
DISABILITY ACCESS FACILITATION PLAN

FOR SKIPPERS AVIATION PTY LTD

This plan has been prepared in consultation with the following organisations:

- Regional Aviation Association of Australia
- The Human Rights Commission
- The Civil Aviation Safety Authority
- Department of Infrastructure and Transport

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OBJECTIVE

Skippers Aviation goes to great lengths to accommodate the special needs of its passengers and supports the access of equitable air travel for disabled persons from airports serviced by Skippers Aviation so long as the safety of the aircraft, aircraft personnel, the disabled passenger travelling, or other passengers travelling is not encroached.

The primary purpose of the Skippers Aviation Disability Access Facilitation Plans is to advise airline passengers with disabilities of:

- The service measures Skippers Aviation takes to ensure access for passengers with disabilities;
- How passengers with a disability can assist Skippers Aviation to be best placed to receive an appropriate service (e.g. provision of information prior to travel); and
- Restrictions that may apply due to aircraft type in use or due to an airport's location/facilities.

The measures in the plan provide detail on Skippers Aviation policies and approaches to enable access to each stage of the journey for passengers with a disability. It should be noted that Skippers Aviation has obligations and responsibilities for the services provided under different sections of Federal and State legislation such as the:

- Civil Aviation Act 1988 and associated legislation
- Aviation Transport Security Act 2004 and associated legislation
- Disability Discrimination Act 1992 and associated legislation
- Disability Standards for Accessible Public Transport 2002 and associated legislation
- Chapters 6 and 8 of Annex 9 to the Chicago Convention on International Civil Aviation and associated documentation as adopted by the Australian Federal Government.
- Commonwealth and State Occupational Health and Safety Acts and associated documentation.

This plan applies to all Regular Passenger Transport (Scheduled) services provided by Skippers Aviation.

The International Civil Aviation Organisation (ICAO) defines disability as:

“any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport, and whose situation needs special attention and the adaption to the person's needs of the service made available to all passengers.”

Due to the changing nature of the aviation industry, and in particular technology, Skippers Aviation will need to amend this policy and process from time to time. You should always check our website to ensure you have an up-to-date copy of the Skippers Aviation Disability Access Facilitation Plan.

1. RESERVATION AND PRE-FLIGHT PLANNING

Booking a Flight

If you require special assistance from Skippers Aviation you need to provide us with a minimum of 48 hours notice prior to your planned departure date. If you are not able to provide us with at least 48 hours notice you may still book your travel, however, while Skippers Aviation will make all reasonable effort to help you we cannot guarantee that the necessary resources will be available to meet your needs.

When making your booking information we require includes:

- The type of disability;
- If any special aids or needs are required to be taken into consideration;
- If you are able to travel independently or with a companion/carer; and
- If you will be travelling with an assistance animal

To help with the booking of flights for disabled persons Skippers Aviation provides the following facilities:

Website

Bookings and notifications of special requirements cannot be made through our online booking system located at www.skippers.com.au

The Skippers Aviation website is not fully disabled accessible.

After completing your booking via our online system, you will need to contact Skippers Aviation's reservations department on 1300 729 924 to finalise your booking.

Telephone Reservations

Reservations for disabled persons may be made through the Skippers Aviation's reservations department on 1300 729 924

Reservations for Hearing Impaired: Skippers Aviation does not have TTY facilities. Skippers Aviation will accept bookings made through third party services such as the National Relay Service.

Third Party Bookings

If you make your booking through a travel agent or some other third party person or organisation Skippers Aviation cannot be held responsible if they do not pass on your special needs to us before the required time. Therefore, it is strongly recommended that you follow up any booking made through third party sources to ensure Skippers Aviation is aware of your circumstances.

Accompanying Escort / carer

Skippers Aviation has limited systems, staff and facilities, so generally we will not allow a person to travel without an accompany escort or carer if they cannot travel independently. Independent travel means that in the opinion of Skippers Aviation or its authorised representative, you can travel safely without assistance, supervision, or both.

The accompanying companion must be at least 15 years of age, in addition to being mentally and physically able to assist and/or supervise the disabled passenger whilst travelling.

If you have a companion / carer, the companion / carer may elect to sit in the single seat across the aisle depending on the type of aircraft used for the service.

