



EQUAL ACCESS PLAN AUSTRALIA

***"Singapore Airlines is a global Company
dedicated to providing air transport
services of the highest quality".***

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1. Key Contacts

SIA Customer Contact Centre 02 7209 4388
(within Australia)

National Relay Service 24 hours a day, 7 days a week

Voice Relay Number: 1300 555 727

TTY Number: 133 677 or +61 7 3815 7799 (Outside AU)

SMS Relay Number: 0423 677 767

[Click here](#) for Internet relay – and ask for
02 7209 4388 (within Australia).

Website: www.singaporeair.com

Download the 'Singapore Airlines' app from the
Apple App Store & Google Play Store

2. Useful contacts (within Australia)

Singapore Airlines Contact Centre Within AU: 02 7209 4388 Outside AU: Please click here	
Aged and Community care information line 1800 200 422	Australian Border Force Within AU: 131 881 Outside AU: +61 2 9196 0196
Australian Human Rights Commission 1300 369 711	Australian Federation of Disability Organisations 1800 219 969
Autism Spectrum Australia 1800 277 328	Blind Citizens Australia Call: 1800 033 660 Text: 0436 446 780
Carers Australia ACT 02 6296 9900 NSW 02 9280 4744 QLD 1300 747 636 NT 1800 422 737 SA 1800 422 737 TAS 03 6144 3700 VIC 1800 514 845 WA 1300 227 377	Cancer Council Australia 13 11 20
Cerebral Palsy Support Network 03 9478 1001	Council on Intellectual Disability 1800 424 065
Deafblind Australia 0427 006 890 (SMS or voice)	Dementia Australia

info@deafblind.org.au/ www.deafblind.org.au	1800 100 500
Deafness Forum of Australia www.deafnessforum.org.au	Kids Helpline 1800 55 1800
Lifeline Australia 13 11 14	Medicare 13 20 11
National Diabetes Services Scheme 1800 637 700	National Disability Services ACT 02 6283 3200 NSW 02 9256 3111 QLD 07 3828 9400 NT 08 8941 0634 SA 08 8154 3700 TAS 03 6212 7300 VIC 03 8341 4300 WA 08 9242 5544
Parkinson's Australia 1800 644 189	Physical Disability Australia 1800 732 674
SANE Australia 1800 187 263	Smart Traveller (Department of Foreign Affairs and Trade) Within AU 1300 555 135 Outside AU +61 2 6261 3305
Spinal Cord Injuries Australia 1800 819 775	St. Johns Ambulance 1300 360 455

**Please Note: this is only a limited list of services and telephone numbers. There may be other options available for customers to consider. This is intended as general information and it is advised customers verify all organisations listed.*

3. Welcome to Singapore Airlines

Singapore Airlines welcomes all customers and aims to provide a safe, secure and seamless travel experience with the highest quality of service.

The purpose of the Singapore Airlines Equal Access Plan is to detail the service measures Singapore Airlines provides to customers requiring special assistance.

Singapore Airlines is aware of the difficulties customers requiring special assistance may experience. The plan seeks to encourage customers to communicate special assistance if required. Information is treated with confidentiality, respect and integrity.

The Singapore Airlines culture fosters harmony and respect. All customers are unique and equally diverse.

Singapore Airlines:

- Is aware of its responsibility to ensure equal access and provision of service measures to customers requiring special assistance
- Is committed to an integrated, responsible and proactive approach in promoting, facilitating and reviewing equal access service measures for customers.
- Ensures privacy and confidentiality is maintained
- Provides continual training, learning and development for staff
- Is engaged with stakeholders and industry to improve equal access measures for customers.

3.1 Consultation

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

Australian Human Rights Commission; Department of Infrastructure, Regional Development and Cities; Civil Aviation Safety Authority; dnata; Deafness Forum of Australia; National

Disability Services; Australian Blindness Forum; and Aussie Deaf Kids.

3.2 Equal Access

Equal Access at Singapore Airlines encompasses facilitation of service measures to best assist customers and any special needs in an appropriate and practicable way. It allows customers to understand, through information and communication, the service measures currently provided by Singapore Airlines.

Singapore Airlines staff representatives are available to assist at pre departure points, on board and on arrival.

3.3 The Equal Access Plan

- Details the current Singapore Airlines service measures on special assistance
- Explores options for Equal Access improvements
- Incorporates stakeholder feedback through consultation
- Is a compliant industry initiative

3.4 Regulatory Framework

Singapore Airlines wishes to inform customers:

- It is compliant with Australian aviation legislation and regulations.
- Singapore Airlines flights departing to and from the United States of America comply with the Department of Transport Part 382 on the provision of equal access services.
- Applicable European Union legislation is complied with for flights departing to and from a European airport, to which Singapore Airlines operates.

4. Reservations

How can a customer make a reservation on Singapore Airlines?

- By contacting your [local Singapore Airlines office](#) or calling 02 7209 4388 within Australia.
- By making a reservation online at www.singaporeair.com.
- Through a nominated travel agent, requesting travel on Singapore Airlines.

Singapore Airlines recommends customers request any special assistance requirements when making a reservation. This will assist Singapore Airlines to provide the most appropriate service to meet any customer's special assistance requirements.

Customers may notify their travel agent of any requests, such as a request for a wheelchair or an available special meal preference. This is reflected in the customer's booking for the respective flight.

Australian privacy legislation applies to customer information. Singapore Airlines holds and retains customer information (including special assistance requests) in accordance with our Privacy Policy and in compliance with applicable privacy laws. To maintain privacy, Customers will be asked to verify their identity and details to access bookings and information through Reservations and at the Airport.

Customers travelling on Singapore Airlines can receive the latest information regarding their flight by contacting their [local Singapore Airlines office](#), calling 02 7209 4388 within Australia or visiting www.singaporeair.com.

Information provided by our local Singapore Airlines office and Airport staff may include:

- Limitations, which are known to Singapore Airlines concerning the ability of an aircraft in the fleet to accommodate an individual with a special requirement.
- The location of seating arrangements, in line with aviation safety legislation and Singapore Airlines policy for customers and crew

- Limitation on storage facilities in the cabin or in the cargo bay for mobility aids or other necessary equipment
- Availability of an accessible lavatory
- Use of devices in the event of an aircraft change at short notice

Singapore Airlines is able to practicably prepare suitable service measures to accommodate requests for special assistance provided adequate notice is provided. As such it is recommended that special assistance information is provided to Singapore Airlines by customers ahead of intended date of travel.

Advance notice is required for the provision of hazardous material, (e.g. packaging for batteries or other assistive devices - electric wheelchairs, oxygen tanks etc.), accommodation of a group of passengers requiring special assistance and accommodation of customer with a severe vision and hearing impairment and where no carer has been specified to accompany the customer on the flight.

Special meals may be requested up to 24 hours prior to departure.

Customers may contact their [local Singapore Airlines office](#), call 02 7209 4388 within Australia or advise a nominated travel agent of the special meal request in advance of their date of travel.

