

Guest Accessibility Action Plan

Committed to social inclusion

Pride
Diversity
Respect
Support



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Welcome

Virgin Australia aims to be the airline of choice for all Australians. Our goal is to ensure safe, reliable, affordable air travel for customers, no matter where they fly.

At Virgin Australia, our customers are at the heart of all we do. We know that some of our guests need additional assistance to use our services and that assistance does not start and end at the aircraft door. For customers with a disability, we aim to provide a seamless travel experience throughout the journey; from booking, to the airport, to on board our aircraft.

In this Action Plan, we set out the aid we can provide our customers to ensure they receive a consistent experience which meets their individual needs. The plan also outlines some of the additional information we request from customers with access requirements, to ensure the constraints unique to air travel do not impact on their experience with us.

We aim to continually improve our airline and our commitment to our customers with special access requirements is no different. Your feedback and support will ensure we deliver on this goal.

John Borghetti
Virgin Australia CEO



The Virgin Family

Virgin Australia is part of a very big family, the Virgin Group. Conceived in 1970 by Sir Richard Branson, the Group has become one of the most highly respected global brand names of the 21st century.

Since the establishment of its first company Virgin Records, the Virgin Group has created more than 300 branded companies worldwide, employing approximately 50,000 people, in 30 countries. These companies operate in sectors ranging from mobile telephony to transportation, travel, financial services, media, music, fitness and of course, the soon to be launched space tourism operation, Virgin Galactic.

The Virgin Group believes in making a difference and stands for the principles of value for money, quality, innovation, fun and a sense of competitive challenge. It delivers a quality service by empowering its employees and facilitating and monitoring customer feedback to continually improve the customer's experience through innovation.

We share these values and are determined to become the airline of choice for corporate and leisure travellers alike.

Our Mission

We have captured our ambitions and our strategy in our **Access Guests Mission Statement:**

"At Virgin Australia we understand how important safe, quick, comfortable and dignified air travel is for our Access Guests as they contribute to our society, and we strive to make Virgin Australia the best airline in the world supporting their needs. We believe this is good for our business, good for our Access Guests and good for our community as a whole."

Where Do We Want to Be?

We want every travel experience of our Access Guests to be a great one, including where they connect with one of our partner airlines. We want to be the airline of choice for all Australians, including people with a disability, whenever they travel within Australia or overseas.

The Virgin Australia Accessibility Strategy

Our public declaration of principles and intentions:

We are committed to an ambitious diversity agenda and Accessibility Action Plan.

Diversity and accessibility are issues for the whole community. As part of that community we are determined to play our role in breaking down barriers, reducing stigma and opening up important dialogue about how our employees, customers and members of the broader community can achieve their full career and social potential.

A lofty goal but one we feel sits at the heart of effective businesses and communities for long-term sustainability.

We have a clear vision and will judge ourselves against clear performance criteria. By doing this, we aim to make a tangible difference to the lives of people within our Group and to the lives of our customers.

Key Themes of the Strategy

The five key themes of our strategy are:

Building Our Capacity

Our entire strategy is ultimately about building Virgin Australia's capacity to support our Access Guests. This theme provides an overarching framework that links all of the other themes.

We need to build our capacity in three areas. We need to build the capacity of our **people** by providing the knowledge and skills they need to support our Access Guests. We need to build a **product** that has the capacity to meet the needs of our Access Guests. We also need to enhance the capacity of our **systems and processes** to deliver our product to our Access Guests.

Culture, Management and Process

It won't be enough just to fix the **process** problems we know we currently have. We need to ask whether our **management** system and structure is accountable for the quality of the travel experiences of our Access Guests. This is to ensure we have a **culture** that truly welcomes our Access Guests and respects their particular needs.

Total Guest Experience

Our guests return to us when we provide a quality travel experience from beginning to end, every time they travel. Our Access Guests are no different, so our strategy aims to create world leading travel experiences at every stage of their journey.

Access Guests

As a premium service airline, perhaps the most significant change in the way we think is that we offer different types of guests travel experiences that are tailored to their specific needs. Our Access Guests strategy builds on this approach, describing what we can do to create great travel experiences for guests that require additional support and assistance.

Mainstream Systems Integration

Our strategy will integrate the needs of Access Guests into all of our mainstream systems and processes, and enhancing them where necessary to build solutions that meet the specific needs of all of our guests, including our Access Guests.

Our Progress through External Partnership

Our journey towards improving our services for Access Guests is already well underway. We began the process early in 2012 by forming a project team reporting to our executive team. We engaged strategic change specialist and disability sector leader, Dr Mark Bagshaw, to guide us through the process of developing this strategy. We have also formed a high-level Access Guest Advisory Panel consisting of some of Australia's most accomplished and inspiring people with disabilities who have been invaluable in helping us understand how we create truly great travel experiences for our Access Guests.

Members of our project team and our Access Guest Advisory Panel have travelled extensively through the Virgin Australia network on all types of our aircraft and have spoken to our team members. We've spoken to many of our business partners and have commenced working with our partner airlines to offer great travel experiences to Access Guests around the globe.

With the help of our Access Guest Advisory Panel, we are creating the centrepiece of our Strategy—a set of 'Perfect Journey Roadmaps' that describe in detail all of the things that make truly great travel experiences at every stage of the journey, taking into account the specific needs of our Access Guests with each type of disability.

Applicability

The Accessibility Action Plan applies to Virgin Australia's operations within Australia.

For flights to and from the USA and our other international destinations, different regulatory requirements necessitate different arrangements and are not documented in this Accessibility Access Plan.

1. General Information

Virgin Australia is committed to ensuring all our guests experience a high standard of service whilst enjoying a safe and comfortable experience.

To ensure we can assist you with your individual requirements, please review the following information. If you have any concerns or enquiries, or would like to know more, please contact our [Guest Contact Centre](#) on 1300 139 303 (in Australia) or +61 7 3295 3941 (for rest of the world). (internet fares will be honoured) or follow the link below to our website: www.virginaustralia.com/au/en/plan/special-needs-assistance

- [Carriage of wheelchairs and other mobility devices](#)
- [Keeping you mobile in the airport environment](#)
- [Guest mobility equipment provided by Virgin Australia](#)
- [Carriage of oxygen bottles and oxygen concentrators](#)
- [Guests travelling with Service Dogs.](#)

Carriage of wheelchairs and other mobility devices*

*Please also see wheelchair and mobility devices limitations information from Page 24

General information and booking process

If you are travelling with wheelchairs or other mobility devices, please contact our [Guest Contact Centre](#) as early as possible to book your flight and advise us of your mobility assistance requirements. This information will assist us in ensuring space is made available for your wheelchair and appropriate assistance is coordinated for you and your companions.

Due to the space available in the aircraft hold and specific carriage requirements of some types of wheelchairs, we are required to limit the size and quantity of electric wheelchairs and mobility devices travelling on each flight. Our Guest Contact Centre is able to provide information regarding these limitations, and additional information regarding packing your wheelchair and batteries for safe carriage. While we are generally able to accept up to two wheelchairs per flight in a normal operating environment, this may vary due to operational and safety considerations.

Keeping you mobile in the airport environment

If you are using your own **manual/self-propelled wheelchair or mobility device**, we invite you to remain comfortable and independent with your own equipment throughout the check-in and screening process.

You will be asked to make yourself known to the Boarding Gate Operators 30 minutes prior to the scheduled time of departure to ensure your wheelchair or device can be appropriately tagged and loaded into the hold of the aircraft. We will then provide you with a Virgin Australia wheelchair and assist you to your seat in the aircraft, if requested.