Assistance Animal

If you have an assistance animal or assistance animal *and* carer/companion the assistance animal will be placed on the floor in front of the disabled passenger in a harness/restraint. The assistance animal will need to lay or be seated on an absorbent mat provided by the disabled person or the carer /companion of the disabled passenger.

Seating

When notified of a disabled person booking, Skippers Aviation staff will reserve appropriate seating in the aircraft. Disabled persons will generally be seated near the front of the aircraft for Dash 8 flights and in seat 8A only for flights operating on Brasilia aircraft. Other seats may be requested, however, emergency exit row seats will not be available.

*** Skippers Aviation reserves the right to downgrade aircraft types due to operational reasons, a result of this could mean that certain aircraft types scheduled for a service may not accommodate passengers with a disability ***

Other Medical Conditions Including Intellectual Disabilities

Persons with other medical conditions not listed in the Skippers Aviation Disability Access Facilitation Plan should contact our Skippers Aviation's reservations department on 1300 729 924. Depending on the disability, Skippers Aviation may require that you have your physician complete a "Medical Certificate of Fitness to Fly" before you are allowed to travel. This medical form can be found on the Skippers Aviation website.

Circumstances where you should contact the Skippers Aviation's reservations department on 1300 729 924 includes if you:

- have an unstable medical condition;
- are recovering from an acute illness or infectious disease;
- are pregnant past the 36th week of pregnancy or multiple pregnancy or complicated pregnancy;
- have an intellectual disability and/or is not able to understand safety briefings and other instructions; and/or
- Required to travel with a Companion / carer due to your condition

If you fail to notify us of your situation Skippers Aviation cannot guarantee your ability to fly with us.

If we require a Medical Certificate of Fitness to fly it is to be presented at check-in. A copy of the completed form is also required to be given to the

Flight Attendant upon boarding the aircraft for each sector/flight to ensure that they are aware of your situation.

**Information
Dissemination and
Protection**

All special requests made during the booking process through the Skippers Aviation reservations department will be forwarded to the relevant airport. Skippers Aviation is currently unable to retain special request information after the travel has been completed.

In the event of an emergency Skippers Aviation is deemed authorised to pass on the information contained in any Medical Certificate for Fitness to Fly to any paramedic and/or emergency services should the need arise.

All personal information is protected under the requirements of the Privacy Act 1988. Details are only released to the appropriate staff who will deal with your flight. Skippers Aviation does not control the information provided to Skippers Aviation by third party booking sources such as travel agents.

2. KERBSIDE PROCESSES

Kerbside Assistance

In general Skippers Aviation does not provide kerb side assistance. You should refer to the Disability Access Facilitation Plan of the relevant airport/s you are arriving at or departing from regarding any assistance they may provide.

Terminal Access Facilities

Access facilities to and from terminal buildings is the responsibility of the airport. Please refer to the Disability Access Facilitation Plan of the relevant airport/s you are arriving at or departing from regarding any assistance they may provide.

3. CHECK-IN AND SECURITY SCREENING

The Check-in and security screening requirements will vary depending on the location of the airport. It should be noted that staff at some regional airports will not normally commence work until 60 minutes prior to the published flight scheduled departure. Failure to notify Skippers Aviation of your special requirements may mean that staff will not be available when you arrive at the airport. Additionally, at some smaller regional airports serviced by Skippers Aviation no staff are available and the check in process is conducted by the aircraft crew on landing. We have provided as Annex B a quick summary of the airports Skippers Aviation services for your information.

Check-in Counters

All Check-in counters used by Skippers Aviation are owned and provided by the airport. No check-in counters currently used by Skippers Aviation are at wheelchair height. Please refer to the Disability Access Facilitation plan of the relevant airport for further information.

Wheelchairs

Wheelchair Check-in

If you have a wheelchair travelling with you or similar mobility device you are required to check in no later than 60 minutes prior to the scheduled departure time from a capital city airport and 45 minutes prior to the scheduled departure time from a regional airport. If you do not observe the earlier check in time we may need to refuse carriage if you cannot be processed prior to the closure of the flight.

