A nighttime photograph of the Brisbane Airport. The control tower is the central focus, illuminated with white lights and topped with red navigation lights. The terminal building and other airport structures are visible in the background, also lit up. The sky is a deep blue.

Your Guide to Disability Access at Brisbane Airport

Disability Access Facilitation Plan for visitors to
Brisbane Airport.

**Brisbane
Airport**

Queensland Australia

GREAT FOR QUEENSLAND

Name of Airport: Brisbane Airport

Operated by: Brisbane Airport Corporation Pty Limited

Date Prepared: November 2011

Revision Number: 2.0

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

- Australian Human Rights Commission
- Civil Aviation Safety Authority
- Department of Infrastructure, Transport, Regional Development and Local Government (Aviation and Airports Division)
- Anti-discrimination Commission Queensland
- Australian Federation of Disability Organisations
- Deafness Forum of Australia
- National Disability Services (Australian Blindness Forum)
- Physical Disability Australia



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Message from the CEO

Brisbane Airport Corporation Pty Limited (BAC) aims to provide facilities at Brisbane Airport that are not only world class, but also promote accessibility for all members of the community, including passengers and visitors with disabilities or special needs.

BAC employees are committed to ensuring that equal opportunity principles are followed when dealing with people with disabilities, whether they are other employees, customers, passengers, their families or general members of the public.

This commitment is achieved, in part, by our conformance with all applicable building regulations, Building Code of Australia requirements, and applicable Australian Standards. In addition, access consultants are engaged for any major terminal upgrade project to ensure inclusive access is provided in and around terminal buildings and car parks. BAC also works closely with representative groups to ensure that airport developments meet the needs and expectations of all travellers.

This Disability Access Facilitation Plan will be displayed on the BAC website at www.bne.com.au and will be updated to reflect major changes to BAC infrastructure as we continue to develop our facilities. In addition to this plan, BAC is currently undertaking a review of our website to ensure that it is best practise in special needs access and has included a special needs page as part of our online community forum.

As part of our commitment to social sustainability BAC will continue to look for ways to improve airport amenities, access and connectivity into the future.



Julieanne Alroe
Managing Director and CEO
Brisbane Airport Corporation

Objective

The primary purpose of the Disability Access Facilitation Plan is to advise passengers with disabilities of:

- The service measures currently undertaken by Brisbane Airport Corporation Pty Limited (BAC) to ensure access for passengers with disabilities; and
- How passengers with a disability can assist the airport and their airline to ensure they are best placed to provide an appropriate service. Such actions may include, initiating communication prior to travel and developing an understanding of facilities and services available.

Commitment

BAC acknowledge that everyone at some point in their life will be limited in one way or another, when one considers the following:

- illness or injuries,
- accident or birth defect,
- acquired disability through ageing,
- energy limitations due to chronic illness,
- emotional difficulties,
- pregnancy,
- extremities of height and size, and
- people with prams, trolleys or luggage

This facilitation plan confirms BAC's commitment to the provision of accessible services and facilities, and relates to all areas operated and managed by BAC.

This document also outlines situations where the provision of appropriate services falls under the jurisdiction of your airline, government agencies, or other organisations.



1. Key Elements

This facilitation plan considers the following key elements for the Domestic and International Terminals at Brisbane Airport:

- 1. Prior to Arrival
- 2. Kerbside Processes
- 3. Security Screening
- 4. Airport Terminals
- 5. Direct Assistance
- 6. Service Delivery
- 7. Communication Strategies
- 8. Expected Improvements

Terminology / Abbreviations

BAC	Brisbane Airport Corporation Pty Limited
FIDS	Flight Information Display Screens
TTY	Teletypewriter
T-Bus	Terminal Transfer Bus

2. Prior to Arrival

Prior preparation and advance notification of special requirements ensures airlines and agencies are responsive to the needs of their passengers.

In order to ensure the highest level of service is provided, passengers are advised to communicate any special requirements to their airline with sufficient notice at the time of reservation.

This may include:

- Presence of temporary or permanent impairment,
- Limitations of stamina,
- Reliance on a mobility aid or assistance animal,
- Partial or complete loss of sight or hearing,
- Difficulty interpreting information,
- Whether the passenger will be travelling independently.

Such information will enable the airline or agency to make any necessary arrangements to ensure appropriate assistance is available at the airport upon

check-in, or arrival. Each airline has varying guidelines and procedures in place for providing assistance to passengers with disabilities. BAC recommends contacting your airline directly regarding your specific circumstances.

Passengers should note that there is no porter service provided at Brisbane Airport.

2.1 Check-in

Passengers are advised to allow ample time prior to flight departure to process through check-in, security screening points and immigration. Generally, check-in counters for international flights open 3 hours prior to departure, and 1.5 hours for domestic flights.

2.2 Further Information

Over 35 airlines operate from the Domestic and International Terminals at Brisbane Airport, many of which are in the process of initiating improvements to support passengers with special requirements (refer Appendix A for a consolidated list of airlines and website links).

The BAC website is a valuable resource for travellers with disabilities, offering important information regarding the facilities, services and resources available. The BAC website is updated regularly to ensure information provided reflects current development works and includes notifications where any temporary changes exist as a result of construction activities.

Website address: www.brisbaneairport.com.au

The BAC website is undergoing improvements to enhance accessibility, however in the interim, additional print material, including material in



alternative formats is available upon request. Please contact our office on +61 (07) 3406 3000.

3. Kerbside Processes

People may arrive at Brisbane Airport by car, public transport or taxi. All roads, paths, car parking areas and building entrances must form part of a continuous accessway to provide barrier-free access.

BAC aims to provide facilities that are accessible to all members of the community. This commitment extends beyond the terminal buildings to car parks and transport drop-off and pick-up areas.

Brisbane Airport consists of two terminals, the International Terminal and Domestic Terminal. The two terminals are located 2 kilometres apart with public transport (bus and rail) and taxi options for transportation between them.

3.1 Bus - Terminal Transfer Bus (T-bus)

The T-bus, easily recognised by its bright orange colour, operates at regular 15 minute intervals between 6:30am and 6:00pm Monday to Friday, and every half hour between 9:00am and 6:00pm on weekends, providing an alternative transfer option. The T-bus operates between terminals¹ and provides connection with the Airport Village; a retail, recreation and dining



precinct. Children under four years travel for free.

Customers travelling with Qantas who have connecting services between the Brisbane Domestic and International Terminals, can use the T-bus transfer service free of charge upon presentation of a connecting Qantas boarding pass.

All T-buses are low-floor buses with accessible ramps, and each bus can accommodate one wheelchair user. The Terminal bus stops are located externally, at either end of the Domestic Terminal, outside the Qantas and Virgin Blue arrivals on Ground Floor.

The International Terminal bus stop for collection is located in front of the central entry door from the arrivals (Level 2) area. The dedicated drop-off point is located approximately 10 metres South of the central entry door to the departures (Level 4) area.

Refer to Terminal Maps located in Appendices B and C.

Timetables and further details for the T-bus are available at <http://bne.com.au/to-from-airport/transport-options>.

3.2 Train - Airtrain

The Airtrain is a privately operated service, which connects with the Queensland Rail network and provides connection between the International and Domestic Terminal and then onto Brisbane City or Gold Coast if required.

Timetables and further details are available at www.airtrain.com.au

The terminal train stations and platforms connect directly to the Terminal buildings via an elevated



walkway which can be accessed by stairs, escalators and lifts.

Access to the Domestic Terminal station is from a central location outside the Common User Terminal. Tickets can be purchased from within the Terminal building. Airtrain ticket counters are located within close proximity to the Qantas and Virgin Blue baggage carousels located on the Ground Floor.

Domestic Terminal Maps are located in Appendices B & D.

The International Terminal station links directly to Level 3 of the International Terminal Building with easy connection to either the arrivals (Level 2) or departure (Level 4) areas. Tickets can be purchased directly from the Ticket office located adjacent to the International Terminal platform.