You may choose to transfer to one of our wheelchairs at check-in whereby we will assist you with your transfer and provide additional assistance through the terminal if required. Please note that for the safety of our crew, our ability to provide transfer assistance is subject to a maximum weight of 130kg.

Guests utilising or travelling with an **electric wheelchair or mobility device** may be required to check in the device prior to entering the security screening and boarding gate area. This is to allow sufficient time to ensure the electric wheelchair or device can be safely stored and packed, and the battery can be removed or protected to avoid accidental activation or short circuiting during the flight. Our baggage handlers will discuss and confirm with you or your companions the best way to secure and store your wheelchair and battery in the hold of the aircraft.

If you are required to check your wheelchair in, Virgin Australia staff will provide a wheelchair to ensure you have mobility through the security screening point and through the terminal. We are able to provide assistance as required, to transfer from your own wheelchair into the most suitable options we have available. We can also assist you in our wheelchair through the terminal building or provide you, or your companions, instructions for the safe operation of our wheelchair. As noted above, our ability to provide transfer assistance is subject to a maximum weight of 130kg.

Guest mobility equipment provided by Virgin Australia

Virgin Australia has a range of equipment for use within the airport environment to ensure guests requiring mobility assistance are able to navigate through the terminal and transfer safely into and out of the aircraft.

The **Virgin Australia aisle wheelchair** is specifically designed to fit into the aircraft and position in the aisle beside the guest's allocated seat in the aircraft. It is narrower in design and is not able to be self-propelled. If you are travelling with a companion or carer, or utilising staff assistance, this wheelchair may also be suitable within the terminal. If you require transfer assistance into or out of the wheelchair or aircraft seat, you may prefer to use this chair in the terminal to avoid transferring again at the aircraft door.



The **Virgin Australia manual wheelchair** is the size of most normal self-propelled wheelchairs. This wheelchair is unable to fit into the aircraft aisle, however, for guests wishing to remain independent within the terminal, this wheelchair may be preferred. This wheelchair may also be utilised if you feel more comfortable with the larger size of this chair, but still require assistance by a companion or staff member to manoeuvre through the terminal.



In selected ports, Virgin Australia also provides **electric wheelchairs and electric aisle wheelchairs**. To ensure the safety of our guests, these chairs may only be operated by Virgin Australia trained staff.



Virgin Australia utilises the **slide board and slide sheet** method of transfer when assisting guests into and out of wheelchairs and aircraft seats. This transfer method allows staff, and carers where available, to slide (not lift) the guest, ensuring our staff and guests remain safe and supported. If you require an alternative method or technique of transfer, we ask that you have a carer or assistance person with you to assist you with the transfer as Virgin Australia employees are not trained in other transfer methods and are not able to assist. Staff may be able to assist with guest comfort during alternative methods of transfer.



Virgin Australia also provides an **Eagle Transfer Hoist** as an innovative solution for transferring guests with little or no upper body strength or control. Virgin Australia has this equipment and qualified staff in Brisbane, Adelaide, Sydney and Melbourne, with more planned throughout the network. Please note we are not able to guarantee the availability of the Eagle Transfer Hoist at these airports. We look forward to communicating further developments as they become available.



A **Disabled Persons Lift** (DPL) is used to assist guests unable to access the aircraft via stairs (for example, where an aerobridge is not available). Guests are welcome to remain in an aisle wheelchair to be raised into the aircraft or, when able, to stand in the DPL with the staff member and companion or carer. Use of this equipment is facilitated by our Ground Crew, who have been trained in its proper use.



On flights operated by **Virgin Australia's Airbus 330 and Boeing 777**, an **onboard wheelchair** is carried on board and has been specifically designed to fit the aircraft aisles. The purpose of the onboard wheelchair is for cabin crew to be able to assist guests with restricted mobility between their seat and the lavatory. Please note that Cabin Crew are not permitted to assist guests with their personal toileting requirements.

Carriage of oxygen cylinders and oxygen concentrators

Virgin Australia welcomes the use of supplementary oxygen by guests on our services. Our aircraft are not fitted with supplementary oxygen, outside of that required in the event of an emergency. Guests are invited to travel with oxygen cylinders or personal portable oxygen concentrators.

If, due to a medical condition, you are required to travel with an oxygen cylinder and/or a portable oxygen concentrator, please ensure your booking is made through our Guest Contact Centre. Our agents will be able to confirm the necessary medical clearance requirements and size and types of supplementary oxygen able to be operated on our aircraft.

Please note guests will be required to obtain medical clearance from a medical practitioner if supplementary oxygen is required for use in-flight. The medical clearance guidelines and form can be accessed through our Guest Contact Centre, or at this link on our website:

www.virginaustralia.com/au/en/plan/special-needs-assistance/medical-conditions/

Virgin Australia is able to accept carriage of **oxygen cylinders** for use on board the aircraft for Domestic flights. There are some limitations as to the size and brands approved for safe use and carriage:

- only BOC, Air Liquide or Linde oxygen bottles can be accepted
- the cylinder must not exceed 5kg in weight and 490 litres capacity
- the cylinder must be packed in a BOC Oxycare or Air Liquide Oxycare travel pack/BOC Carry Bag
- additional cylinders may travel with you in the cabin or be checked in, but they too must be in an Oxycare travel pack or BOC Carry Bag.

Virgin Australia is able to accept the use and carriage of **personal portable oxygen concentrators** on all our aircraft. Whilst some aircraft have access to power supplies on board, we are unable to guarantee a consistent and suitable power supply and therefore, aircraft power may not be available. Oxygen concentrators must be able to be operated with battery power and you will be required to travel with enough spare batteries to operate the concentrator for 150% of the total expected travel time.

Virgin Australia has approved the use of a number of portable oxygen concentrators on our aircraft. This list is regularly reviewed. To ensure your device has been accepted for use, please contact our [Guest Contact Centre](#), or follow this link to our website:

www.virginaustralia.com/au/en/plan/special-needs-assistance/medical-conditions/

Travelling with a Service Dog

What is a Service Dog?

A Service Dog is trained to provide assistance to a person with a disability. Service Dogs include Guide Dogs, Hearing Dogs and Assistance Dogs.

Guide and Hearing Dogs on Domestic and International flights

Certified and Registered Guide / Hearing Dogs are welcome on board Virgin Australia flights when accompanying a guest who has a vision or hearing impairment, provided that the following conditions are met:

- Guide / Hearing Dogs must wear their coat, and have their ID medallion on their collar
- the Guide / Hearing Dog handler must have their Handler ID.

Assistance Dogs on Domestic and International flights

Virgin Australia accepts Assistance Dogs that have been trained and accredited as Assistance Animals to alleviate the effects of a disability, and have passed a Public Access Test. For a dog to be carried in the cabin of a Virgin Australia flight as an Assistance Animal, Virgin Australia must be provided with the documents and a handler ID that confirm the dog has been specifically trained by an Approved Organisation, to alleviate the effects of the guest's disability.

An Approved Organisation is an organisation:

- accredited by an animal training organisation prescribed by section 9 of the Disability Discrimination Act 1992 (Cth)
- that meets the minimum standards set by Assistance Dogs International full members (accredited members); or
- that meets the minimum standards set by the Guide, Hearing and Assistance Dogs Act 2009 (Qld).

Important information for the carriage of Service Dogs in the cabin

- The dog must be fully trained
- Handlers must supply and use a suitable restraint for the dog in-flight
- The dog must be seated on an absorbent mat for the duration of the flight, as supplied by the handler
- Please prepare your dog for the journey by exercising and limiting its fluid intake for several hours before boarding the aircraft
- The number of service dogs that can be accommodated on any particular flight will be determined in accordance with operational and safety considerations.