Skippers Aviation ONLY ACCEPTS non-battery powered wheelchairs. These wheelchairs also need to be completely collapsible

Transfer to Aisle Chair

Not all aircraft used by Skippers aviation are able to use an aisle wheelchair. A summary of aircraft used by Skippers Aviation is contained in Annex A.

In general, users of electronic wheelchairs will need to be transferred to either an aisle wheelchair or manual wheelchair at check-in. Users of manual wheelchairs may request to remain in their wheelchair until just prior to the boarding announcement.

Transfer will take place in sufficient time to allow staff to transfer you to an aisle chair, pre-board the wheelchair passenger and companion / carer if travelling with one, and load the manual chair into the aircraft cargo hold.

All passengers requiring special assistance i.e. wheelchair passenger, will be required to board the aircraft first and disembark the aircraft last

Screening

All screening is carried out by the airport in question. For information on screening processes please see the Disability Access Facilitation Plan for the relevant airport/s.

Disruptions

In the event of a disruption Skippers Aviation staff will assist passengers in rebooking any connecting flights.

4. CARRIAGE OF WHEELCHAIRS, OTHER MOBILITY AIDS AND MEDICAL EQUIPMENT

Wheelchairs

Storage of Wheelchair

Your wheelchair will need to be stowed as checked baggage during the flight. Skippers Aviation will make all endeavours to allow you to use your own personal wheelchair as long as possible; however, the amount of time you are able to use your personal wheelchair may be constrained by airport screening requirements and/or flight storing requirements.

If you have a wheelchair you and/or your companion/carer may be asked by staff to advise on the best method of collapsing the chair.

*** Skippers Aviation will only accept non-battery powered, collapsible wheelchairs for travel ***

Aircraft Space for Wheelchairs

Weight is a very important safety consideration in any aircraft. The amount of space available in the cargo compartment of the aircraft varies depending on the aircraft used for the flight. Accordingly, it is important you notify Skippers Aviation of the weight of your wheelchair. We have provided for your information a summary of aircraft used by Skippers Aviation at Annex A.

It may arise that a particular flight may already be approaching its safe cargo weight limit by the time you wish to book your flight.

Disabled passengers wishing to travel with Skippers Aviation are encouraged not to make their flight booking on the website as current passenger loads are not accessible on line.

Unfortunately payloads are not determined until the day of travel and therefore disabled passengers are encouraged to check-in as early as possible so that every effort is made to accommodate the passenger's wheelchair.

It is advisable to call the Skippers Aviation reservations department prior to your day of travel to confirm that all staff that need to be notified about any of your special needs or requests have already or will be made aware prior to your travel.

In the event of inclement weather preventing the use of lifting equipment, flights may be delayed until the equipment can be used. If a flight must depart before conditions are suitable, a person will be re-booked onto another flight. If due to inclement weather restrictions you decide to cancel your flight, Skippers Aviation will not be held responsible. Passengers who are booking connecting flights are encouraged to book their connecting flights with sufficient time between flights – a minimum of two hours is suggested.

Returning of wheelchairs

On arrival at your destination wheelchairs will be returned to you as soon as possible, normally in the terminal. Customers and/or companions/carers may be requested to provide advice to staff on reassembling non-battery powered, collapsible wheelchairs.

Breathing Devices

Skippers Aviation permits the carriage of breathing devices. This may mean that your physician has to complete a "Medical Certificate of Fitness To Fly" in our prescribed format. This Medical Certificate of Fitness to Fly must be shown to staff during the check-in procedure and on boarding the aircraft during each sector of your travel. Failure to carry or produce this certificate at any stage will result in denial of carriage for the equipment.

Further information see Annex C and Annex D.

Multiple Devices

It may be the case that you need to carry multiple devices because of your medical condition, for example, a wheelchair and oxygen equipment. You will not be charged excess baggage fees for the carriage of these devices; you need to give us no less than 48 hours advance notification.

If you wish to carry multiple devices of similar nature, for example two wheelchairs or two oxygen delivery systems, you will be charged excess baggage fees for the second and subsequent devices. Additionally, the second device may need to be carried on an alternative flight due to weight considerations.

Stretchers

Skippers Aviation is not able to carry stretchers in Aircraft.