By preparing well in advance, customers will be in control of their travel plans. This allows for greater facilitation and access through airports and ensures Singapore Airlines is responsive to assist customers through their journey.

5. Special Assistance

Singapore Airlines offers a range of service measures for customers who require special assistance. Detailed information is available by contacting your [local Singapore Airlines office](#), calling 02 7209 4388 within Australia or by visiting www.singaporeair.com.

Singapore Airlines highly recommends customers who require special assistance make their travel plans early and communicate

any special requirements to Singapore Airlines by contacting their [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia. This will ensure Singapore Airlines can provide the most practical service measures to suit individual customers' needs.

5.1 Travelling with Children

A little planning when travelling with infants and children can make your flight a more enjoyable experience for your family.

To fly with your infant or child on Singapore Airlines, you must book their ticket together with your adult ticket in a single transaction. Each infant must also be accompanied by an adult who's at least 18 years old.

To fly as an infant, your child is to be at least seven days old and under two years old. If you have medical clearance to fly with a newborn between 48 hours and seven days of age, please contact your [local Singapore Airlines office](#) or call 02 7209 4388 within Australia.

To fly as a child, your child is to be at least two years old and under 12 years old. To book a ticket for a child who's at least five years old to travel as an unaccompanied minor, please contact your [local Singapore Airlines office](#) or call 02 7209 4388 within Australia.

In special cases where only one adult is available to travel with two infants, one of the infants will be required to use an approved child car seat on a separate passenger seat while the other infant is seated with an infant seat belt on the adult's lap. Please contact your [local Singapore Airlines office](#) or call 02 7209 4388 within Australia for assistance.

Please note some countries may have additional documentation requirements when travelling with infants and children and may be request whilst checking in for your flight. [Learn more](#).

5.1.1 Infant and Child Meals/Amenities

Meals suitable for infants and children are available on all of our flights, except those to and from Singapore and Kuala Lumpur. Simply request the meal when you make your booking.

5.1.2 Nursing

We believe it's every mother's right to be able to nurse their infant or pump on board. You can choose to do so at your seat if you prefer – our crew will be happy to provide you with an extra blanket for added privacy.

Baby wipes are available on board in limited quantities. However, we recommend that you bring your own as what we have may be different from what you are use to.

You can bring as much breast milk as you need to nurse your infant during the flight. Please note if you are not travelling with your child, do store your milk in 100ml bags as the usual liquid restrictions will apply.

Both manual and electric breast pumps are allowed on board. However, do ensure that its batteries meet the [approved guidelines](#).

5.1.3 Strollers and Baggage

To help your infant feel comfortable throughout your holiday, you'll get to check in 10kg worth of baggage plus a fully collapsible stroller and car seat.

Alternatively you can carry a compact, foldable lightweight stroller on board the cabin. If you're departing from Singapore, you'll also enjoy an additional 6kg of cabin baggage allowance for breast milk, infant food and baby amenities. If you're departing from or transiting through other countries, do get in touch with your local Singapore Airlines office for country specific restrictions.

If you have a Scoot flight in your itinerary, please note that all Scoot flights will require the stroller to be checked in at the aerobridge if there is no space in the cabin compartment.

5.1.4 Bassinets

Bassinet seats in Premium Economy and Economy Class are reserved for passengers with infants on a first-come, first-served basis. We recommend that you request for a bassinet upon

booking to assure easy travel with your infants. The dimensions of the bassinets are 768 (L) x 298 (W) x 158 (H) (mm). Bassinets can support a maximum weight of **14kg**.

If you have a Scoot flight in your itinerary, please note that bassinets are not provided on board Scoot flights.

5.1.5 Child Car Seat

If you've purchased a separate passenger seat for your child under three years old, you may bring an approved child car seat or harness for use on board. For safety, your child should be secured in the car seat by its harness at all times – even when the seat belt sign is switched off.

You must also meet the following requirements:

Child car seats must be approved by a foreign airworthiness authority and meet government standards such as the UK Civil Aviation Authority (CAA), US Federal Aviation Administration (FAA), UN Economic Commission for Europe (ECE), or equivalent:

- UK Civil Aviation Authority (CAA)
- US Federal Aviation Administration (FAA)
- European Safety Standard requirements of United Nations ECE Regulation 44 (UN/ECE 44)
- Canadian Motor Vehicle Safety Standards (CMVSS) No. 213 entitled "Child Restraint Systems" or CMVSS No.213.1 entitled "Infant Seating and Restraint Systems"
- Australian/New Zealand design standard AS/NZS 1754 for infant car seats

Do note the location of these approval labels, as you may be asked to show it to our ground staff and cabin crew.

- Child harnesses must be approved by the FAA, such as the AMSafe Child Aviation Restraint System (CARES) child harness. However, the CARES child harness may not fit in some of our First and Business Class seats. For details, please contact your [local Singapore Airlines office](#) or call 02 7209 4388 within Australia

- Child car seats and harnesses must be fitted according to the manufacturer's instructions. You may be asked to provide the manufacturing standards and instructions to our ground staff and cabin crew.
- Child car seats and harnesses cannot be fitted on seats at the emergency exit rows, as well as the rows immediately before and after.
- Child car seats that must be secured by a three-point harness cannot be used on our flights.
- Booster seats, vests and harness-type child restraint devices cannot be used on our flights.
- Child car seats must be forward- or aft-facing and secured to the passenger seat with the aircraft safety belt by a lap belt or two-point harness.
- An aft-facing child car seat that doesn't have a belt path must be used with a detachable base. However, these child seats that require detachable bases may not fit properly in the passenger seat.
- An aft-facing child car seat that has a belt path, and is properly labelled, doesn't need a detachable base.
- Child car seats must not extend unreasonably beyond the passenger seat. An adult must be able to move past the car seat when the seats in the row immediately in front of it are in the upright position.
- Child car seats must not block the aisle. The aisle must remain accessible during taxi, take-off and landing.
- Depending on your class of travel, the child car seat must fit within these maximum areas:

Aircraft Type	Class of Travel	Maximum area (width x depth)
B737-8	Business	19" x 30"
	Economy	17" x 21"
B737-800	Business	21" x 34"
	Economy	16" x 21"
B77WR	First	36" x 32"
	Business	29" x 34"
	Economy	18" x 23"
B787	Business	19" x 39"
	Economy	16" x 23"
A359	Business	29" x 33"
	Premium Economy	19" x 19"
	Economy	18" x 33"
A388R	Suites	21" x 20"
	Business	24" x 37"
	Premium Economy	19" x 29"
	Economy	18" x 25"

5.1.6 Inflight Convertible Beds

If you've purchased a separate passenger seat for your child, you may be able to bring your own inflatable flight cushion or convertible gadget to turn your child's seat into a bed.

Just be sure to pick a window seat or the middle seat in the centre section – and follow the manufacturer's instructions for use.