How to book

If you intend to fly with a Service Dog, you must make your booking through our [Guest Contact Centre](#) (internet fares will be honoured).

Service Dogs are carried free of charge.

Note: These guidelines are only applicable on flights operated by Virgin Australia. If you are travelling on a codeshare flight with another carrier, your dog must meet that carrier's requirements. Service Dogs travelling on international flights may be subject to specific Quarantine requirements. Guests are responsible for ensuring all requirements are met prior to travel, and Virgin Australia will not accept liability if your Service Dog is not approved for Quarantine clearance at your destination, or when entering Australia.

2. Independent Travel

From time to time, guests may require assistance when travelling. In this section, we outline the assistance that we can provide during flight and what our guests need to consider prior to travelling independently.

Guests travelling independently must:

- be able to receive, understand and respond to briefings about emergency procedures
- not require personal assistance whilst in the airport or during the flight.

Understanding and responding to briefings about emergency briefings

Virgin Australia acknowledges that there are many methods by which people can communicate. These include sign language, lip reading, Braille, using diagrams, communication boards and other electronic means.

To travel independently, you do not need to be able to speak English. You must, however, be able to understand the substance of an emergency briefing given to you by our Cabin Crew and give some form of acknowledgement that you have understood. The acknowledgement can be in any form you choose, so long as it reasonably conveys to our Cabin Crew that you have understood the substance of the emergency briefing given to you.

If you cannot understand and acknowledge briefings about emergency procedures, you must travel with a carer or companion/safety assistant who can assist you. Your carer or companion/safety assistant must be physically and mentally willing and able to assist you to carry out this task.

Personal assistance whilst in the airport or during flight

Virgin Australia staff are able to assist with movement throughout the airport by utilising wheelchairs and other equipment. We are also able to assist with directions, guidance and with your carry-on baggage. There are some things we are unable to assist with, including:

1. Using the bathroom facilities, including lifting to/from the lavatory
2. Administering medication
3. Food and beverage consumption.

If you need to do any of these things during flight and cannot do so without assistance, we require you to travel with a carer or companion who is able to assist you.

It is important to note that we want to give you every opportunity to make your own choices. So, if you are taking medication and require assistance to administer it or would require lifting to get to/from the bathroom (or the performance of some other personal task) but feel that you will not need to do these things during your flight, then we are happy for you to fly alone. If you make the educated choice to travel without a carer to assist with these requirements, please understand our Cabin Crew will not be able to assist. The duration of your flight must be considered when planning alternative measures, equipment or medication to reduce or remove the requirement for assistance.

Additional matters to consider

When travelling with Virgin Australia, additional matters may require further consideration, especially in the unlikely event of an emergency situation. These considerations are not intended to prevent you from travelling independently. They are intended to inform you about the limitations of assistance that can be provided in such circumstances and what it could mean for you. Please consider the information set out below.

Putting on an **aircraft seat belt** is similar to putting on a car seat belt. However, in an aircraft there is no shoulder strap. We have lap restraint seat belts only. While our Cabin Crew are happy to help with putting your seat belt on prior to departure and unlocking it after arrival, we cannot guarantee that they will be able to do this in an emergency as it may be unsafe for Cabin Crew to do so or because they may be performing other safety tasks.

Putting on an **aircraft oxygen mask** involves reaching for a mask that will be at about head height when seated. You then need to put it over your mouth and secure it by pulling the elastic straps. You may need to put on an oxygen mask during turbulence or in other emergency situations as it may be unsafe for Cabin Crew to assist you or because they may be performing other safety tasks.

Putting on an **aircraft lifejacket** involves:

- Reaching for the life jacket under your seat
- Removing it from the plastic pouch
- Unfolding it and placing it over your head
- Passing the straps around your waist
- Clipping the ends together and pulling the toggles to inflate.

To assist, our Cabin Crew are able to place the life jacket in the seat pocket in front of you if requested. You may need to put on an aircraft lifejacket in an emergency situation as it may be unsafe for Cabin Crew to assist you or because they may be performing other safety tasks.

For more information on our independent travel criteria please contact our [Guest Contact Centre](#) or follow the link below to our website:

www.virginaustralia.com/au/en/plan/special-needs-assistance/independent-travel-criteria

Important information

If you provide us with incorrect or insufficient information under the guidelines set out above, and you are required to travel with a carer or companion/safety assistant (for example, you are unable to understand and respond to emergency briefings) but do not arrive at the airport with a carer or companion/safety assistant, we respectfully reserve the right to decline your travel until you have someone available to accompany you. If you are unable to make your intended flight, we may assist by rebooking you on a later flight at no charge.

How to book

If you are required to travel with a carer or companion pursuant to our independent travel criteria, you must make your booking through our [Guest Contact Centre](#) (internet fares will be honoured). If you are required to travel with a carer or companion, bookings for the guest and carer must be made at the same time up to 331 days in advance of the flight's departure. Payment for the guest and carer/companion must be made at the time of booking. While the name of the carer/companion does not need to be entered at the time of booking, it must be confirmed at least 72 hours prior to departure, to allow ticketing to take place.

Note: The above booking policy is only applicable on flights operated by Virgin Australia. If you are traveling on a codeshare flight with another carrier, you must book in accordance with that carrier's booking policy.

3. Reservations

Reservations for guests requiring special assistance

Virgin Australia provides our guests and their agents a number of methods for making reservations on our services:

- [Internet / Website](#)
- [Guest Contact Centre](#)
- [Reservations utilising disability services.](#)

Internet / Website

Guests and their agents are welcome to utilise our website www.virginaustralia.com to view flights and availability on our services. However, to ensure we are able to provide the assistance and resources to best suit your requirements, some bookings are required to be made by calling our [Guest Contact Centre](#).

Guests are invited to book online when:

- they are travelling with infants or children; or
- they have hearing or vision impairments, however are not travelling with a guide or assistance animal and do not require additional assistance at the airport or during their flight; or
- they are travelling with medical sharps or medication, are not impacted by the Medical Clearance Guidelines and do not require additional assistance at the airport or during their flight. Refer to: www.virginaustralia.com/au/en/plan/special-needs-assistance/medical-conditions/

Guest Contact Centre

For guests requiring special assistance or increased awareness during their travel experience, including mobility assistance, medical conditions, travelling with animals, or for guest requiring the accommodation of additional medical or mobility devices, please contact our Guest Contact Centre to make your reservation and for enquiries.

If calling from...	Contact Number
Australia	1300 139 303
Other international locations	+61 7 3295 3941

Alternatively, you can make your travel arrangements through a travel agent.

For guests with special needs who are unable to book online, please note that the standard fee to book through the Guest Contact Centre will be waived and internet specials will be honoured. Please ensure you discuss this with your Guest Contact Centre Agent when making your reservation.

Reservations utilising disability services

Virgin Australia provides a range of communication options for guests with hearing or speech impairments:

TTY users:

If calling from...	Contact Number
Australia	133 677
From outside Australia	+61 7 3815 7799

Ask to be connected to Virgin Australia on **1300 139 303** (calling from in Australia) or **+61 7 3295 3941** (calling from outside Australia).

Speak and listen (speech-to-speech relay):

If calling from...	Contact Number
Australia	1300 555 727
From outside Australia	+61 7 3815 7799

Ask to be connected to Virgin Australia on **1300 139 303** (calling from in Australia) or **+61 7 3295 3941** (calling from outside Australia).

Internet relay (Australian residents only)

Connect to the National Relay Service (see relayservice.com.au)

Ask to be connected to Virgin Australia on **1300 139 303** (calling from in Australia) or **+61 7 3295 3941** (calling from outside Australia).