Walking Canes, Crutches And Walking Frames

Skippers Aviation does allow walking canes and crutches on board the aircraft. Your walking cane or crutches may be used to board the aircraft after which it needs to be stowed in an overhead locker or alternative storage area.

If your walking frame is collapsible it may be stowed on board aircraft. If it is not collapsible it needs to be stowed in the aircraft cargo hold. Users of non-collapsible walking frames may request to retain their frame until just prior to the boarding announcement. Transfer to an aisle chair or disabled passenger lift will then take place in sufficient time to allow staff to transfer the passenger to the aisle chair, pre-board the passenger, and load the walking frame into the aircraft cargo hold. Frames will be returned as soon as possible on arrival, normally in the terminal.

Medication

If you require medication you must medicate yourself before boarding the aircraft, be capable of self medicating during the flight, or be travelling with a

companion/carer who can provide the medication during the flight. Skippers Aviation is not able to refrigerate insulin or other drugs on board. If your medication requires refrigeration you can carry on board a small cooler.

Hypodermic needles are classified as prohibited items on board the aircraft under Australian Law unless you can demonstrate a bona fide need to have them. Accordingly, you need to carry documentation and identification to confirm that the needles are required for your medical condition during the flight Skippers Aviation allows you to carry needles onboard the aircraft as long as all required supporting documentation is available and the PIC is notified.

Hearings Aids & Heart Pacemakers

Hearing aids and heart pacemakers are allowed on Skippers Aviation aircraft.

Other Aids and Devices

If you require other aids or devices not listed in the Skippers Aviation Disability Access Facilitation Plans for safe and independent travel please contact our Skippers Aviation's reservations department on 1300 729 924 for assistance.

5. ASSISTANCE ANIMALS

General

Skippers Aviation understands that the ability for some disabled persons to travel independently requires the use of an assistance animal. All animals travelling on Skippers Aviation aircraft need to be suitably harnessed, be sitting on an absorbent mat (see pg 5) and relieved before boarding and at any intermediate stop. Skippers Aviation will not be responsible for or liable for any injury, loss, or death of any assistance animal.

Guide Dogs and Hearing Assistance Dogs

Skippers Aviation allows the carriage of guide dogs and assistance dogs for the hearing or vision impaired in the cabin of our aircraft free of charge. If you require an assistance animal to travel in the cabin with you, no less than 48 hours notice must be given at the time of booking. It is the owner's responsibility to supply an absorbent mat to prevent soiling of the cabin.

Passengers who require travelling with a guide/assistance dog, is encouraged to make their flight booking through the Skippers Aviation reservations department.

Other Companion and Assistance Animals

Other assistance animals, in particular medical alert dogs, must be approved by the Civil Aviation Safety Authority (CASA) on a case by case basis before Skippers Aviation can allow them to travel in the cabin of our aircraft. 5 full working days are needed to obtain the appropriate CASA approvals.

The following information is required for travelling with other companion and other assistance animals:

- Breed
- Type of assistance provided by the animal
- The name of the animal

- The name of the organisation that trained the animal.

On receipt of this information and confirmation by Skippers Aviation that the animal has been appropriately trained for travel on public transport, an instrument of approval will be applied for from CASA.

It is the owner's responsibility to supply an absorbent mat to prevent soiling of the cabin.

If you arrive at the airport and Skippers Aviation has been unable to obtain CASA approval the animal will need to travel in the aircraft cargo hold. It is therefore recommended that if you have not received confirmation that CASA approval has been obtained you must contact Skippers Aviation's reservations department on 1300 729 924 the day prior to your scheduled departure to confirm arrangements.

Animals Carried in Cargo Hold

Animals that cannot be carried in the cabin due to a person arriving at an airport without notification or due to your request or who are not approved to be carried in the aircraft cabin are to be carried in the aircraft cargo hold in a suitable container. A suitable container is one that is so constructed that;

- an animal kept in the container cannot escape from the container, and;
- the animal is so restrained that its movement within the container does not affect the aircraft load distribution in an unsafe manner, and;
- any water or excreta in the container is not likely to escape from the container in normal flying conditions, and;
- the container will withstand being damaged in a way that will not allow an animal, or water or excreta, in the container to escape, and;
- more than one animal must not be kept in the same container if doing so would be likely to affect adversely the safety of the aircraft

Not all aircraft types operated by Skippers Aviation can accommodate animals in the cargo hold. It is therefore very important that prior approval is obtained before the travel day to avoid disappointment on the day of travel.

