



Montrose Access  
Inspiring Quality Lives

# I WANT TO FLY

*Useful Information to Prepare for  
Your Flight*



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## GENERAL INFORMATION

### BOOKING AND PREPARATION

#### ***What should I do when booking my air ticket?***

- You can book through the reservations site on the internet or via phone booking
- Inform your chosen airline the following:
  - Type of mobility aid you are travelling with – e.g. electric and/or manual wheelchairs
    - Whether it is collapsible
    - Dimensions and weight
      - ◇ Mobility aids are not considered checked-in baggage and will not incur excess baggage fees
    - For electric wheelchairs – Battery type (Ensure prior approval)
    - ⚠ Always travel with a copy of the approval letter for the Electric Wheelchair Model, the Battery's Verification of Compliance Certificate and the Material Safety Data Sheet
      - If you wish to use your personal manual wheelchair to access public areas in the airport after check-in, inform airline staff during check-in for necessary arrangements
  - Whether medical assistance is required
  - Whether you are travelling alone or with a carer
- Consider how many carers you need to travel with you
  - ⚠ According to Occupational Health and Safety regulations, the airline employees are unable to assist with transfer of guests over the weight of 130kg. Hence carer(s) might be required to travel with you to assist with transfers.
  - Check with your chosen airline whether your carer is eligible for any discounts

#### ***What should I do when preparing for my travel?***

- Contact the Reservations team of your chosen airline prior to departure to confirm if:
  - (1) Mobility aid meets check-in requirements
  - (2) Level of assistance required is arranged, including wheelchair and/or other equipment
  - (3) Aerobridges or lifts are arranged for boarding and alighting the aircraft

**\*TIP\*** *It may be useful for carers and yourself to practice transfers (e.g. wheelchair to plane seat) with a Physiotherapist or an Occupational Therapist.*

## CHECK-IN

### How early should I arrive at the airport?

- Check-in early: 90-120 minutes prior to your flight (depending on airline)
  - Proceed to check-in counter to check-in electric wheelchair and allow the airline to allocate the most appropriate seat
  - Confirm your boarding time (usually 60mins before flight)
  - Confirm arrangements for assistance to board the plane

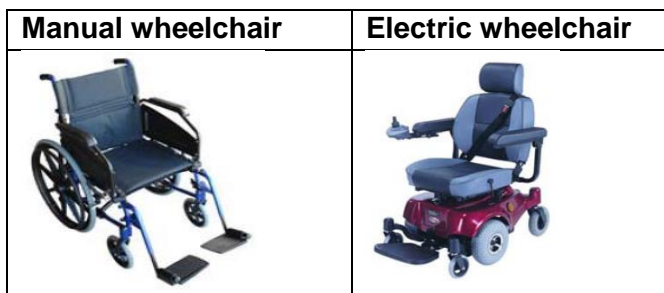
### How should I check-in my electric wheelchair?

- It will be useful to provide written instructions from the manufacturer regarding assembling and dismantling of the wheelchair.


**\*TIP\*** Airline staff may not be trained to handle your wheelchair, resulting in unintentional damage. Previous clients have found it useful to attach a note on fragile parts e.g. headrest, to alert staff for proper handling instructions.

### How do I get from the check-in counter to the boarding gate?

- Wheelchairs will be provided by your chosen airline, according to pre-arrangements



Examples of manual and electric wheelchairs by Virgin Australia

 The airline uses generic wheelchairs that may not be as supportive as your electric wheelchair.

**\*TIP\*** For comfort purposes:

- Bring your pressure cushion along
- Blankets or pillows may aid with providing support



### What should I expect during security clearance?

- Security clearance is a standard procedure for all travelling passengers.
- All items will be cleared using the X-ray equipment.
- You can remain seated, and be screened with a handheld metal detector or a pat-down search. You can request for an officer of the same gender or a private screening.
- Keep medical documents in carry-on baggage to ensure that they are available on request

## BOARDING PROCESS

### How do I get from the boarding gate to my aircraft?

- You will be the first passenger to board the aircraft.
- Aerobridges or lifts will be available depending on what is pre-arranged

Aerobridge	Lift
	


### How do I get onto my seat in the aircraft?

- Where aisle wheelchairs are available, you will be transferred on to the aisle wheelchair and brought to your seat
  - Airline staff are trained to assist with transfers onto the aircraft seats using approved methods by respective airlines




*Example of an aisle wheelchair provided by Virgin Australia*

- Where aisle wheelchairs are not available, carers have the responsibility for assisting the transfers from the door of the aircraft onto the seat

 Airline staff may assist with this process, but they are not required to assume responsibility for full assistance and/or supervision.