You must also meet the following requirements:

- Your child must be able to fasten the seatbelt under his or her arm when using the inflight bed.
- If your child is under two years of age, he or she must be removed from the convertible inflight bed and secured with an infant seatbelt whenever the seatbelt sign is switched on.
- Convertible inflight beds must be packed and securely stowed in the overhead compartment or under the seat in front during taxi, take-off and landing.
- Convertible inflight beds cannot be used at the emergency exit rows.
- Convertible inflight beds must not interfere with or prevent the seat in front from reclining.
- Convertible inflight beds must not damage the aircraft seat if they need to be attached to any part of the seat.
- Convertible inflight beds should not exceed a total dimension of 115cm (when the length, width and height of the fully deployed bed is combined), and will be counted as part of your cabin baggage allowance.
- Convertible inflight beds cannot be combined so as to allow two or more convertible inflight beds to occupy several seats.

5.2 Unaccompanied Minors

An unaccompanied minor is a passenger aged between 5 to below 18 years old who is not travelling with an adult (18 years or older) on the same flight and class of travel. If your child is below 5 years of age, for their safety, we can not allow them to travel unaccompanied. The Unaccompanied Minor handling service is mandatory for passengers aged 5 to below 12 years old and optional for passengers aged 12 to below 18 years old.

Note that if you opt for the Unaccompanied Minors Handling Service, you may only book your child's tickets by contacting your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia.

Age of unaccompanied minor	Unaccompanied minors handling service	How to book ticket and/or request the handling service
Below 5 years old	Not allowed to travel as an unaccompanied minor	
5 to below 12 years old	Mandatory	To make a booking, get in touch with your local Singapore Airlines office or by calling 02 7209 4388 within Australia, then complete and submit an Unaccompanied Minors Handling Service Form
12 to below 18 years old	Optional	<p>To book tickets and to request for the Unaccompanied Minors Handling Service, get in touch with your local Singapore Airlines office or by calling 02 7209 4388 within Australia, then complete and submit an Unaccompanied Minors Handling Service Form. Note that this service may come with a fee.</p> <p>If you do not wish to request for this service, you may book your child's ticket online. Once you've booked his/her flight(s) with us, simply download and complete the Unaccompanied Minors Waiver Form and present it during check-in.</p>

If your child is travelling on a flight operated by Scoot or one of our Star Alliance or code share partners, you are required to contact the carrier directly to inquire about their policies for children travelling unaccompanied.

Please see current travel advice for unaccompanied minors [here](#).

5.3 Expectant Women

It is important that you inform your gynaecologist of your travel plans and get the medical guidance you need.

There are certain requirements if you wish to fly during your pregnancy.

Period (calculated based on the expected date of delivery)	Restriction
28 th week and earlier	No medical certificate is required. However, a medical certificate must be presented for your return flight if it is scheduled beyond the 28 th week of your pregnancy.
Uncomplicated single pregnancy: 29 to 36 weeks Uncomplicated multiple pregnancy: 29 to 32 weeks	<p>Provide a medical certificate stating:</p> <ul style="list-style-type: none">• Fitness to travel• Number of weeks of pregnancy• Estimated date of delivery <p>The certificate must be dated within ten days of the first flight after 28 weeks of pregnancy.</p> <p>Upon request, please present this certificate at check-in.</p>

Uncomplicated single pregnancy: Beyond 36 weeks	Air travel is not allowed
Uncomplicated multiple pregnancy: Beyond 32 weeks	

Please contact your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia if you require more information.

5.4 Medical Information

5.4.1 Health Regulations

Some countries may require valid certifications of inoculation and/or vaccination, which you can obtain from the local health authorities in your country.

5.4.2 Syringes and Hypodermic Needles

You require a prescription or note from a registered physician to carry syringes and/or hypodermic needles on board. Please do not dispose of used syringes or needles in the seat pockets or without the protective caps. Our cabin crew will be happy to assist you with safe disposal of your syringes and/or needles.

5.4.3 Medication

If you have a medical condition, please consult your physician on your fitness to travel. Some conditions may require you to get medical clearance before you fly with us.

We encourage you to bring sufficient medication for your trip, which you should keep in your hand luggage (not checked in). You should also have a letter from your physician outlining your condition and medications(s).

5.4.4 Medical Clearance

We look to do everything we can to make your every journey a safe and comfortable one. So if you need special attention or to use medical equipment onboard our flight (for instance, a stretcher or supplementary oxygen tank), or when your fitness to travel is in doubt, you'll require medical clearance from a doctor. Additional medical review may be required on a case-by-case basis.

Simply complete the form below and forward it to au_reservations@singaporeair.com.sg. Please contact your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia for further assistance. You can also get the form from our offices and appointed travel agents.

Please inform us of your travel plans early and at least 5 working days before the flight, so there will be sufficient time to process your medical clearance.

[Singapore Airlines Medical Information Form \(MEDIF\)](#)

5.4.5 Medical Conditions

Generally, medical conditions should not inhibit you from flying. However, due to a cabin pressure equivalent to an atmospheric pressure at 5,000 to 7,000 feet altitude, some medical conditions may require certain precautions.

Medical conditions and recommended precautions

Medical Condition	You can fly if:	Recommendations
Asthma and other chest conditions	<ul style="list-style-type: none">Your condition is under control.	<ul style="list-style-type: none">Carry your usual inhalers.Seek medical advice if you're wheezing before you fly.Consult your physician if you experience breathlessness even at rest, can not manage a 50-

		metre walk or one flight of stairs without breathing difficulty.
Heart Conditions	<ul style="list-style-type: none"> You can climb two flights of stairs without any problem. Your hypertension is well-controlled. 	<ul style="list-style-type: none"> You are not encouraged to fly if you've recently had a heart attack (myocardial infarction). If you have frequent angina attacks (characterised by chest pains), you're twice as likely to suffer an attack in the air as on the ground. Consult your physician before you fly, and ensure a sufficient supply of medication to relieve your chest pains.
Diabetes	<ul style="list-style-type: none"> Your condition is under control. 	<ul style="list-style-type: none"> Arrange special meals when you make your booking. Have your insulin shots and meals on time. Diabetics often struggle to adapt their medication and meal schedules across time zones. You're advised to stay on home time throughout the journey, and only readjust to the local time when you arrive.
Deep vein thrombosis (DVT)	<ul style="list-style-type: none"> You sign our Letter of Indemnity or provide a medical certificate from your physician to 	<ul style="list-style-type: none"> You're advised to keep exercising your leg muscles while flying. Take regular walks around the cabin, except when the 'fasten seat belt' sign is on. While seated, perform a few simple exercises as

	<p>certify your fitness to travel.</p> <ul style="list-style-type: none"> You inform us of your condition when booking your flight. 	<p>shown on the inflight magazine or video.</p> <ul style="list-style-type: none"> Avoid alcohol as it increases risk of DVT. Drink lots of water to stay hydrated throughout your journey.
Stroke	<ul style="list-style-type: none"> At least three weeks have passed since your stroke. You complete our medical clearance to certify your fitness to travel. 	<ul style="list-style-type: none"> Carry a sufficient amount of medication for your journey.
Epilepsy	<ul style="list-style-type: none"> At least 24 hours have passed since your last fit. 	<ul style="list-style-type: none"> Carry a sufficient amount of medication for your journey. If you're prone to regular fits, you may need to increase your medication on board and reduce it again when you arrive at your destination. Consult your physician before you fly.
Anaemia (with a blood count of haemoglobin of less than 8.5mg/dl)	<ul style="list-style-type: none"> Not advised to travel. 	<ul style="list-style-type: none"> Not advised to travel.