Many airports no longer allow animals (except for approved assistance animals) in the terminal and the ability to surrender an animal at check-in may not be available. Please see the Disability Access facilitation Plan of any airport you are arriving or departing from for further information.

Where *both* the departure and arrival airport authorities allows animals to be checked-in within the terminal, Skippers Aviation may accept an animal for check-in to the aircraft cargo hold provided the animal is contained in an approved animal transport box or cage. Animal transport containers are not provided by Skippers Aviation.

6. ACCESS TO, AND ONBOARD AIRCRAFT

Boarding

Passengers with special needs will generally be boarded onto the aircraft before other passengers. Wheelchair passengers will be boarded and seated before the general boarding commences. If you have a wheelchair travelling with you or similar mobility device you are required to check in no later than 60 minutes prior to the scheduled departure time from a capital city airport and 45 minutes prior to the scheduled departure time from a regional airport. If you do not observe the earlier check in time we may need to refuse carriage if you cannot be processed prior to the closure of the flight.

Disembarkation

Passengers with special needs who require assistance to disembark, or require assistance to connect with other flights, will be disembarked after all other passengers.

Disabled Passenger Lift

Skippers Aviation is only able to provide DPL (Disabled Passenger Lift) assistance in Perth and at certain regional airports. See Annex B for further details.

Movement Into, On and Out Of Aircraft Seats

Skippers Aviation does not operate any equipment or employ staff to assist with movement between the wheelchair and the aircraft seat, including movement to and from the toilet. All such movements involve manual lifting. This manual lifting will be the responsibility of the companion/carer travelling with the disabled passenger.

Aircraft Layout

Skippers Aviation uses different aircraft all of which have different facilities, layout, and restrictions and non of which can accommodate wheelchair access to and from the toilet, this will be the responsibility

of the companion/carer travelling with the disabled person. For your information we have provided a summary of aircraft at Annex A.

7. DIRECT ASSISTANCE

Levels of Assistance

The level of assistance that Skippers Aviation is capable of providing can vary. Small regional airports may have only two Skippers Aviation staff on duty and in some situations may not have any Skippers Aviation staff available. Please refer to Annex B for a summary of airports serviced by Skippers Aviation. Additionally, some aircraft will have flight attendants onboard while other aircraft may not. Please refer to Annex A for a summary of aircraft.

Pre-flight Safety Briefing

Skippers Aviation provides passengers with special needs an individual flight briefing from the Flight Attendant. The safety briefing can be provided in verbal, written, or pictorial format.. Where a flight attendant is not available the briefing will be provided by a member of the flight crew.

Hearing Impaired

If you make it known that you have a hearing impairment Skippers Aviation Flight Attendants or a crew member will bring cabin notices to your attention, normally through individual contact whereby you can lip read if you have the ability. Terminal staff will also ensure that boarding calls are conveyed in the appropriate medium.

Baggage Collection, Handover & Exiting Airport

Where a disabled person is not travelling with a companion/carer and requires assistance in collecting baggage and exiting the airport Skippers Aviation will notify the relevant ground staff member who will offer assistance to the passenger in collecting their bags and ensuring the person is met by a career, friend or family member. This request for assistance should be made known at the time of making the booking where possible.

Failure to Notify

The ability of Skippers Aviation to assist passengers with special needs is dependent on Skippers Aviation having adequate notification. If you do not notify Skippers Aviation of your special requirements, in the specified time, Skippers Aviation cannot guarantee that resources will be available to meet your needs.

Wheelchair dependent passengers who arrive at an airport without prior notification of your special needs may be denied boarding (see Section 1 - Reservation and Pre-flight planning).

Passengers wishing to travel with assistance animals who arrive at the airport without prior notification of the animal may be denied boarding as seating space for the animal may not be available. As an alternative, the animal may be consigned to the cargo hold if a suitable animal transport container is provided and that there is sufficient space still available in the cargo hold and the aircraft type is able to accommodate the animals in the cargo hold. (See Section 5 – Assistance Animals).