International Terminal Maps located in Appendices C & E.

3.3 Taxi

Upon arrival at Brisbane Airport by taxi, accessible drop-off points are located within close proximity to designated crossing points.

At the Domestic Terminal, the road immediately outside the Terminal is for taxi pick up only. Taxi drop off is located on the road immediately opposite the Terminal building. Refer to Terminal Map.

A taxi attendant is present during busy periods and can assist passengers requiring wheelchair access to arrange a wheelchair-accessible taxi. It is noted that there may be a short wait for this service.

Refer to Terminal Map located in Appendix B for taxi drop-off and collection points.

At the International Terminal, the taxi rank is located at the North end of the arrivals (Level 2) area. Similarly to the Domestic Terminal, an attendant is available during busy periods to provide direct assistance where required, including access to maxi taxis. As above, please note that there may be a short wait for this service.

When arriving at the International Terminal by taxi, accessible drop-off points are located immediately adjacent to the departures (Level 4) area.

Refer to Terminal Map located in Appendix C for taxi drop-off and collection points.

Passengers are advised that taxis generally run in conjunction with flight arrivals, as such passengers may experience some delays during quieter periods.

Yellow Cabs and Black & White Cabs are the two officially recognised taxi services for Brisbane and both companies operate on a 24-hour basis.

The layout of the road system around the Domestic Terminal is being reconfigured and reconstructed as part of the works associated with the Multi-Level Car Park and Domestic Terminal Access Projects. This facilitation plan will be progressively amended to mirror these works. For further information or to book these taxi services, please contact the operators directly.

Black & White Cabs 133 222
Website: www.blackandwhitecabs.com.au

Yellow Cabs 13 CABS (13 1924)
Website: www.yellowcab.com.au

3.4 Ground Transport

The meeting point for pre-arranged ground transport varies for each Terminal and service. It is recommended that any special arrangements be discussed directly with your service provider.

3.5 Private Drop-off / Collection Points

Set down areas for private vehicles have been provided at both Domestic and International Terminals. These spaces are designed for the driver of the vehicle to drop off their passengers and have a maximum stopping time period of two minutes. The driver of the vehicle must remain with the vehicle at all times. Set-down areas have been located to avoid traffic disruption and accidents. Suitably located and constructed kerb ramps have been provided to link set-down areas and accessible paths of travel.

Seating areas for waiting and resting are provided next to set-down areas offering some protection from sun, rain and prevailing winds.

Drivers are advised that parking officers have very little discretion in the enforcement of strict Federal laws that mandate security arrangements at airports. As such, parking officers are required to direct drivers awaiting passenger arrival to collect their passengers efficiently and within the two minute set-down period. Where drivers need to leave their vehicle or wait for longer periods (exceeding 2 minutes), then they must use one of the designated off-street car parking areas.

Refer to Terminal Maps located in Appendices B and C for locations of designated accessible drop-off and collection points.

The roads leading to the Terminal buildings have been specifically designed to manage the wide range of transportation types available. In this design, coaches and registered ground transport operators, who require large areas to await collection or for disembarking passengers are allocated space within close proximity to the Terminal buildings.

BAC recognises that the Domestic Terminal roads can be congested at different times of the day. BAC has commenced a number of upgrade projects around the Domestic Terminal Precinct, including the development of a new multi-level car park, to address some of these capacity-related issues. Once completed, these upgrades will mean significant improvements for access to the Domestic Terminal.

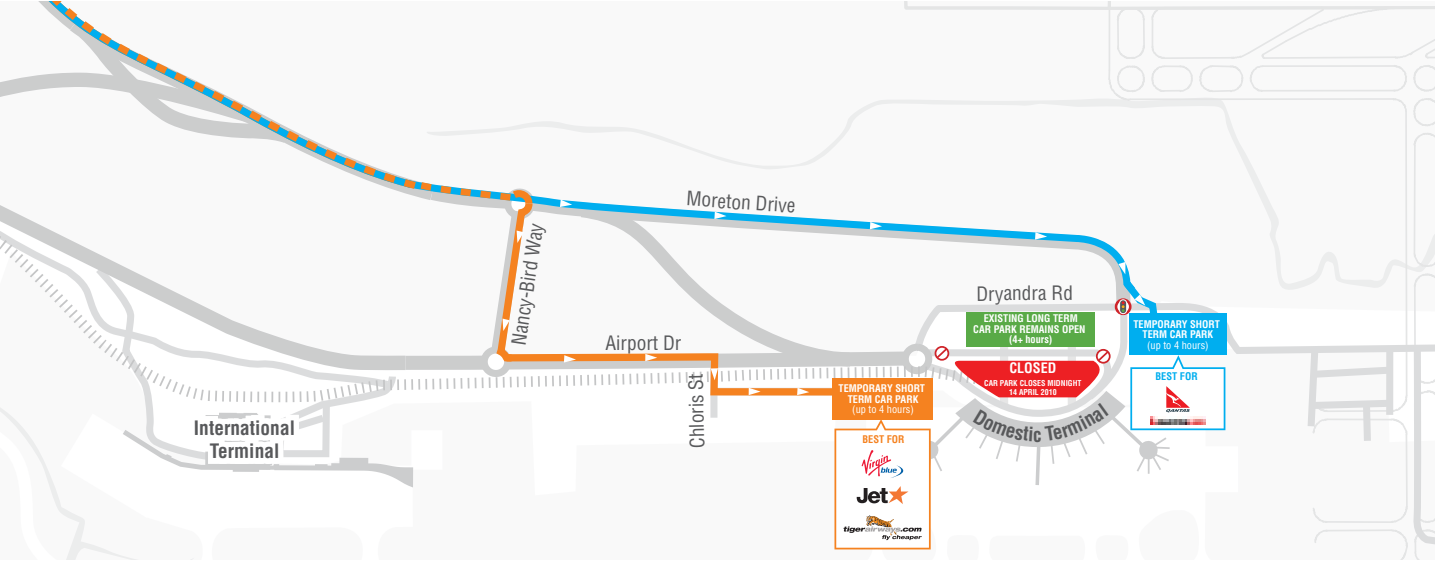
3.6 Accessible Car Parking

There are a suitable number of accessible car parking spaces available for people with disabilities within the various Brisbane Airport car parks, including:

Domestic

Domestic Multi-Level Car Park (PARKLONG)

- 32 accessible car parking spaces distributed per the following:
- 4 on Level 1
 - 5 on Level 2
 - 4 on Level 3
 - 8 on each Level from 4-5



- Virgin Blue PARKSHORT
 - 5 accessible car parking spaces at grade
- Qantas PARKSHORT
 - 6 accessible car parking spaces at grade
- PARKVALET
 - A Valet service is available within the PARKLONG facility.

Accessible car parking spaces are located a short walk from the Domestic Terminal building. The pathway between the accessible parking spaces and the terminal is generally covered along its entire length, except in areas where construction activities prevent this. It is recommended whenever possible that passengers with mobility disabilities be set-down by drivers in the designated set-down locations, prior to parking vehicles, to reduce walking distances.

International

International Multi-Level Car Park

- 27 accessible car parking spaces distributed per the following:
- 7 on Level 1
 - 5 on each Level from 2-5

The International Multi-Level Car Park connects with the Terminal building at Level 1 via a covered walkway, which provides shelter from inclement weather. Accessible lifts, escalators and travelators provide further connection with the arrivals (Level 2) and departures (Level 4) areas.

Refer to Terminal Maps located in Appendices B to

E. for locations of car parking, lifts, escalators and travelators

Typically, accessible car parking spaces are located in convenient locations near lifts and connections to building entries. Spaces have been distributed across the site to serve a variety of terminals and reduce travel distances as much as possible.