Confirmation of travel requirements

Once a booking is made, you will receive an email with an itinerary confirming your travel arrangements, including:

- Your name and contact information; and
- Flight details, including departure and arrival times.

4. Retention of Information and Privacy

Retention of information

Our reservation system is designed to store information regarding guest profiles to assist in completing your travel information, preferences and special assistance or requirements for when you travel again. Please note use of the information retention system is voluntary and can be declined.

Privacy

All information collected from our guests during the booking process (both online and by phone) is used in accordance with the Virgin Australia Group Privacy Policy and relevant Australian privacy laws. A copy of our Privacy Policy can be found at: www.virginaustralia.com/Privacy/index.htm

Guests should be aware that some information about special service requirements and assistance is provided to the relevant airport teams and to other airlines when connecting on to our partner airlines. This information ensures our team and partners are better prepared to provide you the most suitable assistance and services. Please read our Privacy Policy carefully to ensure you understand how Virgin Australia will collect, manage and store your personal information. Any questions regarding privacy or your personal information can send to Virgin Australia's Privacy Officer at:

Privacy Officer

Legal Department
PO Box 1034
Spring Hill QLD 4004

Email: privacy@virginaustralia.com.au

Alternatively, you can call our [Guest Contact Centre for further information.](#)

5. Seat Allocation

Guests travelling with the requirement of special assistance or requirements may be allocated specific seating, depending on the fare class purchased and additional service requirements. This ensures that these guests are prioritised to ensure their comfort and service requirements can be accommodated during boarding, disembarking and whilst on board the aircraft.

- [Guests with vision or hearing impairment](#)
- [Guests travelling with Service Dogs](#)
- [Guests with mobility impairment and/or travelling with wheelchair or mobility device](#)
- [Guests travelling with a carer or safety assistant](#)
- [Seating requests](#)

Guests with vision or hearing impairment

Guests with vision or hearing impairment are not required to have specific seating. Guests are welcome to sit anywhere in the aircraft that is not an emergency exit row. Guests travelling with vision or hearing impairment are unable to be seated in the emergency exits rows as per safety and legislative requirements.

Guests travelling with Service Dogs

Guests travelling with a Service Dog will be allocated a seat on the right-hand side of the aircraft in the forward most row of the fare class purchased on most aircraft types. Accommodations will be made to ensure the comfort of the guest and the dog, including, in some aircraft an additional seat space provided for the dog.

Please note as our smaller ATR aircraft are boarded from the rear, the guest and the dog will be accommodated on the right-hand side of the aircraft, as close to the rear door as possible.

Guests travelling with Service Dog are unable to be seated in the emergency exits rows as per safety and legislative requirements.

Guests with mobility impairment and/or travelling with wheelchair or mobility device

Virgin Australia recognises guests may have differing requirements for mobility assistance.

Guests requiring minimal assistance into and out of the aircraft are welcome to select preferred seating for themselves and their companions. Unless otherwise advised, we will allocate seating in the right-hand side of the aircraft in the forward most rows of the fare class purchased.

Guests requiring full assistance into and out of the aircraft, and their aircraft seat, will be accommodated in rows that are easily accessible from the aircraft door, and provide the facility of adjustable armrests to assist with the transfer processes into and out of the aircraft seat. These seats are on the right-hand side of the aircraft, generally in the forward most rows of the fare class purchased.

Please note, as our smaller ATR aircrafts are boarded from the rear, guests requiring mobility assistance will be accommodated on the right-hand side, as close to the rear door as possible.

Guests travelling with mobility impairments are unable to be seated in the emergency exits rows as per safety and legislative requirements.

Guests travelling with a carer or companion/safety assistant

Some guests may require assistance during boarding, disembarking or whilst on board the aircraft outside of the capabilities of our staff. When guests are required to travel with a carer or companion/safety assistant, the carer or companion/safety assistant will be required to purchase their own ticket for the journey.

Virgin Australia will ensure the guest and their carer or companion/safety assistant are seated together for the duration of their flight(s).

Guests travelling with a carer or companion/safety assistant are unable to be seated in the emergency exits rows as per safety and legislative requirements. This also applies to the person acting in the role of carer or companion/safety assistant.

Seating requests

Guests with a particular seating request are encouraged to make this known to our Guest Contact Centre agents at the time of booking. We will do our best to accommodate your request during the seat allocation process, undertaken approximately 24 hours prior to flight departure.

We will make every effort to accommodate specific seat requests but are not able to guarantee these seats. The availability of your preferred seat will be dependent on the number of other guests requiring special assistance as well as operational considerations (such as weight and load restrictions).

6. Baggage Allowances

Checked baggage allowance

The number and weight of bags you are permitted to bring as checked baggage will depend on where you are flying, fare class purchased and your Velocity status.

Permitted checked baggage allowances can be found on our website:

www.virginaustralia.com/au/en/plan/baggage/checked-baggage/

In addition to the baggage allowance purchased, some guests are entitled to carry additional items free of charge.

Infants:

Adults accompanying infants are entitled to carry infant specific items as checked baggage, free of charge on Virgin Australia flights, irrespective of their combined weight.

These items include, but are not restricted to:

- Pram/stroller
- Portable cot
- Car seat
- Baby capsule.

If the adult does not have a baggage allowance, the above items can still be checked in free of charge. Other infant items, such as clothing and toys, form part of the adult's baggage allowance.

Children:

Children are entitled to the same baggage allowance as adults, in accordance with the fare class purchased. Adults accompanying children are entitled to carry one car seat or booster seat per child as checked baggage free of charge, irrespective of the weight of the item.

If the adult does not have a baggage allowance, the car seat or booster seat can still be checked in free of charge.

Wheelchairs and mobility devices†:

†Please also see carriage of wheelchairs and other mobility devices information on page 10.

There are limitations to the number of guests requiring wheelchair assistance that Virgin Australia can carry on each flight.

In determining how many guest requiring wheelchair assistance we are able to carry on each flight, we take into consideration the following:

- The aircraft hold space available for that flight
- The access limitations associated with specific airports
- The extent of guests' disability and the level of assistance they require from airline staff
- The level of assistance for any other guests already booked on the flight
- Whether the guest is travelling with a personal wheelchair or mobility device and if so the nature of that wheelchair or mobility device (including weight, size, features).

In a normal Domestic operating environment, Virgin Australia can generally accept up to two guests requiring wheelchair assistance. This number may, however, be higher or lower depending on the operational and safety requirements of the particular flight.

If you request that we investigate the possibility of raising the number of wheelchairs for a particular flight, it is important that you provide us with a minimum of 48 hours notice and as much information as possible about your particular circumstances and the reasons for the request.

Key information, plus limitations to size and weights of mobility devices can be found at: www.virginaustralia.com/au/en/plan/special-needs-assistance/mobility-assistance/

Mobility aid size restrictions

To reduce the risk of damage to your mobility aid and to our aircraft, the following restrictions apply:

- Refer to our 'maximum dimensions' table below. If your mobility aid is greater than the size restrictions specified (in either a folded or unfolded state), we will be unable to carry the item
- All electric mobility aids must travel in an upright position
- Electric mobility aids must travel in the 'free wheel' mode.

Wheelchair/Mobility Aids	Aircraft A330, 777, 737, Embraer	Aircraft ATR 72
Height	84cm	84cm
Width	100cm	70cm
Length	125cm	90cm
Weight	120kg	120kg

If your mobility aid does not fit within these allowable dimensions (after being adjusted or disassembled) you will have to travel with an alternative mobility aid (such as a manual wheelchair) that fits within the above dimensions.

Cabin baggage allowance

All guests travelling on our network are permitted to take up to seven kilograms (7kg) of carry-on baggage on board.