8. SERVICE DELIVERY

Staff Qualifications

Skippers Aviation does not employ staff with Australian sign language (Auslan) capabilities.

Security

At times the authorities may instigate a heightened security alert that will mean special provisions implemented at airports. These provisions may include increased distances for car parking from the terminals. Refer to the airports you are departing or arriving from Disability Access Facilitation Plans for details of any special requirements.

Staff Training

All Skippers Aviation staff undergoes initial training to familiarise themselves with Skippers Aviation policy and procedures. This includes familiarisation with our policies and procedures relating to the travel of disabled persons.

Consultation

Skippers Aviation is a member of the Regional Aviation Association of Australia (RAAA) who represents us on the Aviation Access Working Group (AAWG). The AAWG is an initiative of the Federal Government through the Department of Infrastructure and Transport, Transport, Regional Development, and Local Government (the Department). The AAWG comprises representation from Government Departments and Agencies, the Human Rights Commission, the aviation industry, and various disability organisations. Through the RAAA we are kept abreast of issues and concerns relating to the air travel of disabled persons. Further information on the AAWG may be found on the Department's website at www.infrastructure.gov.au. Further

information on the RAAA may be found at www.raaa.com.au.

Quality Assurance

Skippers Aviation maintains an internal Quality Assurance program. Regular internal audits monitor compliance with our disability process and recommends improvements where applicable.

9. COMMUNICATION

Further information

If you require further information on Skippers Aviation policies relating to the travel of passengers with disabilities please call our Skippers Aviation's reservations department on 1300 729 924

Feedback

Skippers Aviation is always interested in hearing from disabled passengers about how you enjoyed your experience flying with Skippers Aviation. If you would like to provide us with feedback on your experience please call our Skippers Aviation's reservations department on 1300 729 924

Complaints

Skippers Aviation has in place processes and procedures for assisting disabled passengers with their travel needs but realises that at times, for many reasons, your expectations may not be met. If this is the case and you have a complaint you wish to lodge with Skippers Aviation please place your complaint in writing to reservations@skippers.com.au, Skippers Aviation will then do everything we can to see if we can resolve your issue.

10. ANNEX A – AIRCRAFT USED IN FLEET

Das.h 8 – 300 Series

Passenger Capacity:	50 Seats
Flight Crew:	2
Cabin Crew:	2
Cabin Height:	1.88m
Cabin Width:	2.49 Metres
Maximum Cargo Capacity:	998kgs
Aisles:	Single aisle
Toilets:	1 – Right hand side directly behind flight deck
Arm Rests Can be raised:	Yes
Emergency Exits:	Are located forward passenger door, floor level emergency exit located in row 1, and two window exits in row 4
Aisle Chair Accessible:	Yes
Able to use bridge facilities at airport:	No
Description:	narrow single aisle aircraft with each row containing double seats on the left side of the aircraft and double seats on the right side of the aircraft
Aircraft Restrictions:	Under Civil Aviation Order (CAO) 20.16.3 disabled persons cannot be seated in emergency exit rows.

Dash 8 – 100 Series

Passenger Capacity:	36 Seats
Flight Crew:	2
Cabin Crew:	1
Cabin Height:	1.88m
Cabin Width:	2.49 Metres
Maximum Cargo Capacity:	410kgs
Aisles:	Single aisle
Toilets:	1 – Right hand side directly behind flight deck
Arm Rests Can be raised:	Yes
Emergency Exits:	Are located at the forward passenger floor level emergency exit located in row 1, and two window exits in row 10
Aisle Chair Accessible:	Yes
Able to use bridge facilities at airport:	No
Description:	narrow single aisle aircraft with each row containing double seats on the left side of the aircraft and double seats on the right side of the aircraft
Aircraft Restrictions:	Under Civil Aviation Order (CAO) 20.16.3 disabled persons cannot be seated in emergency exit rows.