Accessible car parking spaces are large enough to allow wheelchairs to be manoeuvred and people and their mobility aids to be transferred. Undercover car parking spaces allow for certain vans and cars transporting wheelchairs on the roof. Drivers of high vehicles should note that height restrictions apply in all undercover parking areas and these height restrictions are signed at the carpark entries. Generally, the spaces have been constructed within suitable gradients and surface finish, (bitumen or concrete generally), to ensure wheelchairs remain stationary during transfer.

The spaces have been clearly sign-posted and marked with the international symbol for access. Drivers and passengers with disabilities are advised that valid Australian Disability Parking Permits and valid Queensland Disability Parking Permits are accepted and must be displayed on the vehicle at all times.

BAC acknowledge that there may be some inconvenience caused with the existing car parking areas associated with Domestic Terminal due to the current construction works. We thank you for your co-operation and patience while we build this new and exciting facility which will enable us to enhance your visit to Brisbane Airport.

3.7 Tactile Ground Surface Indicators

Warning tactile ground surface indicators are located externally where hazards exist, including to stairs, ramps, escalators, set-down areas and designated crossing points, to assist persons who are blind or have low vision.

BAC reviews and implements changes to legislation. In the case of non-retrospective Australian Standards and guidelines being updated with the intent to improve access for all members of the community, including people with disabilities; BAC in association with our airline partners will implement the changes to the

Standards wherever it is reasonable to do so.

Directional tactile ground surface indicators are installed sparingly throughout Brisbane Airport and more holistic way-finding strategies are being considered to maximise use of existing features, landmarks, and visual cues. BAC are aiming for a consistent approach to the application and installation of tactile ground surface indicators throughout airport facilities and in line with the requirements of the Premises Standards and the Building Code of Australia.

3.8 Direct Assistance

Direct assistance from the front of the Terminal buildings to, through check-in areas and to the departure gates may be available if pre-arranged and agreed with the relevant airline in advance. Similarly, direct assistance from the baggage collection area to the various transport collection points may be available if pre-arranged and agreed with the relevant airline in advance.

It is the responsibility of the passenger to advise their airline of any disabilities and the level of assistance required at the time of booking, or with sufficient notice. This allows the airline to make appropriate arrangements.

BAC provides the infrastructure for the airlines to conduct their business, it is the responsibility of



the airlines to provide assistance from the check-in counters to the aircraft and from the aircraft to the baggage reclaim area. Passengers utilising direct assistance must clearly advise the person providing direct assistance with regard to their mode of ongoing travel. This is to ensure that direct assistance is provided to the correct transport point.

Please refer to Appendix A for links to relevant airline

information and Section 6 : Direct Assistance.

4. Security Screening

The purpose of aviation screening is to protect passengers, airline crew, aircraft from unlawful acts and behaviours. Standard methods and procedures are required to identify and detect weapons, explosives or other dangerous items, which may be used unlawfully.

All persons employed or subcontracted to Brisbane Airport Corporation to undertake Security Screening have undergone initial and annual refresher training to ensure they have achieved competency with the standard operating procedures issued by the Office of Transport Security. These procedures have been developed, and are reviewed on a regular basis, to ensure the smooth and efficient movement of passengers through screening points.

All officers at the BAC operated screening points located at the International Terminal and the Common User Area of the Domestic Terminal have also received training in customer service.

Qantas and Virgin Australia operate the screening points located at the Qantas and Virgin Australia areas of the Domestic Terminal.

4.1 At the Screening Point

All departing passengers are subject to security screening prior to entering a sterile area¹ and boarding aircraft, and must keep track of their belongings during the screening process. It is recommended that valuables such as wallets, passports, jewellery and cameras be placed in hand luggage before reaching the screening point.

At times, passengers will alarm screening equipment and further screening will be required before being cleared for travel. If this does occur, the passenger may be asked to undergo a physical search. If this is the case, a passenger may request this further screening to take place in a private room.

Passengers will be selected on a random basis to undergo additional Explosive Trace Detection testing.

¹ The sterile area refers to parts within an airport, which provides passengers access to the boarding gates and aircraft. This area is controlled by the Office of Transport Security, or an airline operator.

4.2 Prohibited Items

BAC advises that any passengers with questions about export restrictions, including prohibited exports, pharmaceutical drugs and currency limits, should check with the Australian Customs Service prior to travel. Items such as nail clippers with pointed ends, scissors with pointed ends, pocket knives, metal nail files with pointed ends and some umbrellas should not be packed in carry-on luggage. Any items of this kind should be packed in checked luggage. If these items are detected at screening points, passengers are required to surrender them. Small scissors, nail files and nail clippers with rounded ends may be permitted in carry-on luggage subject to approval of the screening officer.

In addition, any flammable liquids, gases, or other dangerous goods must not be carried or packed within bags. When detected, these items will be removed by Aviation Protection Officers. Aerosols and laptop computers must be removed from bags at the security point and screened separately. Passengers are advised that electronic equipment will not be damaged by X-ray screening.

Checked baggage is also subject to screening. It is recommended that passengers contact the relevant airline for further information regarding items which can, and cannot be taken on board, either in carry-on luggage or in checked baggage.

4.3 International Passengers

There are additional restrictions on the quantity of liquids, aerosols and gels, passengers may carry onboard the aircraft, including duty-free items. This is for protection against the threat of liquid explosives on flights in and out of Australia, and the rules apply to all passengers arriving on international flights who are transiting in Australia, and passengers travelling on the domestic leg of an international flight within Australia.

Duty free liquids and gels are subject to these restrictions and may be confiscated at the first point of entry to Australia



in the case of transiting or transferring passengers. This includes passengers transiting through Brisbane on another international flight to either an Australian or International destination or who are continuing their journey on the same flight to another Australian airport. Passengers on transiting flights will in all cases be required to disembark and be screened at the first point of entry to Australia prior to continuing their journey.

Some exemptions apply for medicines, medical products, medical devices, and baby products that may be required during the flight. For further details regarding these exemptions and any supporting documentation which may be required during travel, refer to the Australian Government travel security website.

TravelSECURE:
website: <http://travelsecure.infrastructure.gov.au>

4.4 Special Circumstances

A range of factors may influence the ability of a person to navigate the passenger screening process and it is recommended that passengers be prepared before they arrive at the airport to avoid any unnecessary complications or delays.

Persons requiring greater assistance at security screening points, such as people with disabilities and older persons are advised to notify their airline carrier at the time of purchasing their ticket and prior to arrival at Brisbane Airport of the following:

Medical Implants

- Passengers with medical implants, such as pacemakers, insulin pumps or cochlear implants, must be careful when passing through airport security. These passengers are advised to request

separate screening in order to avoid the walk-through metal detector.

- It is important that you have your pacemaker identification card with you, in case this is required.

Artificial Limbs / Prosthesis

- Passengers are advised to notify the security staff of their condition prior to passing through the walk-through metal detector so alternate screening can occur.

Walking aids

- Walking aids will also be subject to security screening, which may include X-ray or Explosive Trace Detection. If you need to sit down during this process, chairs are available.

Wheelchairs

- Security staff are familiar with the movement of passengers requiring a mobility aid and these passengers will be met directly. All items carried by the person in their wheelchair are required to be cleared using the X-ray equipment. Any additional items will be visually inspected.
- If the passenger is able to stand but not walk, the person can be cleared with the use of a hand-held metal detector. However, if the person is unable to move from the wheelchair, the security officer will outline the procedure for a pat-down search. This can be undertaken by an officer of the same sex and a private search room is available for use.

Prams / Strollers

- These will be subject to screening and allowed entry to the sterile area at the screening point. Passengers travelling with an airline are advised to contact their airline for further advice regarding the carriage of prams and strollers on board the aircraft.

Passengers are reminded that private screening rooms are available upon request, should this be required.

5. Airport Terminals

5.1 Arrivals and Departures

It is the responsibility of the airline to provide assistance if required while you transit through the

airport and prior to boarding your flight, passengers are advised to notify their airline or agent at the time of purchasing their ticket to allow them to make any necessary arrangements prior to your arrival.