The allowance can be made up of:

- One briefcase or one small bag, not exceeding width 23cm, height 34cm, length 48cm, plus one suit pack, or one garment bag (non-rigid frame/unfolded), not exceeding thickness 11cm, width 60cm, length 114cm, or
- Two briefcases, or two small bags, each not exceeding depth 23cm, height 34cm, length 48cm.

Additional information regarding acceptable items for carriage in the cabin can be found at www.virginaustralia.com/au/en/plan/baggage/carry-on-baggage/#domestic

Guests travelling with **infants** may carry on board an extra bag containing articles for use in the cabin, such as nappies and baby food.

Mobility devices and assistance items, including crutches or walking sticks, will not be included in the calculation of cabin baggage allowances.

Guests travelling with **medical equipment**, including oxygen cylinders, oxygen concentrators, CPAP machines or dialysis machines, are exempt from these cabin baggage allowances, regardless of whether these items are required for use during the flight or not.

Please note some additional medical clearance for travel may be applicable for these guests. Also, some medical equipment may be restricted for use inside of the aircraft, for example, due to power supply requirements. Please contact our [Guest Contact Centre](#) for more information.

All wheelchairs and other mobility aids, infant carry baskets, capsules, prams and baby strollers cannot be taken into the cabin and must be stored in the aircraft hold during flight.

All baggage, personal belongings, mobility aids and other material carried on board must be stowed in the overhead locker compartments or on the ground, underneath the seat in front of you. Please bear this in mind when you decide what to carry on the flight.

7. Airline Terminal Facilities

Brisbane Domestic Airport

Brisbane Domestic Airport floor plans are **attached** as Annexures A and B to this plan. They include details about the location of check-in counters and security, Virgin Australia Lounge, bathroom facilities, shops, departure gates, baggage carousels and access between the Ground and First Floor by escalators, elevators and stairs.

Bathroom facilities

There are three amenities blocks inside the terminal building. Each contains at least one bathroom that is accessible to guests with mobility impairment. Parent/baby change facilities are also available.

Visual and audio facilities

Information regarding flight details, arrivals and departure times, boarding details and baggage collection arrangements can be viewed on our recently upgraded LCD Flight Information Displays throughout the terminal.

All boarding, arrival adjustment and gate change or delay information is announced over our terminal public address system.

Hearing loops are installed in the check-in area to assist guests with hearing impairment.

All televisions within the terminal have text captioning capability.

Braille signage and other tactile surface indicators are regularly updated and maintained throughout the terminal.

Virgin Australia staff are willing to assist with additional enquiries and assistance regarding flight information, location of terminal facilities and Virgin Australia services.

Please note: audio announcements are not available for guests who leave the Virgin Australia terminal area and enter the terminal facilities of other airlines. The limits of Virgin Australia terminal area are signed.

All other airports

Virgin Australia is responsible for terminal facilities and the security screening point at the Brisbane Domestic Airport, but this is not the case in the other airports throughout our network. The terminal facilities at airports other than Brisbane Domestic Airport are managed by the individual airport corporations.

For details about other Virgin Australia airports, please refer to the individual plans issued by each airport authority. Choose and visit the individual airport websites [here](#).

8. Assistance On Arrival at the Airport, at Check-in and Navigating the Terminal

Arriving at the airport

To ensure we are best able to accommodate the individual requirements of our guests requiring special assistance, we recommend you arrive to check in for your flight at least 60 minutes prior to the scheduled time of departure.

Virgin Australia is unable to provide kerbside assistance at our airports. Guests requiring assistance to move from a vehicle, taxi, bus or train into the check-in area inside the terminal will need to ensure they have another person with them to help them inside the terminal building.

Virgin Australia is working with relevant airport authorities and disability access organisations to better provide for our guests requiring special assistance between transport and the terminal building. Further developments will be communicated to our guests.

Assistance at check-in

All our Virgin Australia airports have staff eager to assist our guests with their individual enquiries or assistance requirements.

Guests requiring assistance with baggage, wheelchairs or other special needs are invited to make themselves known to a Virgin Australia staff member. In some airports, a staff member will be positioned at the commencement of the queues in the check-in areas. Our staff will assist, or coordinate another staff member to assist you with checking in for your flight, and navigating through to the boarding gate if required.

Assistance for guests with hearing impairment

At Virgin Australia, we recognise that communicating with guests with hearing impairment may incorporate a number of communication methods including lip reading, pen and paper or a communication board. We have some staff conversant in Auslan, however, we are unable to guarantee these team members will be available on the day of your travel. All staff will make every effort to establish a communication method with you to best accommodate your requirements.

During the check-in process, all guests are referred to signage detailing the limitations of carriage for dangerous goods and sharp items. It is important to understand your responsibilities about carrying and/or declaring these items. Our staff can assist you with any enquiries regarding this, as well as highlight your flight details on your boarding pass, including flight number, gate number and scheduled boarding time.

[Click here for more information on Dangerous Goods](#)

Assistance for guests with vision impairment

Our staff members remain vigilant for guests that may benefit from the offer of additional assistance. If you require assistance during the check-in process, and have not been approached, please make yourself known to a staff member. Our staff can help to prioritise you through the queues and are able to assist with taking your baggage to the relevant check-in counter.

During the check-in process, all guests are referred to limitations of carriage for dangerous goods and sharp items. It is important to understand your responsibilities about carrying and/or declaring these items. Our staff can assist you with any enquiries regarding these, as well as explain your flight details, including flight number, gate number and scheduled boarding time and the boarding process.

Please do not hesitate to let the staff know if you would like assistance through the security screening point and/or to the boarding gate.

[Click here for more information on Dangerous Goods](#)

Assistance for guests with mobility impairment

Our staff members remain vigilant for guests that may benefit from the offer of additional assistance. If you require assistance during the check-in process, and have not been approached, please make yourself known to a staff member. Our staff can help to prioritise you through the queues and are able to assist with taking your baggage to the relevant check-in counter.

Virgin Australia staff are able to assist with transfer assistance, when required, into a suitable wheelchair for use within the terminal. If you are travelling with your own manual powered wheelchair, you are invited to remain in your chair until it is time to board your aircraft.

We recognise there are many transfer methods available for guests requiring assistance into and out of wheelchairs. To ensure the safety of our guests, and staff alike, Virgin Australia staff are only trained and authorised to utilise the 'Slide Board and Slide Sheet' or Eagle method of transfer. If you require or prefer an alternative method of transfer, you will be required to travel with a carer or assistance person able to meet your requirements. Our staff are also limited to being able to transfer guests up to a maximum weight of 130kg. If you believe you are over this maximum weight, please also arrange for a carer or assistance person to transfer you. Virgin Australia will assist with the guidance of legs or feet, if required.

Assistance throughout the airport

In addition to the service and assistance detailed above, Virgin Australia can also provide assistance in the terminal building at all of our airports. In broad terms the assistance we can provide may include:

- transfer assistance from your manual or electric wheelchair or mobility device into a Virgin Australia wheelchair and/or aircraft seat
- when utilising a Virgin Australia electric or manual wheelchair within the terminal, assistance to navigate the terminal by pushing the wheelchair (or operating it electronically) through security screening, to the departure gate and onto the aircraft
- directing or assisting guests with hearing or visual impairment through security screening, to the departure gate and onto the aircraft
- assisting with carriage of cabin baggage to the departure gate.

Please note that Virgin Australia staff members cannot assist with the following in the terminal building or on the aircraft:

- toileting requirements, including transferring you to/from your wheelchair or a Virgin Australia wheelchair to/from a toilet seat, or with the maintenance of toileting devices including catheters
- consumption of food or drink
- administering medication
- shopping for duty free, food, drink or other items in the terminal building.