5.4.6 Personal Medical Equipment

Approval is mandatory for electrical and electronic medical equipment to be used on board. This is to ensure that the equipment does not interfere with the aircraft navigation and communication systems. If your medical equipment causes interference, our cabin crew may ask that you turn it off.

You'll be required to operate your own medical equipment, without the assistance of our cabin crew. If you're travelling with electrical or electronic medical equipment, please make the necessary arrangements with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia.

No self-powered medical devices can be carried on board, except:

- Portable hearing aids
- Heart pacemakers
- Nebulisers
- Continuous positive air pressure (CPAP) machines
- FAA-approved Portable oxygen concentrators (POC)

You don't need approval to use these devices on board our flights. However, we may not be able to provide inflight power supply on all your flights with us. We recommend that you use a gel or dry battery that can power the equipment for at least 150% of the flight time. For instance, if your flight is 10 hours long, please have a battery supply of 15 hours.

5.4.7 POC devices and Continuous Positive Air Pressure (CPAP) Machine

Portable oxygen concentrator (POC) device can be carried and used onboard our flights as long as it is a model that is approved by FAA:

[Approved POC device models](#)

All continuous positive air pressure (CPAP) models can be used on board our flights.

For use during flight, your device must fit under the seat in front of you. If your device is unable to fit under the seat, you may not use it during your flight but you can still carry it on board where it will be stored in the overhead baggage compartment.

Additional restrictions apply if your machine is powered by lithium batteries. Please refer to the general restrictions of the [Carriage of Lithium Batteries](#):

We may not be able to provide inflight power supply on all your flights with us, so your POC device or CPAP machine must use a gel or dry battery that can power it for at least 150% of the flight time. For instance, if your flight is 10 hours long, please have a battery supply of 15 hours.

To check your flight duration and make the necessary arrangements, please get in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia at least 48 hours before your flight. You must also provide a medical certificate from your physician to indicate your fitness to travel.

You're also reminded to check in early for your flight, at least 2 to 3 hours before departure.

Bulkhead seats and those on the emergency exit row will not be available to you.

5.4.8 Stretcher service on board

Stretcher services are available, for a fee, on selected aircraft and in Economy Class only. This service is reserved for passengers who must remain in a reclined position, and these passengers must be accompanied by qualified personnel throughout the flight.

If required [supplementary oxygen](#) can also be provided.

To make the necessary arrangements, please get in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia as early as possible and at least 48 hours before the flight. A medical certificate from a physician is required to indicate fitness to travel.

You're also reminded to check the passenger in early for his/her flight, at least 2 to 3 hours before departure.

If you have a Scoot flight in your itinerary, please note the stretcher services are not available on Scoot flights, except for flights to and from Jeddah.

5.4.9 Supplementary Oxygen

A Supplementary Oxygen Kit (SOK) can be provided on board, subject to regulations of the country of origin and destination.

One extra seat or more may be required to strap the oxygen bottle next to the passenger, and charges will apply. Depending on the oxygen flow rate and flight time, the passenger may require more than one oxygen bottle on board*.

To make the necessary arrangements, please get in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia as early as possible and at least 5 working days before the flight. A medical certificate from a physician is required to indicate fitness to travel without extraordinary medical assistance during the flight.

You're also reminded to check the passenger in early for his/her flight, at least 2 to 3 hours before departure. Emergency exit row seats will not be available.

** For safety reasons, carriage and usage of a passenger's own oxygen bottle and usage of own mask with SOK is not allowed on our flights.*

5.5 Wheelchairs and Other Assistive devices

Each of our wide-body aircraft is equipped with an in-flight wheelchair. Our cabin crew are trained to assist if you are unable to move by yourself from the in-flight wheelchair to/from your seat. For more information or to find out which seat will best meet your needs, please get in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia.

If you are arriving, departing or transiting through [Singapore Changi Airport](#), there are also wheelchairs available at all information counters within the airport for your use.

If you're using your own manual or electric wheelchair or other assistive devices such as a cane, crutch, walker or mobility scooter, it does not count towards your free baggage allowance. As our cabin aisle dimensions are restrictive, we will require your wheelchair or other assistive device to be stored in our cargo hold as checked baggage.

If your wheelchair is powered by a battery, or if you are travelling in a group of 10 or more passengers who use wheelchairs, please get in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia at least 48 hours before your flight departs.

In preparation for your journey, you may refer to the table below on the IATA regulations for the carriage of your battery-powered wheelchair.

Wheelchair/Mobility aids battery type	Requirements
Non-spillable Wet / Dry Cell	<p>Non-collapsible / non-removable battery</p> <ol style="list-style-type: none"> 1. Battery(ies) to remain in the device and securely attached to the wheelchair or mobility aid. 2. The battery terminals must be protected from short circuit by insulating the terminals (e.g. by taping over exposed terminals). 3. The wheelchair/mobility aid must be switched off and protected from accidental activation. <p>Collapsible / removable battery</p> <ol style="list-style-type: none"> 1. The battery(ies) must be removed. The wheelchair/mobility aid may then be checked-in without restriction.

	<ol style="list-style-type: none"> 2. The removed battery(ies) must be protected from short circuit by insulating the terminals. 3. The battery(ies) must be packed in a protective pouch, which must be checked in.
Spillable Wet	<p>Wheelchair/Mobility Aid can be stowed in an upright position</p> <ol style="list-style-type: none"> 1. Battery(ies) to remain in the device and securely attached to the wheelchair or mobility aid. 2. The battery terminals must be protected from short circuits by insulating the terminals (e.g. by taping over exposed terminals). 3. The wheelchair/mobility aid must be switched off and protected from accidental activation <p>Wheelchair/mobility Aid cannot be stowed in an upright position</p> <ol style="list-style-type: none"> 1. The battery(ies) must be removed and carried in a strong, rigid, leak-proof packaging, which must be checked in. The wheelchair/mobility aid may then be checked-in without restriction. 2. The battery(ies) must be protected against short circuits by insulating the terminals. 3. The battery(ies) must be secured upright in a protective packaging and surrounded by compatible absorbent material.