Refer to Section 1: Prior to Arrival for further information and Appendix A for links to relevant airline websites.

5.2 Check-in

Passengers are advised to allow ample time prior to flight departure to process through check-in, security screening points and immigration. Generally, check-in counters for international flights open 3 hours prior to departure, and 1.5 hours for domestic flights.

Within the Domestic Terminals, check-in counters are located on the entry level (Level 1). On this level, the Terminal consists of three key areas: Qantas, Common User Terminal (Jetstar, Alliance, Tiger Airways, Skytrans, Brindabella and others) and Virgin Australia. Separate check-in counters are provided for each airline operating from this Terminal. Generally, these are located in front of entry doors. However depending upon your means of transport, you may be required to travel a short distance to the relevant airline counter.

Refer to Terminal Maps located in Appendix B to identify your relevant airline check-in counter and Section 2 : Kerbside Processes to determine the most appropriate location for parking and / or drop-off.

Within the International Terminal, check-in counters are located in a single location within the departures (Level 4) area. Large overhead display screens present important information regarding each departing flight, including the location of the check-in counter (row) and the current status of the flight, i.e. "check-in open". If you have any difficulties reading these signs or interpreting the information displayed, please approach one of the Brisbane Airport Ambassadors or friendly airline ground crew for assistance.

Refer to Section 5 : Direct Assistance for further information regarding our Brisbane Airport Ambassadors.

Currently, there are no wheelchair-accessible check-in counters, however passengers requiring special assistance, including older persons and those with a

disability are advised to notify their airline at the time of purchasing their ticket and prior to their arrival, in order to ensure the necessary assistance is provided. BAC provide Airport Ambassador's to assist passengers with information during peak periods but this service is for landside information, that is, prior to entering the Customs-controlled area.

Typically, these passengers will be assisted at the appropriate service counters, as designated by airline ground crew or a Brisbane Airport Ambassador. In the International Terminal, these are located at the start of check-in counter rows. During busy periods, service counters open at either end of these rows.

5.3 Self Check-in

Within the Domestic Terminal, some airlines, including Qantas, Virgin Australia and Jetstar have self-service check-in kiosks located within the check-in area, which provide an alternative check-in option. These self-service check-in kiosks are owned and operated by the relevant airline. To use this service, passengers require the booking reference, applicable airline frequent-flyer number and/or card, or may scan the barcode located on their itinerary.

It is understood that these kiosks have been configured to facilitate access by all, however any passengers who notified their airline or agent at the time of booking of their special needs or are unable to use this service are requested to check-in via the counters.

Further to this, some airlines have strict conditions regarding check-in procedures and times, which if not adhered to, may result in a financial penalty or inability to board the booked flight. All passengers should contact their airline prior to arrival at the airport to discuss any airline-specific requirements.

5.4 Waiting Areas

A large proportion of your time at the airport will be spent waiting, either for your departing flight, or arriving flights of friends or family. A number of rest areas are provided throughout the Terminal buildings for your comfort. These are located adjacent to transport drop-off and collection areas, within check-in areas, and throughout the boarding gates.

Currently, the design of seating areas varies



throughout the Domestic and International Terminals, including some seats with and without armrests and backrests. BAC is working towards a consistent approach for the provision and design of seating areas.

5.5 Public Toilet Facilities

Providing accessible toilets is fundamental for all persons accessing the Terminal buildings. The accessible toilets throughout the Terminal buildings are unisex which is preferred as they allow carers of the opposite sex to provide assistance as required. Typically, they are easy to find and located along main routes and next to other facilities. They are also located within easy reach (no more than 120 metres away) at any time.

These locations are indicated on the Terminal Maps included in Appendices D and E.

Generally, the toilet facilities are designed to provide adequate circulation for manoeuvring around the toilet pan, the hand basin (which is usually provided within the same space) and the door. These facilities are identified with the international symbol for access².


It should be noted that some, but not all, of the accessible toilet facilities incorporate accessible showers.

As part of BAC's ongoing commitment to the provision of accessibility facilities for all, BAC has audited each accessible facility located throughout Brisbane Airport with the intent to upgrade facilities in line with the requirement and timetables contained within the Premises Standards as the Standards relate to Public Transport Buildings. A Disability Access Management Plan has been developed for the Domestic Terminal while a Plan is currently being developed for the International Terminal. Projects to implement the identified upgrade works identified with the plans are currently in progress.

Refer to Section 9 : Expected Improvements.

5.6 Baby Change

Baby change facilities and dedicated parenting

2 The international symbol for access is represented on a blue (ultramarine) background 

rooms are located in various locations throughout the Terminal buildings and provide a valuable resource for parents to perform many functions. Facilities include private feeding rooms, microwave facilities and change benches.

The design of these facilities and provisions within vary, particularly throughout the Domestic Terminal, however BAC plans to work in conjunction with Qantas and Virgin Australia to achieve consistency. Refer to Section 8 : Expected Improvements.

5.7 Drinking Fountains

There are drinking fountains within the Terminal buildings for your convenience, including accessible drinking fountains throughout the International Terminal.

5.8 Flight Information and Displays

Flight Information Display Screens (FIDS) are located throughout the public areas within the International and Domestic Terminals. These screens provide information regarding flight arrival and departure times, gate numbers and boarding calls, i.e. go to gate, boarding and final call. This information is updated to indicate flight delays, and information when flights have landed. The information displayed on the FIDS is supplemented by public address announcements.

Passengers with sensory impairments who may require assistance while awaiting flight boarding should notify their airline at the time of purchasing their ticket and upon arrival at the Terminal. All passengers are advised to arrive at the boarding gate prior to the scheduled boarding time. For Domestic flights, boarding typically commences 30 minutes prior to scheduled flight departure. For International flights, boarding typically commences 40 minutes prior to scheduled flight departure.

All passengers are advised that airline announcements for specific passengers, i.e. last calls for passengers who cannot be located within the proximity of the boarding gates at the time of boarding, are not replicated on the FIDS. These systems display general flight information only.

Passengers should note that the public address systems at the Domestic Terminal are airline specific. This

means that airline announcements made in one airline's area cannot be heard throughout the remaining sections of the Domestic Terminal. For example Jetstar or Virgin Australia announcements cannot be heard in the Qantas area of the Terminal.

The FIDS located within the International Terminal have the capacity to provide emergency warning information in the event of an incident within the Terminal. Refer Section 4.16 : Evacuation from Terminals for further information regarding Emergency Response.


5.9 Assistive Listening Systems and Hearing Loops

The International Terminal building includes a number of hearing loops in designated locations throughout the terminal building to assist people with hearing difficulties. These are located throughout the departures (Level 4) check-in area, arrivals (Level 2) area, boarding gates and main retail (sterile) area.

Signs incorporating the international symbol for deafness³ are located throughout the Terminal building, indicating the location and extent of the areas covered by this system.

People who wear hearing aids fitted with a T-switch⁴ will be able to hear any announcements with the least amount of distortion, and minimal background noise and interference.

At this stage, there is limited provision of assistive listening systems throughout the Domestic Terminal and at counter areas. As part of the accessibility audit currently being undertaken by BAC in conjunction with our access consultants, the provision of hearing augmentation listening systems will be reviewed and prioritised accordingly.

3 The international symbol for deafness is represented on a blue (ultramarine) background 

4 A hearing aid, with an in-built telecoil or T-switch, facilitates access to the benefits of assistive listening devices. The system works by changing soundwaves from the speaker's voice as it moves through the microphone, into an electrical current. This signal is amplified and sent through the coil (hearing loop). The loop emits a magnetic field into the immediate area. This field is picked up by the hearing aid (when the T-switch is turned on), amplified and converted back into an audible sound.

Refer to Section 8 : Expected Improvements for further details regarding the accessibility audit.

5.10 Public Telephones

Public telephones are located throughout all areas of the Domestic and International Terminals. These locations are indicated on the Terminal Maps included in Appendices D and E.