## ON-BOARD

*Toileting and transfers on-board are common concerns raised by clients.*

 As Cabin Crew members are food service providers, they are not permitted to assist with toileting and personal hygiene or to empty urinary devices. Most can assist you with **transfers and transport** from your seat to the **door of the aircraft toilet**.

In general, the airlines will not be able to assist with:

- Using bathroom facilities, including lifting and transferring guest to/from the toilet seat;
- Administering medication and
- Food and beverage consumption

**\*TIP\*** *Strategies regarding **toileting** on-board:*

- You may want to consider using assistive equipment such as
  - Urine bottle
  - Penile sheath with collecting bags
  - Pads
- You may request for a blanket when using urine bottle for privacy purposes. Also, consult cabin crew regarding disposal.
- To avoid the need to visit the toilet during the flight, toilet immediately before boarding


## **ARRIVAL AT BRISBANE AIRPORT**

***How do I disembark the aircraft?***

- Level of assistance provided by the airline will be as per boarding procedures
- You will be the last passenger to disembark from the aircraft so that cabin crew can make arrangements to assist with the process
- If pre arrangements are made, your electric/manual wheelchair can be delivered to the arrival gate. Otherwise, you will be transferred onto a wheelchair provided by the airline.

***How do I collect my luggage (and electric wheelchair)?***

- If arrangements were not made to deliver wheelchair to arrival gate, check with airline staff regarding collection of electric wheelchair
- Carers are responsible for the collection of luggage at the carousel
  - Airline staff can be requested to assist with the process

 *Airlines will not be able to assist beyond this point.*

## **GETTING TO MY DESTINATION**

- Wheelchair accessible taxis are available at the taxi rank of Brisbane Airport
- Pre-arrangements can be made with your respective organisation/hospital to meet you at the airport.

## INFORMATION REGARDING SPECIFIC AIRLINES

### QANTAS




#### At Check-In

- ➔ A tag (specifying your name, flight number, destination and battery type) will be attached to your electric wheelchair, whereby you will then be able to stay in your wheelchair until you reach the door of the aircraft.
- ➔ There is a limit of **one (1)** electric wheelchair per flight on Qantas's aircrafts which serve domestic travels.

#### Dimensional restrictions for mobility aids

Aircraft Type	Maximum Dimensions (in adjusted or disassembled state)			
	Width	Height	Length	Weight
Boeing 737	100cm	84cm	125cm	No weight limit as long as equipment can be loaded in an upright position in free wheel mode. Otherwise, no individual part can weigh > <b>32kgs</b>
Bombardier Dash 8	85cm	130cm	115cm	
Boeing 717	80cm	73cm	100cm	
Fokker 100	125cm	75cm	125cm	

#### Qantas approved transfer methods

High lift vehicles	Eagle lifters	Slide Board/ Slings	Jony Belt
To overcome stairs or the absence of aerobridges during boarding.			
Available at Brisbane, Cairns, Mackay, Mt Isa Rockhampton, Townsville, & Gladstone			

#### Useful services provided by Qantas

- ➔ **People Movers** – Staff to provide transport between check-in and departure gates; and at arrival gates
- ➔ **Meet and Assist Services** – Staff to meet you at departure/arrival gate to collect/deliver your wheelchair. Services must be requested at time of booking
- ➔ **Toileting** – Onboard the aircraft, if a urine bag or bottle is used, you may request for a Hygiene Disposal Bag (HDB) from the cabin crew to place the sealed bag or bottle of urine and pass the HDB to the cabin crew, who can dispose of the HDB



### **Useful contact numbers and websites**

- **Let Us Assist You brochure**  
<http://www.qantas.com.au/infodetail/flying/beforeYouTravel/specialNeeds/passengerAssist.pdf>
- **Disability Access Facilitation Plan**  
<http://www.qantas.com.au/travel/airlines/disability-access-facilitation-plan/global/en>
- **Qantas Reservations Team:** 13 13 13
- **Qantas Special Handling:** (+61) 2 9304 7974

## **VIRGIN AUSTRALIA**

### **At Check-In**

- **Aircraft A330, 777, 737, Embraer** – Limit of **two (2)** electric wheelchairs per flight
- **Aircraft ATR72** – Limit of **one (1)** electric wheelchair per flight
- Domestic and international short haul flights are currently unable to accept wheelchairs/mobility aids with spillable batteries.