Lithium	<p>Non-collapsible / non-removable battery</p> <ol style="list-style-type: none"> 1. Battery(ies) to remain in the device and securely attached to the wheelchair or mobility aid. 2. The battery terminals must be protected from short circuits by insulating the terminals (e.g. by taping over exposed terminals). 3. The wheelchair/mobility aid must be switched off and protected from accidental activation. 4. No battery power rating (WH) limitation. <p>Collapsible / removable battery</p> <ol style="list-style-type: none"> 1. The battery(ies) must be removed and protected from short circuit by insulating the terminals. The wheelchair/mobility aid may then be checked-in without restriction. 2. The removed battery(ies) must be protected from damage by placing them individually in a protective pouch, and carried as cabin baggage. 3. The power rating of the battery must not exceed 300Wh*, or for devices fitted with two batteries, not exceed 160Wh each. 4. You're allowed to take one spare battery not exceeding 300Wh, or two spare batteries not exceeding 160Wh each. They must be carried as cabin baggage.
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	*Watt hours (Wh) = Amp hours (Ah) x Voltage (V)
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You're also reminded to check in early for your flight, at least 2 to 3 hours before departure.

Our meet-and-assist service team is happy to take care of you at the airport and during pre-boarding, while our cabin crew will assist you with the on-board wheelchair and to the lavatory during your flight.

However, we're unable to offer these services:

- Assistance with feeding of meals.
- Assistance within the restroom or assistance at the seat with defecations and/or urination functions.
- Provision of medical services.

Should you require these services, we advise you to travel with a personal care assistant.

Seats on the emergency exit row will not be made available to you.

If your wheelchair or other assistive device is damaged, you must inform us or our airline partner of the damage in writing within 7 days. Compensation for the damage will follow the guidelines for [lost/mishandled baggage](#). Singapore Airlines' liability is limited in accordance with our [General Conditions of Carriage for Passengers and Baggage](#), the Warsaw Convention or Montreal Convention (where applicable and as amended from time to time) and/or any other applicable law or regulations.

Special seating devices such as the Crelling Harness and MERU chair, are allowed on our flights. To make the necessary arrangements, please get in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia as early as possible and at least 5 working days before the flight.

5.6 Disability Assistance

We care about the journey that each passenger takes with us. So it's our pleasure to provide care and assistance to our passengers

with disabilities, whether at the airport, during the flight or when making flight connections.

We offer the following services to passengers with disabilities:

- For the visually-impaired, our cabin crew will conduct a safety briefing before take-off and help orientate them to their surroundings. Our Cabin Crew will also assist in preparations for meal consumption and help identify food items.
- For the hearing-impaired, our inflight safety video is available in sign language.
- For passengers who need special seating arrangements, we will be happy to assist you. However, seats in the emergency exit row are not available due to flight safety requirements. Make your request by getting in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia or approach our airport ground staff for assistance.

To make the necessary arrangements please get in touch with your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia at least 48 hours before your flight. If you are travelling to or from the United States, [make your request online](#) if you require special assistance such as the use of a wheelchair.

While we do our best to assist all our passengers, we are unable to offer the following services:

- Assistance with feeding of meals.
- Assistance within the restroom or assistance at the seat with defecation and/or urination.
- Provision of medical services.

Should a passenger require the above-mentioned services, we would require the passenger to have a personal care assistant as a travel companion.

Passengers with sensory or cognitive disabilities are required to travel with a personal safety assistance if we are unable to establish an appropriate means of communication that enables our Cabin Crew to articulate the safety briefing clearly.

All passengers with disabilities are encouraged to check in at least two to three hours before departure to ensure a smooth journey.

5.7 Travelling with an Assistance Dog

Your assistance dog (e.g. guide, hearing) is welcome to travel with you in our aircraft cabin without additional charge - as long as it complies with specific conditions as well as the regulations of your departure, transit or destination country.

For a smooth journey with your assistance support dog, prepare the required documentation well in advance and inform your [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia at least 48 hours before your flight departs.

Please take note of the following restrictions and policies:

[Flying with an assistance dog](#)

[Required documentation](#)

[Restricted breeds](#)

[Specific destination restrictions](#)

Assistance dogs are accepted for travel on board Singapore Airlines flights.

5.8 Passengers with a Nut Allergy

A nut-free special meal does not contain peanuts and tree nuts (including almonds, Brazil nuts, cashew nuts, hazelnuts, pistachios, walnuts, pecans and macadamias), and their derivatives.

Non-strict nut-free meals (NFMLA) require advance preparation time. We'll make every reasonable effort to accommodate your request for a NFMLA. To ensure that we have sufficient time to cater this meal for you, please request for it at least 48 hours prior to your flight.

Since April 2018, Singapore Airlines has **stopped serving peanuts** as snacks.

However, we do serve other nuts such as cashews and almonds across all cabin classes.

We take every precaution to identify allergens on all meals supplied by third-party catering partners. However, SIA is unable to provide a nut-free cabin or guarantee an allergy-free environment on board. There may be trace elements of nuts or their derivatives in meals and snacks. We also have no control over passengers consuming their own snacks or meals on board, which may contain nuts or their derivatives.

We request that you take all necessary precautions bearing in mind the risk of exposure. If you have any concerns about your fitness to travel, we encourage you to share this information and discuss your travel plans with your doctor.

If you choose to request a NFMLA on board our flight, please contact your travel agent or [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia at least 48 hours before departure.

5.9. US DOT 14 CFR Part 382

This section is only applicable to flights starting from or ending in the US. These flights will be covered under the US DOT 14 CFR Part 382: Non-discrimination on the Basis of Disability in Air Travel: Final Rule.

US Department Of Transportation 14 CFR Part 382: Non-discrimination on the Basis of Disability in Air Travel Passengers can obtain a copy of US DOT Part 382 (Non-discrimination on the basis of disability in air travel: final rule) in an accessible format from the DOT by any of the following means:

- By telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY)
- By telephone to the Aviation Consumer Protection Division at 202-366-2220 (voice) or 202-366-0511 (TTY)

- By mail to the Air Consumer Protection Division, C-75, US Department of Transportation, 1200 New Jersey Ave., SE., West Building, Room W96-432, Washington, DC 20590
- On the Aviation Consumer Protection Division's website at www.transportation.gov/airconsumer

6. Prior to Arrival

Prior to arriving at their departure airport, customers are encouraged to contact their [local Singapore Airlines office](#), calling 02 7209 4388 within Australia or travel agent for any special assistance they may require. Customers are advised to arrive at two to three hours prior to their scheduled departure time for international flights.

Customers are encouraged to visit www.singaporeair.com for the latest travel information and current updates, or their respective departure airport website.

7. Drop off / Pick up zones

The 7 Australian airports to which Singapore Airlines currently operates have their own measures regarding kerbside and car parking. Customers are advised that no kerb side check in is available for any Singapore Airlines flights and is legislated in Australia.

Drop off and pick up areas are available generally outside terminals at airports to which Singapore Airlines has scheduled services. Ramps are available from the road to pavement at most major airports in Australia.

Some airports have introduced tactile ground surface indicators, braille signage and hearing loops to assist with accessibility. Passengers are encouraged to enquire directly with airports for further information regarding airport accessibility. Please see [Section 9 – Airline Terminal Facility](#) for a list of airports Singapore Airlines has scheduled services to.

Accessible car parking may be available outside the terminal building at the airports to which Singapore Airlines has scheduled services, and where available are clearly sign posted.