The majority of the telephones provided within the Terminal buildings, excluding the Qantas Domestic Terminal, are supplied by TriTel Australia. Each of these telephones include the following features:

- Instructions in five languages,
- Adjustable volume control,
- Hearing aid coupler⁵,



- Long handset cord, and
- Call charge rates displayed on the signage on the inside of the pay phone booths
- Credit card payment facilities.

The public telephones located throughout the Qantas Domestic Terminal are supplied and maintained by

5 A hearing aid coupler is incorporated into the handset of the telephone, enabling people who wear hearing aids fitted with a T-switch to hear the speaker with the least amount of distortion, and minimal background noise and interference.

Telstra.

A telephone with teletypewriter (TTY) facility is located adjacent to the Qantas Baggage Carousel on Level 1 of the Domestic Terminal building and on levels 2, 3 and 4 of the International Terminal.

5.11 Internet Kiosks

A number of internet kiosk facilities are located throughout all areas of the Domestic and International Terminals, specifically within proximity to boarding gates and within main retail areas. These locations are indicated on the Terminal Maps included in Appendices D and E.

Generally, internet kiosks provide a reasonable degree of accessibility for the majority of users, including installation at lower heights and adequate clearance under the bench. These kiosks are supplied and maintained by a third-party.

5.12 Directory Boards and Signage

Directory boards, incorporating tactile and Braille features, and "You are Here" information, are located at all key entry points to the International Terminal building and are conveniently and consistently located throughout the International Terminal building at regular intervals. To complement the static directory boards, interactive, touch-screen information directory systems are installed at the International Terminal building while directional signage incorporating international symbols for services and facilities are installed.

Directory boards are not currently installed at the Domestic Terminal building. The provision of these boards and the quality and consistency of the current way-finding strategy for the Domestic Terminal is currently under review as part of the accessibility audit currently being undertaken. Refer to Section 9 : Expected Improvements for further details regarding the accessibility audit.

5.13 Access to / from Aircraft

Smooth and uninterrupted access to and from aircrafts is facilitated by the provision of ramps and aerobridges. Older persons and passengers with special needs can request assistance from airline crew

for boarding and disembarking. As noted previously, passengers are advised to notify the relevant airline or agent at the time of booking with confirmation prior to travel.

In cases where an aerobridge is not provided, or are temporarily unavailable, devices are available for lifting passengers onto and off an aircraft and airline crew will assist passengers. The design and function of lifting devices can vary from airline to airline, particularly between domestic carriers, however in the majority of cases will generally allow for the passenger to remain in the airline wheelchair.

This may be the case for regional flights and applies to all flights departing from the Domestic Common User Terminal during the upgrade works. BAC thanks all passengers for their co-operation and patience while we build this new and exciting facility.

Passengers who use wheelchairs

In the majority of cases, passengers who use wheelchairs for mobility are able to take their own wheelchair to the boarding gate. However this procedure can vary between airlines. Passengers are advised to discuss the procedure with their airline prior to travel.

Passengers taking their own wheelchair to the boarding gate are advised to arrive early for boarding. Passengers will be required to transfer to an airline wheelchair for boarding and disembarking, and are responsible for advising their airline and ground crew how best they can be assisted. It is noted that the airline wheelchairs are narrow in width to facilitate movement up and down the aircraft aisles.

Following transfer to the airline wheelchair, the passenger's day chair will be tagged and cleared for stowage in the baggage hold, and will be available at the gate upon arrival at their destination.

Battery-powered wheelchairs and mobility aids

For safety reasons, the carriage of battery-powered wheelchairs and mobility aids by airlines is regulated under national and international laws.



These laws outline specific procedures for the transportation of batteries, which typically cannot travel as baggage within the baggage hold, however exemptions apply for battery-powered wheelchairs, where certain requirements can be met by the airline.

These requirements are in place to prevent fire due to heat or sparks developed should the battery be short-circuited, and to reduce as far as is possible the risk of spillage of battery electrolyte during loading, flight and unloading and possible corrosion damage to the aircraft, baggage and cargo.

The procedures the airlines must follow are time consuming and delays may be experienced. However, this can be reduced by making advance arrangements with the airline as early as possible before the proposed flight, and allowing sufficient time for any necessary preparation of the wheelchair for flight prior to boarding.

Passengers are advised to carry details of the type of battery installed within their mobility aid and notify the airline when making arrangements, as this will allow the airline to adequately prepare the flight.

Guide Dogs and Assistance Animals

Guide dogs and other accredited assistance animals are welcome inside the terminal and on aircraft, where the animal is assisting a person with sensory impairment.

Typically, airline operators will only accept assistance animals within the aircraft cabin that have been appropriately trained, sufficient to pass a public access test by specific organisations. Guide dogs lie on an absorbent mat either in front of your seat in Business and First Class, or in front of the adjacent seat in Economy. Passengers are advised to liaise with their airline prior to travel to ensure their animal can be cleared for travel within the cabin.

It is important that you have your dog's proof of identity card with you during travel, indicating the level of appropriate training attained, as issued by the relevant organisation.

Passengers with assistance animals planning travel on international flights must check restrictions and regulations regarding boarding, disembarking, transit, inoculation and quarantine of their animal. Information

regarding Australian quarantine regulations can be found on the AQIS website at <http://www.daff.gov.au/aqis>

Passengers travelling to the United Kingdom are advised to access the Department for Environment, Food and Rural Affairs (defra) website <http://www.defra.gov.uk/wildlife-pets/pets/travel/index.htm>

For all other countries, refer to the local authority.

5.14 Terminal Transfers

BAC aims to provide facilities that are accessible to all members of the community. This commitment extends beyond the terminal buildings. Several options for transportation between Terminals is available, detailed in Section 2 : Kerbside Processes.

5.15 International Flights and Border Security Areas

Passengers travelling on an International flight will be subject to security screening and border security processes. These processes are detailed in Section 3 : Security Screening.

Further information is available from the Department of Infrastructure, Transport, Regional Development and Local Government website:

<http://www.infrastrucutre.gov.au>

and TravelSECURE website:

<http://travelsecure.infrastructure.gov.au>

Passengers with specific enquiries regarding International Border Security procedures are advised to contact the Australian Customs Service at

<http://www.customs.gov.au>

or Australian Quarantine and Inspection Service at

<http://www.daff.gov.au/aqis>

5.16 Evacuation from Terminals

In the event of evacuation from terminal buildings or car parking areas, an alarm will sound and the Chief Fire Warden will make an emergency public announcement, outlining verbal instructions to evacuate. The evacuation process for the Brisbane Airport is a cascading procedure, meaning that only those areas directly threatened will be evacuated first. Those areas at lesser risk will be evacuated as the priority increases.



The FIDS located within the International Terminal have the capacity to provide emergency warning information in the event of an incident, supplementing public announcements and visual alarms, which are installed within public amenities.

When notified to evacuate, all building occupants must make their way to the nearest exit and follow the direction of building wardens (identified by white and red helmets) and uniformed staff. No one will be permitted re-entry to the building until it is safe to do so, everyone will be directed to evacuation areas. Airport security staff and airline crew will be the first priority to re-enter the buildings followed by other airport staff and passengers. This will ensure that systems are re-activated to process passengers.

You should take all your luggage and possessions with you when evacuating the building, unless specifically directed to leave it by wardens or in the case of the International Terminal by Customs officers.

6. Direct Assistance

6.1 Airline Responsibility

It is the responsibility of the airlines to provide direct assistance to their passengers where notified and advised that special assistance is required.

Assistance may commence upon the passenger's arrival at the airport, or from check-in, depending on the arrangements confirmed with their airline prior to travel.

Refer to Section 1: Prior to Arrival regarding the extent of information which should be communicated to the airline or agent at the time of booking. Further to this, passengers are advised to ask if any restrictions

apply for carry-on and checked baggage, including requirements for transportation of prams, strollers, wheelchairs and other similar equipment, and the preferred time of arrival prior to flight departure.