### **Dimensional Restrictions for Mobility Aids**

Aircraft Type	Maximum Dimensions (in adjusted or disassembled state)			
	Width	Height	Length	Weight
<b>Aircraft A330, 777, 737, Embraer</b>	100cm	84cm	125cm	120kg
<b>Aircraft ATR 72</b>	70cm	84cm	90cm	120kg

### **Useful services provided by Virgin Australia**

- Approved transfer method includes the use of slide board and the slide sheet
- Limited number of motorised wheelchairs is available to allow guests to get to and from the boarding gate, and to the arrival hall with assistance from team members. These chairs must be booked through the Guest Contact Centre.

### **Useful contact numbers and websites**

- **General information for clients requiring mobility assistance**  
<http://www.virginaustralia.com/au/en/plan/special-needs-assistance/mobility-assistance/>
- **Disability Access Facilitation Plan**  
<http://www.virginaustralia.com/au/en/plan/special-needs-assistance/DisabilityAccessFacilitationPlan/>
- **General contact number:** 13 67 89



## **JETSTAR**

### **At Check-In**

- **A320/A321 flights** – Limit of up to 2 passengers requiring wheelchair assistance on each flight
- **A330 flights** – Limit of up to 4 passengers requiring wheelchair assistance on each flight
- Jetstar will not allow a person to travel without an accompanying passenger unless the person can travel independently
  - Accompanying passengers have to be at least 15 years old
  - One accompanying passenger can assist a maximum of four passengers per flight

### **Dimensional Restrictions for Mobility Aids**

Aircraft Type	Maximum Dimensions (in adjusted or disassembled state)			
	Width	Height	Length	Weight
A320/A321	140cm	100cm	140cm	No weight limit as long as equipment can be loaded in an upright position in free wheel mode. Otherwise, no individual part can weigh > <b>32kgs</b>
A330	150cm	160cm	150cm	

### **Useful services provided by Jetstar**

- Approved transfer methods include the use of slide board and the slide cloth
- A330 aircraft has one wheelchair accessible toilet

### **Useful contact numbers and websites**

- **General information for clients requiring specific assistance**  
<http://www.jetstar.com/au/en/planning-and-booking/at-the-airport/specific-assistance#limmob>
- **Disability Access Facilitation Plan**  
[http://www.jetstar.com/au/en/planning-and-booking/at-the-airport/~/\\_media/69479D0AB3A14E80BFE8BA430FB2A0B3.ashx](http://www.jetstar.com/au/en/planning-and-booking/at-the-airport/~/_media/69479D0AB3A14E80BFE8BA430FB2A0B3.ashx)
- **General contact number:**           (+61)3 9645 5999 or 131 538

## ADDITIONAL INFORMATION

### **PATIENT TRAVEL SUBSIDY SCHEME**

Patient Travel Subsidy Scheme (PTSS) provides assistance to patients, and in some cases their carers, to enable them to access specialist medical services that are not available locally.

A subsidy is provided to approved patients and carers to minimize the cost of travel and accommodation to the nearest specialist medical service (that is more than 50 km from the patient's nearest hospital). An application form must be completed and forwarded to the hospital nearest to the patient's place of residence. These hospitals are responsible for all aspects of patient travel. Enquiries regarding PTSS should be directed to these facilities.