Accessible ground transport services may be available at the Australian airports that Singapore Airlines has scheduled services for customers on departure and arrival. These operators are required to be compliant with the *Disability Discrimination Act* 1992 (Cth) and *Transport Standards* accompanying the legislation.

8. Check in

Singapore Airlines online check in is available 48 hours prior to the scheduled flight departure time. Note, airport check in counter opening times vary across our 7 airports. For exact airport check in counter opening times, please click [here](#).

Airport and online check in will close 40 minutes prior to the scheduled flight departure time. This is to facilitate the boarding process for all customers. The boarding gate closes 10 minutes before the scheduled flight departure time.

Singapore Airlines staff and customer service representatives are available at the airport to facilitate customer special assistance requests and provide further information on various measures provided by the airline to assist customers.

Customers requiring special assistance may proceed to the Singapore Airlines sign posted 'Service Desk' at the airport for check in assistance. All other customers are asked to join their respective class of travel queues. Customers are asked to check the current airport flight and arrival screens within the airport terminal and locate the check in desk applicable to the relevant Singapore Airlines flight stated.

Singapore Airlines staff and customer service representatives are available to assist, greet customers and facilitate the check in process. Staff undertake this through situational awareness and carefully monitor queues to ensure the check in process is progressing accordingly.

Customers are advised they have the responsibility in determining whether they can legitimately travel independently. If customers are unable to travel independently, Singapore Airlines may require a medical assessment, which might result in travel being declined by an aviation medical specialist. Safety assistants may travel with a customer and will be provided with information and instructions to facilitate a smooth travel process. Customers are advised that all persons requiring a stretcher must travel with a safety assistant. This airline policy is prescriptive.

Customers with special assistance will regularly be given express departure clearance to facilitate their journey through local security, customs and immigration, to the assigned departure gate.

Customers travelling on Singapore Airlines that do not disclose special needs or require last minute special assistance are advised that Singapore Airlines will endeavour to reasonably and as far as practicable, accommodate these requests, and where available cater such requests.

There may be certain limitations in Singapore Airlines fulfilling a special assistance request where there is unjustifiable hardship.

In this event, the customer will be informed and every effort practicable will be made to assist customers through information and options available.

Customers are encouraged to ask questions during check in and to obtain information from Singapore Airlines staff and representatives, in particular, details of the service measures available on their specific flight and on any connecting flights.

Customers, who are transiting in Singapore, may obtain further information from Singapore Airlines ground staff for any onward and connecting flights departing Changi Airport. Please be aware customs, security and restrictions may apply in other ports outside Australia. Please visit <https://www.dfat.gov.au/> and confirm with Singapore Airlines or your local consulate for the latest information and advice.

Customers may obtain further information by contacting their [local Singapore Airlines office](#), calling 02 7209 4388 within Australia or visiting www.singaporeair.com.

9. Airline Terminal Facility

Customers are advised that Singapore Airlines is not responsible for airline terminal facilities at the Australian airports to which it operates scheduled departures and arrivals.

Customers are encouraged to visit the respective airport websites below for further information.

- **Adelaide Airport**
www.adelaideairport.com.au
- **Brisbane Airport**
www.bne.com.au
- **Cairns Airport**
www.cairnsairport.com.au
- **Darwin Airport**
www.darwinairport.com.au
- **Melbourne Airport**
www.melbourneairport.com.au
- **Perth Airport**
www.perthairport.com.au
- **Sydney Airport**
www.sydneyairport.com.au

Customers who are transferring between flights and terminals need to ensure they are aware of the minimum ground connecting time between their flights. For Singapore Airlines connecting services, this information is available prior to departure. If customers are transferring to other airlines, please contact and notify the airline of your special assistance needs to ensure a smooth facilitation process in a timely manner.

Singapore Airlines lounges are available at selected Australian airports. These lounges are equal access friendly with staff present to assist customers.

9.1 Service Partners

Singapore Airlines' service partners have procedures in place within applicable regulations and requirements for accepting and handling customers who require special assistance.

Necessary steps are taken by our service partners to ensure safe handling of all customers requiring special assistance by ensuring appropriate devices are available, but not limited to, wheelchairs and consideration of the introduction of lifting systems in the future.

Necessary steps are taken to ensure that training programs are coordinated and staff members are available to recognise, manage and handle customers requiring special assistance.

Singapore Airlines representatives perform duties in relation to medical clearances requested by Singapore Airlines. Medical clearances are passed for implementation during the check in process.

When any of the following equipment or service is provided, such equipment or service is provided in accordance with Singapore Airlines policy and applicable government legislation:

1. Wheelchairs, oxygen, stretchers, lifting services, devices for supporting limbs, any other specialised equipment to support passengers with a special need.
2. Customers who intend to check in their own wheelchair shall be given the option of using an airport wheelchair. If the customers prefer to use their own wheelchair within the airport, they are permitted to use it up to the aircraft door.

Further information is available by contacting your [local Singapore Airlines office](#), calling 02 7209 4388 within Australia or by visiting www.singaporeair.com.

9.2 Security and Screening

Singapore Airlines is not the direct screening authority at Australian airports to which it operates scheduled departures and arrivals.

Screening and clearance is provided by:

Adelaide Airport	Adelaide Airport Limited
Brisbane Airport	Brisbane Airport Corporation
Cairns Airport	Cairns Airport Pty Ltd
Darwin Airport	Darwin International Airport Pty Ltd
Melbourne Airport	Australia Pacific Airports Management
Perth Airport	Perth Airport Limited
Sydney Airport	Sydney Airport Corporation Limited

Screening of customers forms part of the Australian Airport security environment and is required under legislation. The *Aviation Transport Security Act 2004* (Cth) specifies this requirement; namely:

Part 4 Division 2 Section 41: Screening and clearing people

Part 5 Division 5 Section 95: Screening powers

Part 5 Division 5 Section 95B: Screening powers – frisk search as an additional alternative screening procedure

Part 5 Division 5 Section 95C: Screening powers – frisk search general power

This means by law; screeners are required to screen 100% of people passing through a screening point. The industry and Singapore Airlines recognise that screening takes place in public and all customers are to be treated with care and consideration, noting that some customers require extra or particular attention.

The Australian Aviation and Maritime Security (AMS) Division, in conjunction with aviation industry participants and disability advocacy groups, have been working towards addressing personal interaction issues at screening points by developing guidance materials for screening staff that include customer service tips, practical guidance on screening customers with special needs and a simple complaint handling process. The guidance material is in the form of a voluntary reference material and consists of eight individual cards comprising the Screening Practice Guidelines. Use of the Guidelines aims to promote awareness of people who may require assistance with the security screening process and encourage a nationally consistent approach when dealing with all persons at the screening point.

More information on security screening is available at www.homeaffairs.gov.au.

9.3 What type of customers will require special screening requirements?

People (not limited to):

- From a non-English speaking background.
- Who are blind or who have low vision.
- Who have hearing impairment.
- Using a wheelchair.
- Who are elderly.