Please refer to Appendix A for a comprehensive list of airlines which operate from the Domestic and International Terminals at Brisbane Airport, many of which are in the process of initiating improvement to support passengers with special requirements.

6.2 Assistive Equipment

Devices are available to assist passengers as they move through the Terminal buildings, including wheelchairs and people movers (buggies). These services are the responsibility of the airlines and it is recommended passengers contact their airline to ensure this service is available.

In addition to mobility aids, devices are available for lifting passengers onto and off an aircraft, in the absence of an aerobridge. The design and availability of these devices varies between the Terminal buildings, and airlines. In the majority of cases, the function allows the passenger to remain in the airline wheelchair. Passengers with queries regarding the availability of this service should contact their airline to discuss.

6.3 Airport Ambassadors

The Brisbane Airport Ambassadors are a dedicated team of volunteers who donate their time to assist all passengers and visitors to Brisbane Airport, to ensure a pleasant experience. The Airport Ambassador's role is to roam all levels of the International Terminal, and to operate the Visitor's Information Centre at the Domestic Terminal.

Ambassadors are easily identifiable in their blue shirts with the iconic yellow 'i' and can be found directing visitors and taking time to talk to and assist the public by providing information about airport services, helping with ground transport, suggesting local attractions for visitors, and providing similar assistance wherever possible.

Airport Ambassadors are unable to provide direct assistance to passengers with disabilities, including assistance transferring from their own wheelchair

to the airline wheelchair, or heavy lifting. This is the responsibility of the airline.

Ambassadors volunteer during peak periods, including:

- 0700 to 1100 daily in the International Terminal,
- 0700 to 1100, 1100 to 1445 weekdays, and 0830 to 1230 on weekends, in the Domestic Terminal.

6.4 Information and Assistance Enquires

There is a BAC office located within the International Terminal building on Level 3, accessible via the lifts and escalators. BAC staff members are available to answer or direct any airport enquiries, and are happy to assist wherever possible

Reception Hours 6:00 - 17:00

Contact Number +61 7 3406 3066

7. Service Delivery

7.1 Staff Skills & Training

Airport Ambassadors are a supplementary point of contact for passengers who require direct assistance upon arrival at the airport, supporting airline ground crew. Our ambassadors have a wide range of capabilities, and are trained to provide general assistance to all passengers. Where requests for assistance may extend beyond the ambassadors responsibilities, passengers may be directed to their airline or the Terminal duty manager.

7.2 Security Environment

In the instance of a heightened threat level being applied to Brisbane Airport, or the aviation industry as a whole, there may be unavoidable challenges with the delivery of the level of disability access outlined in this plan and certain key elements may be impacted.

Where the security environment is affected, BAC appreciates your cooperation and patience. If further information is required regarding any changed or temporary processes, passengers and visitors are advised to contact the BAC office on +61 (07) 3406 3000 or visit the BAC website for further information.

Website: www.brisbaneairport.com.au

7.3 Consultation

BAC are committed to promoting accessibility for all members of the community and works closely with representative groups and access consultants, to ensure airport projects and developments are delivered with consideration to the needs and expectations of all travellers.

Please refer to the commencement of this plan for specific details regarding the organisations consulted in the preparation of the Disability Access Facilitation Plan for Brisbane Airport. BAC acknowledges that consultation is an ongoing process to ensure continual development and improvement of this plan, and we welcome feedback. Refer to Section 7.2 : Enquires and Feedback regarding this process.

7.4 Performance Monitoring

BAC is committed to providing equitable and accessible facilities and services for all and we have various mechanisms in place to monitor performance and undertake appropriate remedial action within a reasonable time frame.

- BAC performance is monitored through:
- Compliance to the Airports Act 1996 Airports Regulations Quality of Service monitoring requirements;
 - Airports Council International Quality of Service surveys and peer comparisons; and
 - Our comprehensive complaints monitoring and reporting system.

BAC look forward to providing further details to the public regarding the key performance indicators against which accessibility is measured in future annual reports.

8. Communication Strategies

Information is a significant part of assisting people to access facilities and services. The provision of appropriate and relevant information can significantly enhance access to the Brisbane Airport. Once a person has arrived at the Terminal, they need to have clear and unambiguous information about the facility so that they can reach their destination without wasting time and energy. This compliments the information

available to passengers prior to arrival.

This facilitation plan is part of BAC's commitment to providing a high level of service which exceeds standard practices. The development of such, requires continual improvement with open and transparent communication.

8.1 Further Information

For further information please contact BAC reception between 8.30am and 5.00pm, Monday to Friday on:

Telephone: +61 (07) 3406 3000

Facsimile: +61 (07) 3406 3111

Email: info@bne.com.au

A detailed telephone answering service is available outside office hours. Please leave your details and one of our friendly staff members will return your call.

Brisbane Airport Corporation Pty Limited

ABN: 54 076 870 650

ACN: 076 870 650

11 The Circuit, Brisbane Airport,
Queensland 4007, Australia

Postal address:

P.O. Box 61,
Hamilton Central, Queensland 4007, Australia

Website: www.brisbaneairport.com.au

This plan and further Terminal Guides are available for download on the Brisbane Airport website. Hard copies and additional print material, including material in alternative formats is available upon request. Please contact our office on +61 (07) 3406 3000

8.2 Enquires and Feedback

BAC is committed to community consultation and we welcome enquires and feedback.

Feedback can be emailed to: feedback@bne.com.au

8.3 Complaints

Please contact BAC reception between 8.30am and 5.00pm, Monday to Friday, or email: info@bne.com.au

9. Expected Improvements

As part of BAC's commitment to providing accessible facilities and services, we are currently implementing a Disability Access Management Plan for the Domestic Terminal building and developing a Disability Access Management Plan for the International Terminal building. Both of these plans flow from disability access gap audits undertaken by BAC's accredited access consultant. The gap audits not only assessed the Terminals against the requirements of Part H2 of the Premises Standards but also against later Australian Standards with the intent to develop best practice solutions wherever reasonable to do so.

The disability Access Management Plans prioritise elements of building infrastructure to be upgraded in line with the timetables contained within Part H2 of the Premises Standards, but with the intent to exceed these requirements wherever it is reasonable to do so.

Future Developments

BAC as the Airport Lessee Company of Brisbane Airport, is required to ensure that facilities are developed to meet the current and future needs of South East Queensland. This responsibility means it must put into place appropriate planning and must make commitments to upgrade and expand the airport so that it operates efficiently and has the capacity to cater for a growing number of users.

BAC has committed around \$4.2 billion toward infrastructure over the next 20 years, including the recently delivered International Terminal Expansion Project and Northern Access Road Project as well as new terminals, a new runway system and the development of other industry precincts.

Appendix A : Airlines Operating from Brisbane Airport



www.aircalin.com



www.apng.com



www.airnz.com.au



www.airniugini.com.pg



www.airpacific.com



www.airvanuatu.com



www.allianceairlines.com.au



www.brindabella-airlines.com.au



www.cathaypacific.com.au



www.china-airlines.com



www.csair.com/en/



www.emirates.com



www.etihadairways.com



www.evaair.com



www.jetstar.com



www.koreanair.com



www.malaysiaairlines.com.au



www.norfolkair.com



www.ourairline.com.au



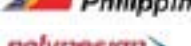
www.pacificblue.com.au



www.philippineairlines.com/home/home.jsp



www.polynesianblue.com.au



www.qantas.com.au



www.qantas.com.au



www.bruneiair.com



www.singaporeair.com.au



www.skytrans.com.au



www.flysolomons.com



www.thaiairways.com.au



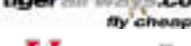
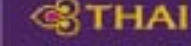
www.tigerairways.com