Embraer 120ER

Passenger Capacity:	30 Seats
Flight Crew:	2
Cabin Crew:	1
Cabin Height:	1.7m
Cabin Width:	2.2 Metres
Maximum Cargo Capacity:	500kgs
Aisles:	Single aisle
Toilets:	1 – Right hand side directly behind flight deck
Arm Rests Can be raised:	Only armrests between seats B and C
Emergency Exits:	Are located in row 5 which are over wing exits, floor level emergency exit located on the right hand side of the aircraft only (8A)
Aisle Chair Accessible:	Very restricted movement in the cabin
Able to use bridge facilities at airport:	No
Description:	Narrow single aisle aircraft. The aircraft accommodates 30 passengers seated in 10 double seats on the right side, 9 single seats on the left side and 1 centre seat at the rear.
Aircraft Restrictions:	Under Civil Aviation Order (CAO) 20.16.3 disabled persons cannot be seated in emergency exit rows.

Metro

Passenger Capacity:	19 Seats
Flight Crew:	2
Cabin Crew:	0
Cabin Height:	1.4m
Cabin Width:	1.55m
Maximum Cargo Capacity:	240kgs
Aisles:	Single aisle
Toilets:	Not available on all aircraft
Arm Rests Can be Raised:	No arm rests in Metro cabin
Emergency Exits:	Are located two over the right wing And 1 emergency exit located over the left wing. The forward door you entered through serves as an emergency exit too.
Aisle Chair Accessible:	No
Able to use bridge facilities at airport:	No
Description:	narrow single aisle aircraft with single Seating each side
Aircraft Restrictions:	Under Civil Aviation Order (CAO) 20.16.3 disabled persons cannot be Seated in emergency exit rows.

ANNEX B – AIRPORT SUMMARY

Also refer to the applicable airports Disability Access Facilitation Plan.

Airport Name:	Kalbarri Airport
Airport Phone Number:	08 9937 1097
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	Yes – for RPT flights only
Airline Staff Available:	Outport Agent operating on behalf of Skippers Aviation for RPT flights only
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	Yes
Description:	Kalbarri airport is a small remote airport. There is no mobile coverage at the airport; however there is a landline available to contact the tourism centre if assistance is required

Airport Name: Shark Bay Airport

Airport Phone Number: 08 9948 1983

Terminal Available: Yes – the terminal building is not an enclosed building, however there is sufficient shelter if delays occur.

Security Screening: No

Airport Staff Available: Yes – for RPT flights only

Airline Staff Available: Outport Agent operating on behalf of Skippers Aviation for RPT flights only

Access to Aircraft: Access to the aircraft is via the tarmac only

Disabled Passenger Lift Available: Yes

Description: Shark Bay airport is a small remote airport. There is Telstra mobile coverage at the Shark Bay airport; however there is a landline available to make calls if assistance is required

Airport Name:	Carnarvon Airport
Airport Phone Number:	08 9941 3033
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	Yes – for RPT flights only
Airline Staff Available:	Outport Agent operating on behalf of Skippers Aviation for RPT flights only
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	Yes
Description:	Carnarvon airport is a small remote airport. There is mobile coverage at the Carnarvon Airport; there is a landline available to make calls if assistance is required

Airport Name: Geraldton Airport

Airport Phone Number: 08 9923 3207

Terminal Available: Yes – the terminal building is not an enclosed building, however there is sufficient shelter if delays occur.

Security Screening: No

Airport Staff Available: Yes – for RPT flights only

Airline Staff Available: Outport Agent operating on behalf of Skippers Aviation for RPT flights only

Access to Aircraft: Access to the aircraft is via the tarmac only

Disabled Passenger Lift Available: Yes

Description: Shark Bay airport is a small remote airport. There is Telstra mobile coverage at the Shark Bay airport.; however there is a landline available to make calls if assistance is required

Airport Name:	Laverton Airport
Airport Phone Number:	08 9031 1571
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	Yes – for RPT flights only
Airline Staff Available:	Outport Agent operating on behalf of Skippers Aviation for RPT flights only
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	No
Description:	Laverton airport is a small remote airport. There is Telstra mobile coverage at the airport.; however there is a landline available to make calls if assistance is required

Airport Name:	Leinster Airport
Airport Phone Number:	08 9026 5262
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	Yes – for RPT flights only
Airline Staff Available:	Outport Agent operating on behalf of Skippers Aviation for RPT flights only
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	No
Description:	Leinster airport is a small remote airport. There is Telstra mobile coverage at the airport.; however there is a landline available to make calls if assistance is required