Accordingly, if you will be required to undertake any of the above whilst in the terminal or on board the aircraft, you will be required to travel with a carer or assistance person. More information regarding the assistance Virgin Australia can provide can be found at:

www.virginaustralia.com/au/en/plan/special-needs-assistance/independent-travel-criteria/

Assistance with connecting onto Virgin Australia Group flights

Virgin Australia will provide assistance, if required, between Virgin Australia Domestic and International services.

Virgin Australia staff will help guests requiring special assistance between boarding gates (when travelling domestically) and/or terminal buildings when travelling internationally.

By also utilising local transport providers, for example, AirTrain and shuttle buses, Virgin Australia can ensure you have a seamless journey. In effect, Virgin Australia provides assistance for Virgin Australia Group flights from the check-in area at the point of departure to the baggage carousel area at your destination point.

9. Security Screening

Brisbane Domestic Airport

Virgin Australia provides security screening at the Brisbane Domestic Airport. All other airports are managed by independent airport corporations, however, security screening processes are generally consistent throughout the network. For more information regarding individual airports, please refer to their individual Disability Access Facilitation Plans located here.

All security personnel who perform security screening at the Virgin Australia Brisbane Domestic Airport undergo specific training about the most appropriate way to screen all guests, including those with special needs. Guests can expect similar processes at other airports.

We have included a summary of those processes is below.

General information

The first point of personal screening occurs by way of a walk-through metal detector. For guests who pass through the metal detection process successfully there is then a random process, by way of a hand held detection device, that is used to screen for other substances such as traces of explosives.

In circumstances where a guest cannot walk through the metal detector unassisted, or metals are detected by the walk-through device, screening is conducted by way of a security officer using a hand held metal detector. This will be undertaken by an officer of the same gender as the guest. The guest may be asked to remove their shoes and belt and any metal objects before a hand held device is used. Seating is available in the screening area for use by guests during this process.

Pat down search

In some cases, a pat down search may also be required. A pat down will involve a screening officer using their hands to confirm areas that may have been identified as metallic by the hand held metal detector, for example a metal plate in the knee. If a pat down search is required, the screening officer will explain the process to the guest first and then give them the option of having the search conducted in a private environment. If a private pat down search is requested, it will be conducted by two officers of the same gender as the guest.

Medical implants

Although uncommon, metal detectors may affect medical implants (such as pacemakers and cochlear implants).

Please declare these items to the screening officer before you walk through the metal detector.

Some implants will not be affected by the screening process, but may be detected by the walk-through or hand held device. Please advise our security team prior to commencing the screening process. If appropriate, alternate screening arrangements (e.g. via a hand held device or a pat down search) will be made.

Ideally, guests should bring a letter from their medical practitioner and/or from the manufacturer of the implant to assist the screening process.

Artificial limbs/prosthetics

Some artificial limbs or prosthetics may be detected by the walk-through or hand held device. Please advise our security team prior to commencing the screening process. If appropriate, alternate screening arrangements (e.g. via a hand held device or a pat down search) will be made.

Ideally, guests should bring a letter from their medical practitioner and/or from the manufacturer of the prosthetics to assist the screening process.

Walking sticks and crutches

Guests requiring a walking stick for mobility will be assisted by the security screening officers. The guest will be offered a safe screening walking stick to make their way through the walk-through metal detector and the guest's walking stick will be screened separately.

Guests approaching the security screening area on crutches will generally be screened via a hand held device and, where appropriate, via a pat down search. The crutches will then be screened separately. The seating provided in the screening area can be used to assist this process.

Wheelchairs and other mobility aids

Guests utilising a wheelchair or other mobility device for mobility will generally be screened via a hand held device and, where appropriate, via a pat down search. The wheelchair itself will also be screened. Guests may stay in the wheelchair during the screening process, or utilise the seating available inside the screening area. Security officers and Virgin Australia staff are available to assist guests with cabin baggage screening and transferring into and out of the wheelchair if required.

Prams/strollers

Guests travelling with infants or children are welcome to take their prams or strollers through security screening and to the boarding gate. All items including baby bags and blankets will be required to be removed from the pram or stroller and will be screened separately. The pram or stroller will be screened and allowed entry to the sterile area at the screening point.

Please note guests will be required to make themselves known to the boarding gate staff at least 30 minutes prior to scheduled departure time to ensure the pram or stroller can be tagged appropriately and loaded into the baggage hold of the aircraft. Prams and strollers are unable to be carried onboard the aircraft.

Service Dogs

Guests travelling with a Service Dog will generally be screened using a hand held device.

10. Virgin Australia Lounges

All Virgin Australia Lounges are accessible to guests with disabilities and are compliant with all applicable standards. Access to our lounges is via annual membership, Velocity Status or included in our Premium Fares.

For information regarding the complimentary benefits of the Lounge, including our Luke Mangan designed buffet menu, premium wines, business services, news and entertainment, as well as entry and membership details, please follow the link below: www.virginaustralia.com/au/en/experience/at-the-airport/lounge/

11. Assistance during boarding, whilst onboard and when disembarking the aircraft

Assistance with boarding

Virgin Australia offer varied levels of assistance during the boarding process so we may best suit your individual requirements. So that we can be prepared to assist you, please ensure that you communicate the assistance you require to our Guest Contact Centre Agents when booking your flights. If your needs change, or you require additional information about the processes of boarding the aircraft, please contact our [Guest Contact Centre](#) or speak with our check-in operators and boarding gate teams at your earliest opportunity.

Our staff can provide a broad range of services to assist you with boarding, including transferring between wheelchairs and aircraft seat, pushing wheelchairs, assisting with carry-on baggage, and with the location of your seat on the aircraft.

During the boarding process, our staff invite guests with infants or small children, and those requiring special assistance or extra time to board to approach the boarding gate team prior to general boarding commencing, which is usually 20 minutes prior to departure. This allows us to provide assistance to those who need it, in greater privacy, and with minimal disruption to all.

Assistance onboard

Pre-flight safety briefings

Civil aviation safety laws require that we give individual briefings to all guests with special needs, as well as guests seated in emergency exit rows. In essence, the individual briefings take the form of an explanation from Cabin Crew about emergency safety procedures on the aircraft, after which the guest is required to confirm their understanding of these procedures. Guests do not need to be able to speak English, but they must be able to understand the substance of an emergency briefing given to them and give some form of acknowledgement that they have understood it. The acknowledgement can be in any form the guest chooses, so long as it reasonably conveys to our Cabin Crew that the guest has understood the substance of the emergency briefing given.

Our Cabin Crew will use the 'Safety Instruction' Card as an aid during the individual briefings. This card contains diagrams about relevant safety equipment and procedures. Braille and Large Print Safety Instruction Booklets are also carried on board. Cabin Crew may also use other methods of communication as required for guests with hearing impairment, for example pen and paper.

Personal assistance during flight

Due to space restrictions, guests are unable to take their own wheelchair/mobility aids into the aircraft cabin. Our staff will provide you with assistance when transferring from your wheelchair into a wheelchair designed to fit in the aisle of the aircraft, and vice versa. Most of our domestic services utilise Boeing and Embraer aircraft and we are unable to provide a wheelchair during flight. For services on our Airbus 330 and Boeing 777, an on-board wheelchair is available in flight. Our Guest Contact Centre will be able to confirm if an on-board wheelchair will be available during your flight, however please note that subject to operational reasons aircraft types may change on the day of travel.

Whilst on board the aircraft, our Cabin Crew are unable to assist with some actions. These are summarised below, and also addressed in the [Independent Travel section of this document](#).