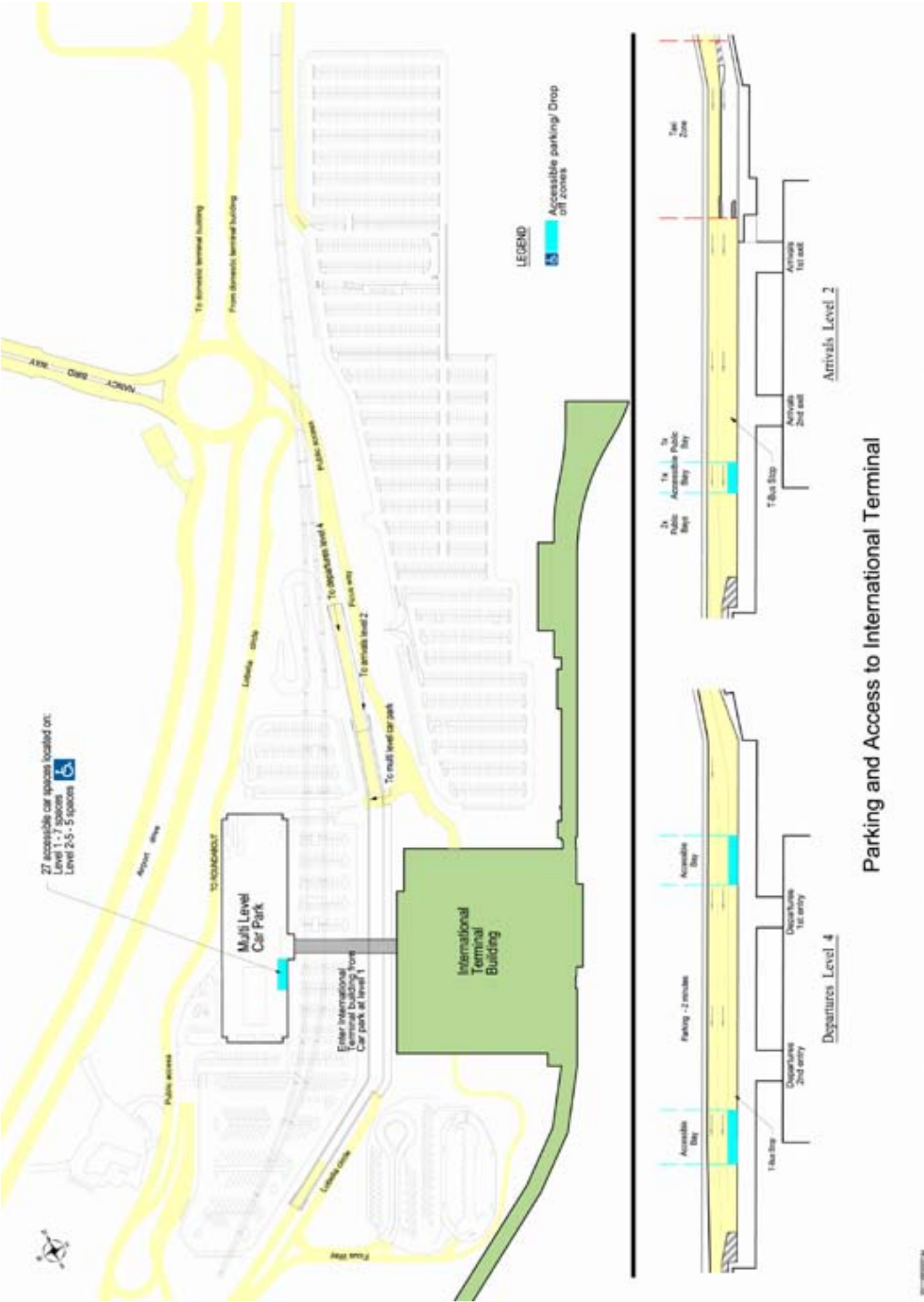
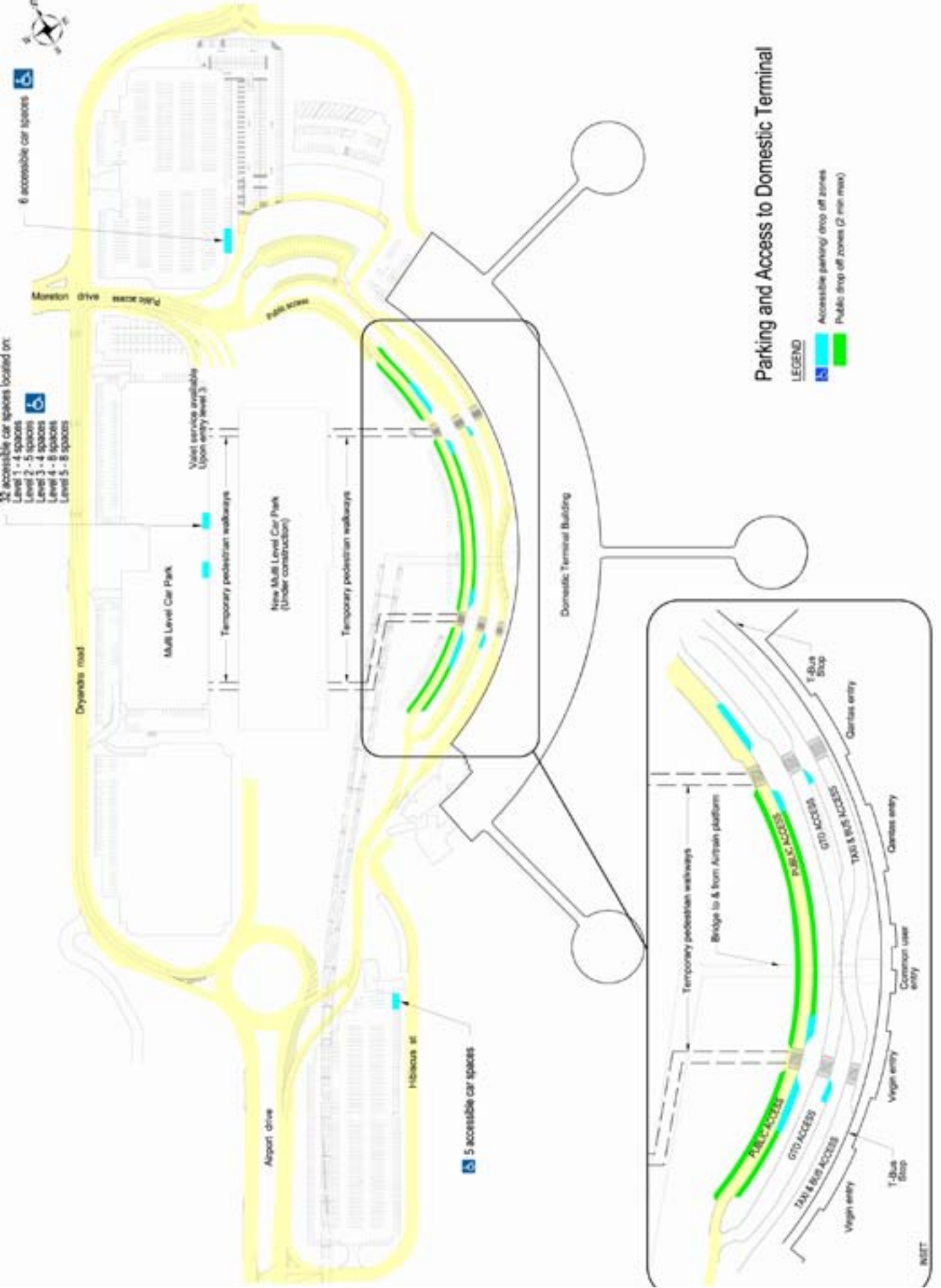