#### **Contact details:**

- 13 HEALTH (13 43 25 84)
- PTSS staff at your local public hospital

#### **Useful websites:**

- <http://www.health.qld.gov.au/ptss/>
- <http://www.health.qld.gov.au/ptss/docs/Brochure.pdf>

### **CALMING STRATEGIES**

We understand that travelling with an electric wheelchair might be an anxious process for you. Here are some calming strategies which may be helpful:

- Inform and show pictures of what to expect on the day of travel to be better prepared for the flight. Parents should be confident to provide assurance for their child.
- Include the child in discussions and decision making
- Talk about the positive or 'fun' aspects of air travel to reduce anxiety, for example "It will be exciting to go on the lift! / Only special people get to take the lift!" (referring to high lift vehicles used when aerobridges are unavailable)
- Bring something familiar (e.g. a favourite toy, a familiar blanket etc.) as a source of comfort during the flight
- Technological devices, such as Ipads, can serve as a distraction from any sources of stress experienced in-flight
- Sounds and lights on the flight can be over-stimulating. Use headphones (music) and blindfold for increased comfort

## **ACCESSIBLE ACCOMMODATION**

### **How can I arrange accommodation while in Brisbane for medical appointments?**

- By liaising with your local hospital's travel office \*Past clients' preferred method\*
- By referral from your Brisbane hospital
- By booking direct

Here are some of the accessible accommodations that you might wish to consider for your stay in Brisbane:

#### **1. Ronald Macdonald house @ Royal Brisbane and Women's Hospital (RBWH)**

- For families who live >50 kilometres from RBWH, whose child is undergoing medical treatment at the *nearby hospitals*
- 50 rooms (6 wheelchair accessible units)
- Contact No. 07 3257 0328
- Office hours are 9.00am to 4.30pm, Monday to Friday
- ⚠ Important! You must confirm your booking by contacting the office 3 days prior to your scheduled date of arrival to secure your room

#### **2. Ronald McDonald House @ Mater**

- 21 rooms (4 wheelchair accessible units)
- To be eligible to stay at Ronald McDonald House Mater, parents must have a child who is transferring to Brisbane from a regional area to receive treatment
- To make a reservation or for further information regarding accommodation, please contact 07 3163 8606 or email [RMHSEQ@rmh.org.au](mailto:RMHSEQ@rmh.org.au)

#### **3. Reg Leonard House @ Mater**








- 17 self contained units for clients and carers from outside Brisbane, who are attending appointments at Mater hospital
- Contact No. 07 3163 8111 or [RegLeonardHouse@mater.org.au](mailto:RegLeonardHouse@mater.org.au)
- A copy of approval for accommodation must be faxed to 07 3163 1670 prior to arrival

#### **4. Parent Flats @ Montrose Access**

- A wheelchair accessible 2-bedroom unit that is situated onsite at Montrose Access, Corinda.
- For bookings, please phone Rhonda Mullaly on 3717 1111

## USEFUL TRAVEL APPLICATIONS ON YOUR SMARTPHONE

These applications can be downloaded free-of-charge via iTunes and Google Play platforms on your smartphones.

Category	Name (Price)	Description	Operating Systems	
			Apple	Android
Maps	Brisbane Access Map 	This map of Brisbane's Central Business District shows path gradients, accessible paths of travel and accessible premises.	<input checked="" type="checkbox"/>	
Maps	Brisinfo 	This provides information about transportation facilities, emergency services, health care centers, accommodation facilities, accessible libraries and locations of swimming pools, parks, and picnic spots around Brisbane.		<input checked="" type="checkbox"/>
Transport	Brisbane Airport 	This allows you to easily look up flight information for departures, arrivals, parking, shopping and dining, terminal maps, security information, and explore places and things to do in Brisbane and beyond.	<input checked="" type="checkbox"/>	
Transport	Black & White Cabs Brisbane 	Books your taxi directly into Black & White Cabs' dispatch system & jumps the often busy telephone queue when booking your cab.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transport	Brisbane TransLink Planner 	TransLink includes information about Airtrain, Brisbane Transport, Brisbane Ferries, QR Citytrain and 17 other operators to provide these services in South East Queensland.		<input checked="" type="checkbox"/>
Leisure	QAGOMA 	Find out what's on at the Queensland Art Gallery, Gallery of Modern Art (QAGOMA) in Brisbane, Australia and plan your visit to an exhibition, film screening or public program.	<input checked="" type="checkbox"/>	
Leisure	A Little Bird 	This gives parents the information they want and features links to a simple calendar system, online directory and search tool to find out exactly what's on in Brisbane for you to do with your children.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## NOTES

### Flight Information

### Things to Do

## ACKNOWLEDGEMENTS

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