1. Using the bathroom facilities, including lifting to/from the lavatory
2. Administering medication
3. Food and beverage consumption.

More information regarding carers can be obtained from our [Guest Contact Centre](#), or at this link on our website:

www.virginaustralia.com/au/en/plan/special-needs-assistance/independent-travel-criteria/

It is important to note that we want to give you every opportunity to make your own choices. So, if you are taking medication and require assistance to administer it or would require lifting to get to/from the bathroom but feel that you will not need to do these things during your flight, then we are happy for you to fly alone. If it is, however, necessary for you to undertake these activities, you must travel with a carer or companion who is able to assist you.

Assistance when you disembark

Virgin Australia will provide the same assistance when you disembark as was provided to you when boarding. This assistance will be provided up to the point you collect your baggage at the baggage carousel. Virgin Australia does not provide assistance beyond the baggage carousel, so if you will require assistance beyond this point, you will need to arrange for another person to meet you at the baggage carousel area so they can assist you from that point

12. Service Delivery

Operational issues

Disruption

Guests requiring special assistance will be accommodated as a priority if services are disrupted. Guests may be accommodated on the next available flight with Virgin Australia or another carrier where all Virgin Australia services have been exhausted. Your additional requirements will be communicated to the staff operating the alternative flight or service. Please do not hesitate to contact the staff if you have any concerns regarding your individual requirements.

Compensation

Virgin Australia is committed to ensuring you reach your destination. In some instances, dependent on the fare class purchased and the cause of the disruption, compensation may be provided in the form of a credit to be used for future flights with Virgin Australia in line with our [Guest Compensation Policy](#).

Baggage

If your wheelchair or mobility device has not arrived at your destination with you, or arrived in a condition unable to be used for its intended purpose, please advise our Baggage Services Team immediately. We will provide assistance in sourcing alternative equipment until your device can be returned to you, or repaired as required.

Staff training

Virgin Australia prides itself on its commitment to excellence. As part of this, we strive to ensure our staff are appropriately trained to meet the needs of all guests, including those requiring special assistance. A Special Assistance Module is included in initial and recurrent training for all frontline staff. This includes Cabin Crew, Ground Crew and Guest Contact Centre Agents. The Module includes specific training about how best to provide for guests requiring special assistance, including appropriate means of communication and interaction, correct wheelchair transfer techniques and operation of equipment.

Community consultation

Virgin Australia's aim is to be actively involved and committed to developing and maintaining awareness of developments of disability advocacy groups and to regularly discuss and review our policies and obtain advice about how we might improve our services.

Virgin Australia is also a member of the Aviation Access Forum and consults broadly with various disability and government organisations.

13. Communication Strategies

Further information

Guests are invited to address any additional concerns or information regarding the requirements and services for special assistance through our [Guest Contact Centre](#) or by visiting our website at: virginaustralia.com

Complaints handling

We meet and exceed the Australian Standards Customer Satisfaction Guidelines for complaints handling (ISO 1002:2004,MOD).

Guests are encouraged to contact us with any complaints or concerns they may have about their travel experience by:

- completing an online customer feedback form, located at www.virginaustralia.com/au/en/help/contact-us/feedback/ ; or
- posting a letter to
Guest Relations
Virgin Australia
P O Box 1034
Spring Hill QLD 4004

Our Guest Relations Team aim to respond to all queries and/or complaints within 15 days, or earlier if it is more urgent. The nature of the query or concern, how it was communicated to us and/or how the guest has requested to be contacted will determine how quickly we respond and whether we respond by way of an email, letter or telephone call.

Guests can also communicate with us to provide feedback and/or lodge a complaint through TTY, Speak and Listen, or Internet Relay through our [Guest Contact Centre](#).

Feedback

We welcome comments and feedback about how we can improve our services, including those provided to guests requiring special assistance. Guests are invited to contact the [Guest Contact Centre](#) or our [Guest Relations Team](#) to provide feedback.

14. Planning for the future

Opportunities and initiatives for the long term

Our Accessibility Action Plan is a detailed plan focused on our people, customers and community which provides many opportunities and initiatives for the future.

There are five key objectives for our Accessibility Action Plan, as well as a continuous process of monitoring and evaluation aimed to ensure improvements to initiatives are sustained over the long term.

Objective 1.	What we aim to do	Action	How will we measure success
<p>Premises and online services</p> <p>To improve access to our premises and online services for our customers and our people.</p> <p>Which Virgin Australia divisions will help implement these actions?</p> <ul style="list-style-type: none"> - Property - Product Divisions of Business Units - Technology - Diversity & Inclusion 	<p>Consider the needs and accessibility requirements of our guests and our people with a disability when planning, designing and constructing all new and refurbished airports and Lounges.</p>	<p>Ongoing</p>	<p>By referring to Anti-Discrimination laws, Building Code of Australia standards and other relevant accessibility standards.</p>
	<p>Develop and implement a process that supports our people with a disability as part of relocation planning.</p>	<p>Completed</p>	<p>The process is developed and implemented</p>
	<p>Develop a centralised process for gathering, reporting and analysing guest feedback on accessibility. This will enable us to better recognise success and will highlight areas where we still need to improve.</p>	<p>Completed</p>	<p>The process is developed and implemented</p>
	<p>To further improve guest access to airport check-in services by continuing to review and (where possible) implement accessibility measures that conform to industry best practice</p>	<p>Ongoing</p>	<p>New check-in terminals are equipped with industry best practice accessibility features.</p>
	<p>Improve access to our internal technology services, as well as our guest facing online channels, products and services. We will work towards content displayed on these channels meeting Web Content Accessibility Guidelines (WCAG) v2.0 level AA</p>	<p>Commenced</p>	<p>A review is completed, and a program of work to address identified gaps is designed and action has commenced</p>

* Objective 1 continued on next page.

* Objective 1 continued.

	Improve our knowledge of technology architecture and development resources in regards to WCAG v2.0 level AA, enabling them to be incorporated into project design and build activities.	Ongoing	Training is provided and built into the induction of new development / architecture employees. A program to train current employees with a focus on Team Leaders is in progress
	Include WCAG v2.0 AA standards in the design and development of new technology services.	Completed Ongoing	By ensuring a communication plan to reinforce WCAG v2.0 level AA has been implemented. By performing regular, random audits of design documentation and development code.

Objective 2.	What we aim to do	Action	How will we measure success
Products, services and marketing To consider the needs of people with disabilities in the development of our products, services and marketing. Who will help implement these actions? - Marketing - Product divisions of Business Units - Diversity & Inclusion	Consider accessibility when reviewing existing products and services, and when designing new products, services and marketing.	Ongoing	Our review processes include these considerations.
	Explore options to improve the accessibility of essential information for guests with disabilities.	Ongoing	A review is completed, and opportunities for alternative formats are identified and implemented.