9.4 What will happen when a customer reaches the screening point that needs assistance?

When a customer reaches a screening point, the screeners are equipped to identify and to make a decision of whether the person has a special screening requirement. The screeners will try to identify a physical attribute that might indicate a need for special screening, whether the person has indicated or requested a need for special screening and whether secondary screening is necessary. This may be undertaken in private.

9.5 What can customers do?

Customers are encouraged to notify the screening officer of their condition or request separate screening to avoid passing through machines – pacemakers, cochlear implants, artificial limbs/prosthesis. Walking aids must be screened and may require X ray or explosive trace detection. Screening points have chairs and walking aids available for you during this process. Wheelchair passengers will be required to undergo screening by way of a pat down search by a security officer of the same sex. Prams and strollers will be screened and allowed entry to the sterile areas at the screening point. Passengers should liaise with Singapore Airlines regarding taking these on board.

Private screening rooms may be available on request at most airports.

9.6 Screening Practice Guidelines

Screening Practice Guidelines are available at

www.infrastructure.gov.au/security

Screeners under the guidelines are to:

- Be sensitive to passenger requirements
- Treat everyone with compassion, respect and dignity
- Be respectful throughout the screening process
- Assess the needs of person to be screened
- Ask and not assume the type of assistance needed
- Provide appropriate screening options.

Customers are encouraged to notify screeners of any assistance they required.

Individuals are the most appropriate person to advise screeners on what assistance they need and how this should be provided.

9.7 Useful customer tips

Let the screeners know your concerns or need for assistance

- Know you may request a private screening
- Customers cannot be exempted from screening as it is a legislative requirement
- Screeners have been trained to assist and facilitate the security screening process.

10. Safety First

The safety of all Singapore Airlines' customers and crew is of the highest priority. Our cabin crew provide individual safety briefing and this includes to any safety assistants if a customer is being accompanied. Briefings on the procedures to be followed in the event of an evacuation are detailed to customers for each flight.

Safety briefings from our cabin crew will include information on:

- Evacuation procedure
- Oxygen equipment and life vest
- Location of the nearest two (2) emergency exits on board an aircraft
- Number of rows forward and aft to the nearest exit
- Location and operation of life vests
- Operation of seatbelt and oxygen mask

The cabin crew will also:

- Ask the customer how to best assist with respect to lifting and guiding in the event of an evacuation
- Explain that canes, crutches and walkers cannot be used if an evacuation becomes necessary

A safety assistant is required in the following cases:

- Customers travelling in stretcher or incubator
- Customers with an existing intellectual disability, who are unable to comprehend or respond appropriately to safety instructions from airline personnel.

- A passenger with mobility impairment so severe that the person is unable to physically assist in his or her own evacuation of the aircraft
- Passenger who has severe hearing and severe vision impairments and cannot establish means of communicating.

10.1 Emergency Situations

Customers who are self-reliant and are able to board and deplane from an aircraft may do so unassisted in an emergency. The customer needs to be able to self-lift and communicate in such a way to understand the safety instructions and emergency instructions of Singapore Airlines crew.

Customers, who are not self-reliant and who are unable to board or deplane from an aircraft without assistance, are not able to evacuate from an aircraft unassisted in an emergency.

Customers who may be able to communicate by lip reading, sign or written language and need to observe a crew member during take-off and landing for signals to brace and to evacuate. If customers are unable to see a crew member, they are to observe other passengers bracing, unfastening seatbelts and evacuating. The crew will point out the floor and ceiling exit lights near them and indicate that the lights will illuminate if evacuation is required.

Crutches, canes or any other aid carried on board by a customer who may require it in the event of an emergency evacuation should be stored in a readily accessible location.

Further information is available by contacting your [local Singapore Airlines office](#), calling 02 7209 4388 within Australia or visiting our website at www.singaporeair.com

10.2 Dangerous Goods

Dangerous Goods are items that are classed as those that endanger the safety of an aircraft or persons and on board an aircraft.

- Dangerous Goods are also known as restricted articles, hazardous materials and dangerous cargo.

- The carriage of Dangerous Goods on Singapore Airlines aircraft is governed by Part 92 of *Civil Aviation Safety Regulations 1988* in Australia and airline security policy.
- Dangerous Goods must not be carried in (or as) passenger or crew checked baggage or carry-on baggage, excepted as otherwise indicated on www.singaporeair.com.

10.3 Commitment

Singapore Airlines is committed to ensuring when considering new aircraft purchases or those undergoing major refurbishment to consider options in meeting the needs of persons requiring special assistance.

11. Changi Airport, Singapore

Changi Airport is well catered to assist and facilitate customers, including those who require special assistance. The layout and spatial features of the airport itself allows free access and movement. Service measures provided by ground staff of the airport cater for various customer needs. The airport is well equipped to handle customers requiring special assistance.

Facilities include:

- Accessible toilets, accessible lifts, ramps, open space, large signage, visual and audio announcements.
- Meet and Assist service, accessible food areas, accessible entertainment, shopping facilities and screening points.

Changi Airport aims to provide an experience that is safe, comfortable and immensely enjoyable. Singapore Airlines is committed to enhancing seamless airport processes through further cooperation and agreement with airports and stakeholders. Further information is available at www.changiairport.com.

12. Star Alliance/Codeshare Partners

Singapore Airlines star alliance and codeshare partners aim to facilitate customer travel, offering service measures that are practicable to individual special requests and requirements.

Further information is available at www.staralliance.com.

Or customers may visit the respective star alliance partner website for details on individual airline special assistance service measures available. Customers are advised to communicate any special assistance requirements ahead of their date of travel to the airline/s they are travelling on.

13. Customer Checklist – Tips

Customers can:

- Become informed about various travel services and resources to meet any special needs both locally and overseas.
- Start to plan their trip early and well in advance.
- Organise passport, visa compliance, validity and copy of documentation and immunisation requirements prior to departure.
- Organise travel and/or auto insurance.
- Obtain travel books, audio enabled books, access guides and travel experiences of how customers with special needs have travelled in various locations.
- Arrange for extra supplies of medication or prescriptions, letter from a doctor or specialist. Learn the names of any medications.
- Ensure eyeglasses, contacts, dental work completed and physical/health check performed.
- Arrange for a wheelchair, wheelchair accessible hotel rooms, wheelchair car rental, enquire about lift equipped accessible vans or vehicles.

- Check with hotels or places of stay for inner and outer door widths to accommodate wheelchair access and approved bathtubs, grab bars and roll in showers.
- Make a list of phone numbers of those who could assist at your destination.
- Check your destination city local health and medical services and associations well prior to departure.
- Double check any arrangements made.
- Consider national companies offering travel nurses, companions or assistants to accompany customers with medical concerns.
- Talk to anxious family members or friends about airline service measures and measures in place to facilitate your journey at your arrival destinations.
- Arrive early at the airport to discuss any special assistance information with staff.
- Communicate with the crew in the air for any special assistance required in flight.
- Take any medical cards, discount cards, insurance policies, phone numbers, airline tickets, confirmations, credit cards, debit cards, driver's license and passport with you and pack prior to departure.
- If you are travelling with special equipment, have knowledge of type, type of power, etc. and notify the airline prior to departure.
- Remove valuables.
- Label wheelchairs.
- Check with staff when a wheelchair will be available once off a flight.
- Consider any products for urine drainage and storage if necessary prior to flight.
- Remember the airline will take an individual approach and not make assumptions each time customers travel on board.

