the event of an emergency, a public announcement will be made by the duty Fire Warden. Please follow instructions given to you by the fire wardens.

### 4.2 Accessible Toilet Facilities

Accessible and ambulant public toilets are located throughout the terminal and marked with braille signs.



### 4.3 Guide Dogs and Other Accredited Assistance Animals

Guide dogs and other accredited assistance animals are welcome on airport grounds and inside the terminal. If you intend to travel with an assistance animal, you must make prior arrangements for carriage with the airline you intend to fly with.

The Airport has a dedicated assistance animal relief area, located within the Departures Terminal waiting area, after you have passed through Security Screening.

## 5 Communications

### 5.1 Feedback

If guests with special needs would like additional information on the Busselton Margaret River Airport, please phone (08) 9754 2333. Our office hours are 8.30am to 4:30pm Mondays to Thursdays and 8.30am-3pm Fridays.

If you would like to provide feedback on Busselton Margaret River Airport please fill out our feedback form on our [website](#), email us at [airport@busselton.wa.gov.au](mailto:airport@busselton.wa.gov.au) or call our office on (08) 9754 2333.

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## 5.2 Airline Assistance Contacts

### Virgin Australia

Phone: 136 789

[www.virginaustralia.com](http://www.virginaustralia.com)

### Jetstar

Phone: 131 538

[www.jetstar.com](http://www.jetstar.com)

### Alliance

Phone: 1300 780 970

[www.allianceairlines.com.au](http://www.allianceairlines.com.au)

### Skippers

Phone: 1300 729 924

[www.skippers.com.au](http://www.skippers.com.au)

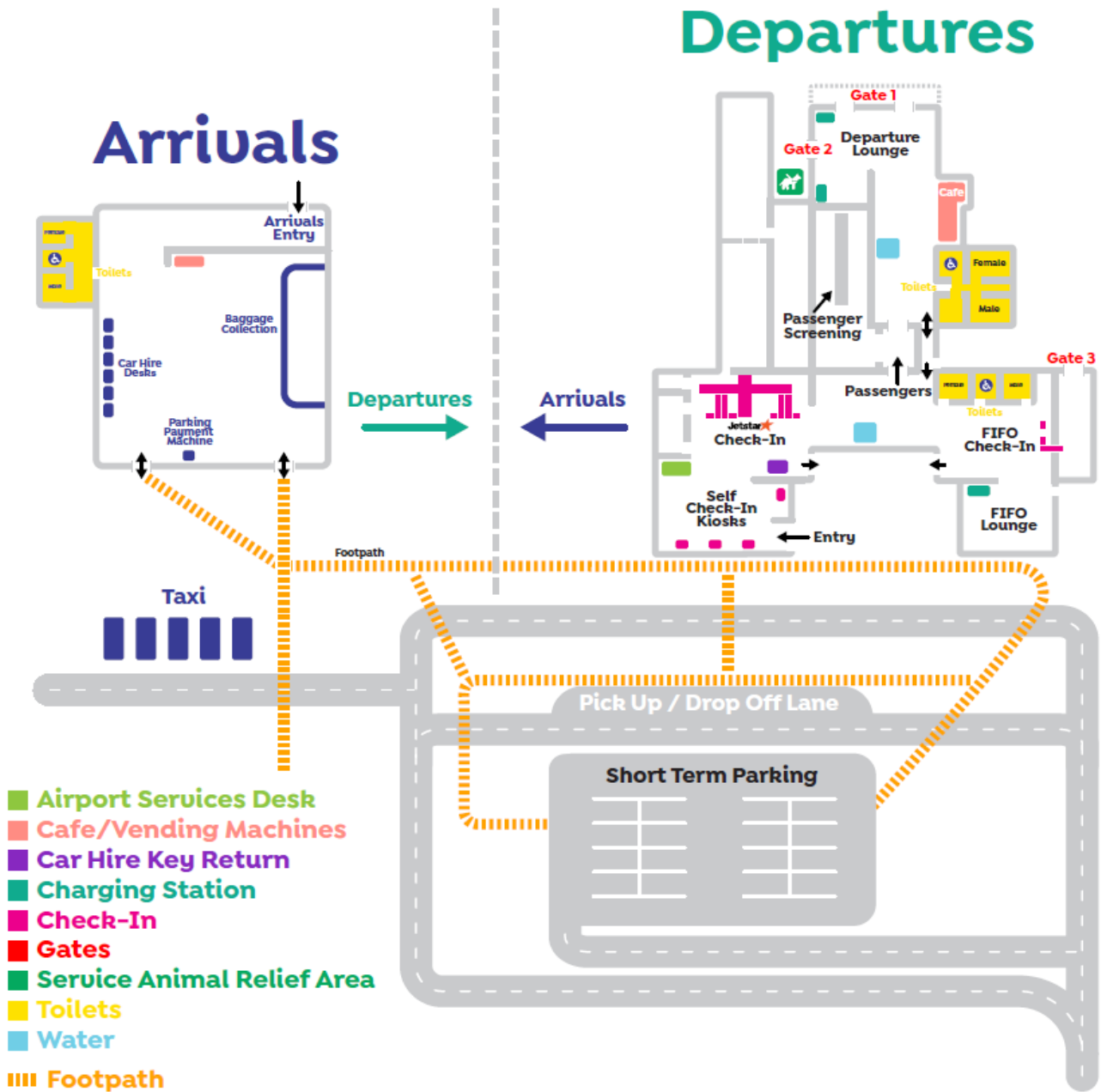
### Qantas

Phone: 1800 177 474

[www.qantas.com](http://www.qantas.com)

# Disability Access Facilitation Plan for Busselton Margaret River Airport

## 6 Map



### References

- *Disability Discrimination Act 1992*
- Disability (Access to Premises – Buildings) Standards 2010
- Disability Standards for Accessible Public Transport 2002
- Disability Standards for Education 2005
- *Fair Work Act 2009*
- National Standards for Disability Services.