Objective 3.	What we aim to do	Action	How will we measure success
Information, education and communication To increase awareness, knowledge and confidence of our people to enable improved service for guests with disabilities, and to provide a supportive and inclusive workplace. Who will help implement these actions? - Diversity & Inclusion - Talent & Capability - Corporate Affairs	Enhance training for our people and managers to improve their confidence and understanding of accessibility.	Ongoing	Training is updated and implementation commences. Training is ongoing.
	Review and improve the resources available to our managers so they can better support our people with a disability.	Ongoing	Managers demonstrate understanding of their responsibilities and know where to access information and support.
	Increase employee awareness and understanding of the Accessibility Action Plan 2014-2015 and its relationship with our guests and our people.	Ongoing	Our people demonstrate increased awareness of the Accessibility Action Plan and accessibility generally.
	Continue to improve accessibility to our training and development programs and consider accessibility needs in the design of new training programs.	Ongoing	Our people with a disability have access to training and development programs.
	Develop a reference guide in partnership with the Australian Network on Disability to integrate accessibility into various learning formats, meetings and communications.	Completed	A guide is developed and published

Objective 4.	What we aim to do	Action	How will we measure success
Employment and support To enable our people with a disability to realise their potential by creating an inclusive and supportive culture. Who will help implement these actions? - Health & Safety - Security Operations - Recruitment - Diversity & Inclusion	Audit our existing 'reasonable adjustments' assessment process to identify opportunities for improvement.	Completed	Audit is completed and the program for improvements is designed.
	Continue to improve the availability and quality of mental health programs for our people to build personal resilience and understanding of mental health conditions.	Ongoing	By monitoring, take-up and evaluation of mental health programs.
	Increase awareness of Personal Emergency Evacuation Plans.	Ongoing	The process is established and communicated.
	Engage a dedicated recruitment consultant to improve our processes for supporting the recruitment and retention of people with a disability.	Completed	A consultant is engaged, frameworks and processes are reviewed and necessary improvements are implemented.
	Include disability in our broader agenda of diversity and inclusion.	Implemented	Our diversity messaging includes our focus on disability.
	Collect and analyse employee feedback on accessibility in a more centralised manner in order to improve the support available to our people with a disability.	Ongoing	Our people demonstrate increased awareness of processes to provide and receive responses to feedback, have issues resolved and identify opportunities for improvement.
	Establish a Disability Employee Network to support our people and/or advocates of people with disabilities.	Ongoing	A network established and positive feedback received in relation to support for our people with a disability.

Objective 5.	What we aim to do	Action	How will we measure success
Community engagement To increase awareness of disability in the community, while providing continued support through our community engagement programs. Who will help implement these actions? - Corporate Responsibility - Sponsorship & Events - Diversity & Inclusion	Review our current community investment initiatives and programs to identify opportunities to further assist people in the community with a disability.	Completed	A review is completed and opportunities are identified and implemented.
	Include accessibility considerations in our sponsorship and events planning.	Completed	Our Virgin Australia sponsorship agreements and other related communications and materials include these considerations.

We want to hear from you. Supporting you.

If you have questions or feedback relating to this Accessibility Action Plan please:

- Email us:

VirginAustraliaCustomerCare@virginaustralia.com

- Phone us:

Feedback – Compliments, complaints or suggestions: 1300 139 303 (calling from in Australia) or +61 7 3295 3941 (calling from outside Australia).

Deaf, hearing-impaired or speech impaired

The National Relay Service:

TTY/Voice: 1800 555 677 and ask for 1300 139 303 (calling from in Australia) or +61 7 3295 3941 (calling from outside Australia).

Speak and Listen: 1800 555 727 and ask for 1300 139 303 (calling from in Australia) or +61 7 3295 3941 (calling from outside Australia).

- Access our online form:

www.virginaustralia.com and follow the help and guidance links to access the form under the '[Compliments, complaints or 'Reservations/General enquiries'](#)' area.

- Speak to us in person at the airport

- Write to us:

Virgin Australia
Head of Guest Relations
PO Box 1034, Spring Hill, QLD, 4004.

Alternative access formats

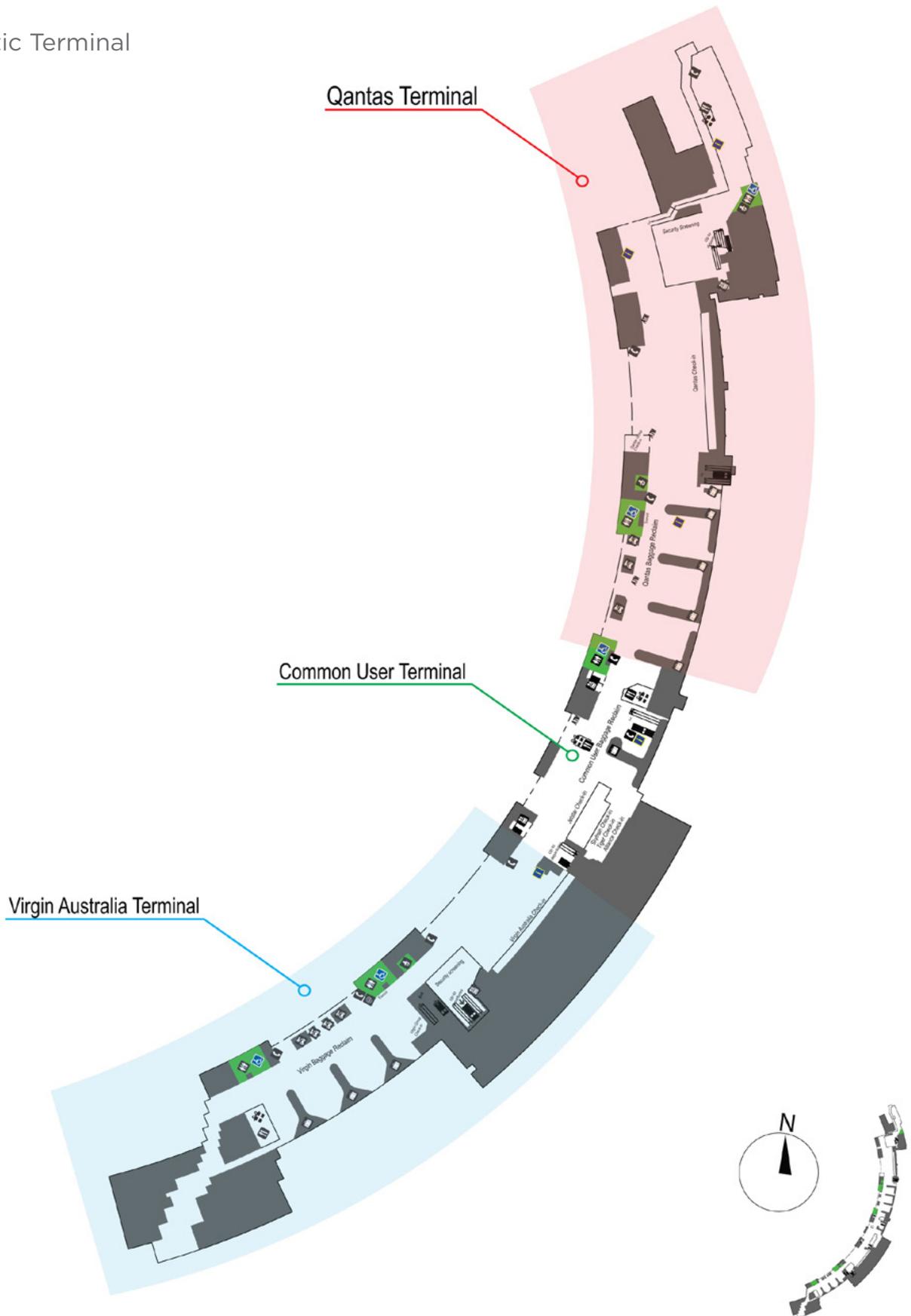
Our Accessibility Action Plan is available on our website [here](#).

Please contact us to request assistance with accessing this plan in alternative formats.

Annexure A

Brisbane Airport

Domestic Terminal
Level 1



Annexure B

Brisbane Airport

Domestic Terminal

Level 2 - Virgin Australia Terminal

-  Toilets
-  Accessible toilets
-  Parents' Room
-  Telephone
-  Retail
-  Internet
-  Information
-  Food & beverage
-  Money exchange
-  ATM/ cash machines
-  Toilet facilities
-  Restricted areas
-  Public areas