Airport Name:	Leonora Airport
Airport Phone Number:	08 9037 6044
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	Yes – for RPT flights only
Airline Staff Available:	Outport Agent operating on behalf of Skippers Aviation for RPT flights only
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	No
Description:	Leonora airport is a small remote airport. There is Telstra mobile coverage at the airport; however there is a landline available to make calls if assistance is required

Airport Name:	Meekatharra Airport
Airport Phone Number:	08 9981 1179
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	Yes – for RPT flights only
Airline Staff Available:	Outport Agent operating on behalf of Skippers Aviation for RPT flights only
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	No
Description:	Meekatharra airport is a small remote Airport; There is Telstra mobile coverage at The airport.; however there is a landline available to make calls if assistance is required

Airport Name:	Mount Magnet Airport
Airport Phone Number:	08 9963 3000
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	Yes – for RPT flights only
Airline Staff Available:	Outport Agent operating on behalf of Skippers Aviation for RPT flights only
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	No
Description:	Mount Magnet Airport is a small remote Airport. There is Telstra mobile coverage at The airport; however there is a landline available to make calls if assistance is required

Airport Name:	Wiluna Airport
Airport Phone Number:	08 9981 8000
Terminal Available:	Yes
Security Screening:	No
Airport Staff Available:	No – crew carry out check-in
Airline Staff Available:	No
Access to Aircraft:	Access to the aircraft is via the tarmac only
Disabled Passenger Lift Available:	No
Description:	Wiluna Airport is a small remote Airport. There is Telstra mobile coverage at the airport

ANNEX C – BREATHING DEVICES

Oxygen Bottles

Skippers Aviation permits the carriage of BOC Gases Oxycare Travel Packs (suitable for air transport) aboard flights. BOC Gases provide “C” size oxygen cylinders and Travel Packs for either hire or purchase. All oxygen cylinders must be contained in the Travel Pack before they can fly. Skippers Aviation does not provide Travel Packs or Oxygen Bottles.

BOC Gases (**Ph:** 1800 050 999, **Web:** www.boc.com.au) will discuss with you how to operate the oxygen bottle. Your oxygen flow rate should be prescribed by your doctor, as Skippers Aviation crew is not responsible for this.

If you require oxygen bottles for your flight/s Skippers Aviation will require a Medical Certificate of Fitness to Fly from your physician.

Oxygen Concentrators

Skippers Aviation permits the carriage of the following Oxygen Concentrators aboard our flights:

- AirSep Life Style
- AirSep Free Style
- Inogen One
- SeQual Eclipse
- Respironics
- EverGo

If you require use of an oxygen Concentrator for your flight/s Skippers Aviation will require a Medical Certificate of Fitness to Fly from your physician.

Easy Breathers and Nebulisers

Easy breathers and nebuliser air pumps (which must be supplied by the passenger) may be used on Skippers Aviation aircraft to enable you to obtain relief from asthma, emphysema, and other respiratory ailments. Easy breathers are normally packaged in portable light-weight cases which are acceptable as cabin baggage.

ANNEX D – ELECTRICAL EQUIPMENT

For safety reasons we have the following conditions for use of electronic breathing aids on board the aircraft.

1. You must be capable of hearing the unit's alarm, seeing the alarm light indicators, and have the ability to respond to the various caution and warning alarms and alarm light indicators, or be travelling with someone who is capable of performing those functions;
2. You must ensure that any aid is free of oil, grease, or other petroleum products and is in good condition free from damage or other signs of excessive wear.
3. Only lotions and salves that are oxygen approved may be used by you when using any portable oxygen concentrator device;
4. You must carry a sufficient number of batteries for the duration of the oxygen use on board including a conservative estimate for any unexpected delays;
5. You must ensure that all portable oxygen concentrators adhere to Skippers Aviation cabin baggage restrictions. Batteries must be protected from short circuit and damage;
6. During movement on the surface, takeoff, and landing the unit must be stowed under the seat in front of you. You must ensure there is sufficient length of hose so that it does not restrict and/or obstruct any other passenger.
7. When a battery powered oxygen concentrator is carried onboard an aircraft as carry-on baggage and is not intended for use during the flight, the battery must be removed and packaged separately unless the concentrator contains at least two (2) effective protective features to prevent accidental operation during transport.