- Remember the airline will endeavour to assist and address your concerns for a safe and enjoyable journey.
- If you are travelling long distances and not sure whether you will be able to sustain long hours then it may be recommended flights be broken up into segments more suitable.
- Ensure your wheelchair is locked and stabilised, torso and feet are secure.
- Minimise delays by providing all necessary medical documentation to Singapore Airlines which is treated in confidence.
- Remember that an assistance dog may subject to quarantine, safety, airline policy and other regulatory requirements.
- Staff are available to assist with reasonable luggage handling.
- Look for elevators at airports.
- Performing gentle exercise (if possible) is encouraged in the air.

For a more comfortable journey, customers can consider:

- Drinking plenty of fluids, fruit to encourage salivation
- Using eye drops or ointment if required
- Using ear drops if required
- Using suitable skin moisturiser or emollients cream if required
- Wearing light weight clothing
- Using necessary personal amenities
- Establishing a toilet routine, feeding routine if required
- Using reminders if required
- Having knowledge of turbulence, a common and unavoidable factor in flight

**Please Note: This is only a limited list of tips for customers. There may be other options and actions to perform for one's journey.*

Customers are encouraged to ask questions and provide feedback to Singapore Airlines by contacting your [local Singapore Airlines office](#), calling 02 7209 4388 within Australia, visiting www.singaporeair.com or to our friendly cabin crew and ground staff on your next flight.

14. Communication Strategies

Customers can access further information via the Singapore Airlines website at www.singaporeair.com. Customers requiring information via the telephone may contact their [local Singapore Airlines office](#) or by calling 02 7209 4388 within Australia

Additional information is available from check in service representatives on the day of customer travel at the airport. Singapore Airlines may be able to accommodate late requests and changes, subject to availability and the requirement requested. Customers are recommended to contact Singapore Airlines in advance of their date of travel to request any special assistance. This will assist Singapore airlines provide available service measures to meet customer needs.

15. Equal Access Training

Training is provided to all Singapore Airlines staff members and service representatives. Equal access and special assistance training is multi focal and allows staff members to interact with examples and review their knowledge and skills. This is updated and reviewed regularly. Singapore Airlines understands that staff training is critical to sensitive, effective and consistent service. Liaison is conducted with service representative training coordinators to ensure equal access and its facilitation is maintained. Training is provided to staff directly to check in and gate agents, information desk agents, lost and found agents, cabin crew, office town staff, contact centre staff and other Singapore Airlines subsidiary crew and staff. Relationships are maintained with local airports, security service providers, customs, police,

border control and immigration and airport retailers locally and abroad.

The training programs currently in use include:

- Singapore Airlines Company policies and procedures manual (incorporating Equal Access measures). This include details on the correct handling of persons and various aids.
- E-learning courses on serving passengers with reduced mobility for Airport and Customer Relations staff.
- Safety and security procedures training in accordance with staff training plans.
- Training at the Singapore Airlines Training College for cabin crew and via e-learning for other staff.

SIA training programs:

- Provide case examples and self-assessment and allows for regular review.
- Provides visual and written material on Equal Access.
- Allows discussions in workshops to take place.
- Promotes innovation and equal access cultural acceptance.
- Allows review of staff member role and processes in order to better cater for all customers.

15.1 Enhancing Equal Access awareness

Singapore Airlines staff and representatives enhance their equal access awareness through various initiatives, some detailed below:

- Staff are made of aware of reading body language, especially to make a customer feel more secure. Our staff will find the time, use proper communication and be patient with customers and their needs.
- Staff are aware not to use non-verbal signs for vision impaired or blind customers
- Staff are aware to act naturally and allowing personal space

- Staff are aware to face customers when speaking, understand direction of voice
- Staff are aware to address passengers by their name
- Staff are aware to face the customer, so lip reading for example can occur
- Tone of voice is encouraged to be situated at a lower tone and use of body language and sign language where known by staff
- For those customers who are confused, staff will use active phrases, be specific and keep questions direct
- Customers in all situations will be asked whether they would like help and in which form.

Service representatives have training programs in place consistent across Australia, which are legislatively compliant and focus on equal access and special assistance for customers.

Singapore Airlines is committed to reviewing its current practices and providing training to staff to ensure equal access and its facilitation is best maintained.

The Singapore Airlines website provides useful information to customers on special assistance, flight departure and arrival information, customer feedback and contact information. Please visit www.singaporeair.com for more information. Singapore Airlines is committed to meet the continual needs and accessibility of all customers.

15.2 Monitoring and Review

Singapore Airlines seeks to monitor, review and evaluate progress against industry, and seeks to involve employees and customers in the process.

Ownership and accountability for making improvements has been identified across the organisation from SIA management to all staff.

The Singapore Airlines annual plan sets out our achievements and future goals.

Singapore Airlines Australia has a proactive Equal Access Committee that meets regularly to discuss Equal Access to better cater for passenger needs.

Looking ahead;

- Singapore Airlines seeks to assess the impact of policies and procedures on customer travels.
- Involve stakeholders in formulation or updates of the Singapore Airlines Australia Equal Access Plan.
- Look at alternative approaches to equal access where possible.
- Wherever appropriate and practicable, review existing policies on a regular basis and during decision-making.
- Continue to review our service measures within our individual operations and capacities.

To facilitate and review processes, Singapore Airlines Australia has established equal access facilitation audits with the aim of identifying positives, areas for improvement and facilitating greater access for customers.

These are used internally for special assistance improvements.

15.3 Commitment

Equal access and its facilitation are important. Singapore Airlines is committed to establishing and maintaining positive relationships with all customers, service partners and staff.

Singapore Airlines welcomes all customer feedback on positive experiences and areas for improvement, to further facilitate equal access.

Singapore Airlines seeks to provide an equal, accessible and pleasant experience for each and every customer.

16. Feedback

Passengers travelling on Singapore Airlines are encouraged to provide feedback. Customers in Australia may contact Singapore Airline Customer Contact Centre on 02 7209 4388 and provide feedback via the telephone. There is a system to monitor and respond to feedback appropriately within a timely manner. We thank you for your feedback.

Feedback can thus be provided by the following means:

- On board any Singapore Airlines flight
- Via the Singapore Airlines website at www.singaporeair.com
- On the Singapore Airlines' app from the Apple App Store and Google Play Store
- At an airport Singapore Airlines operates
- Direct to a Singapore Airlines staff member

Singapore Airlines is committed in ensuring people requiring special assistance have the same opportunities to provide feedback and will ensure a timely response.

Thank you.

Singapore Airlines Limited.

(Information is correct as of March 2023)