www.vaustralia.com.au

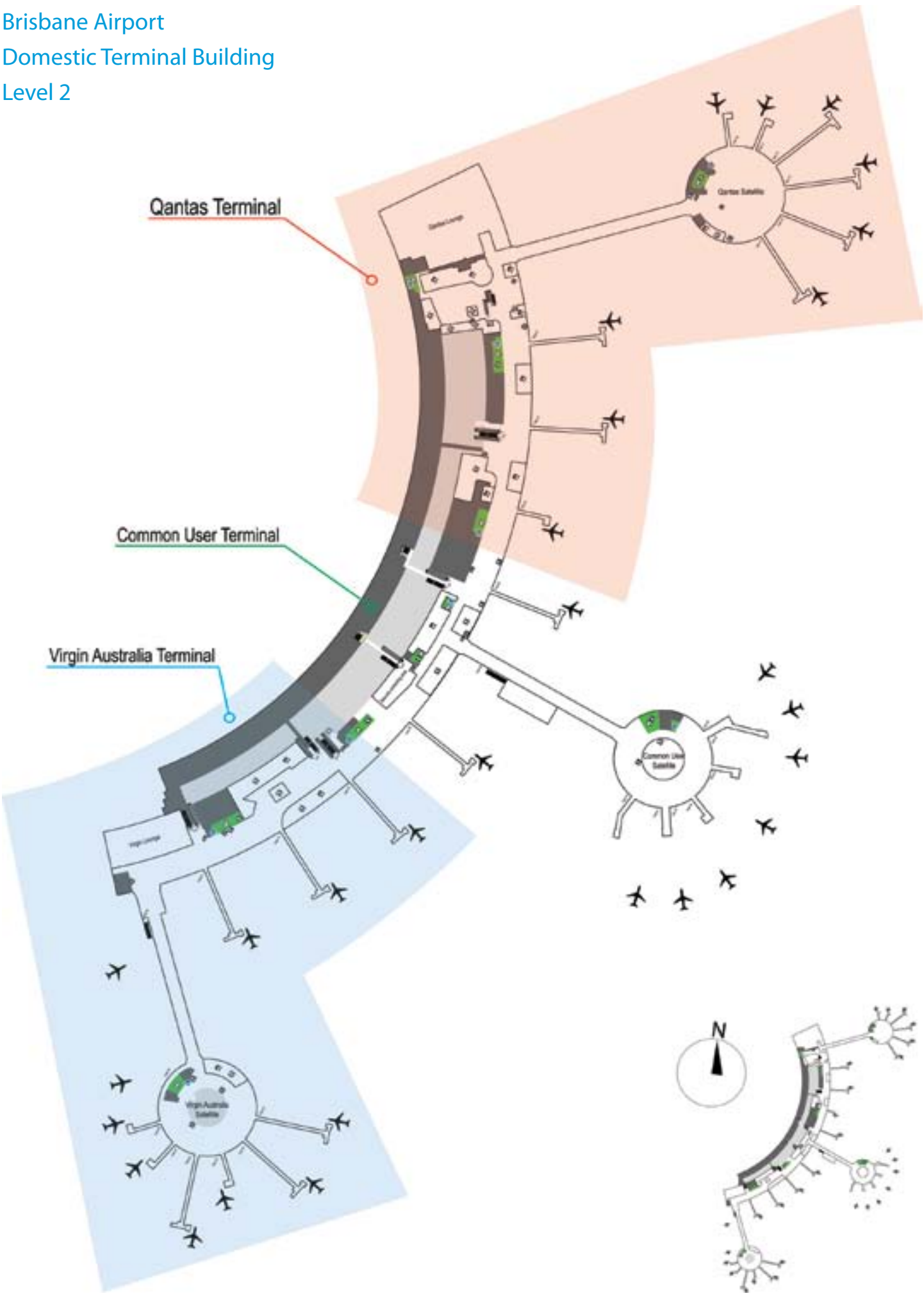
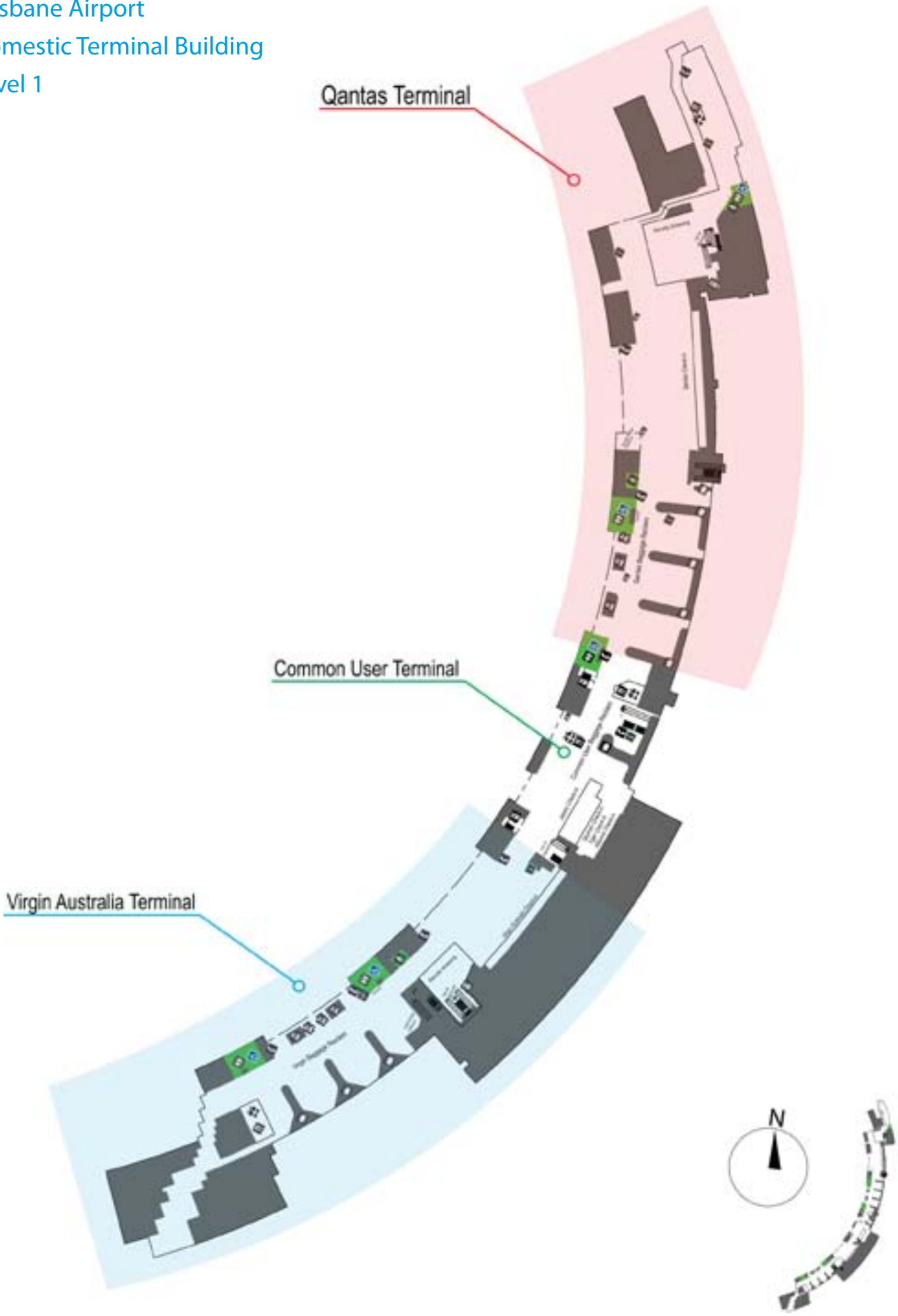


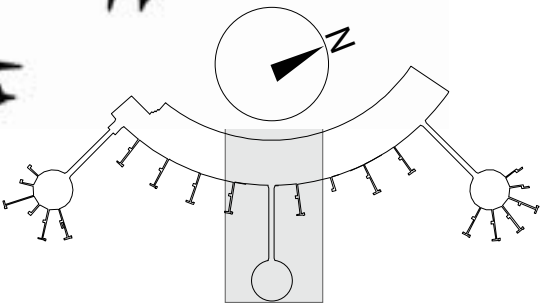
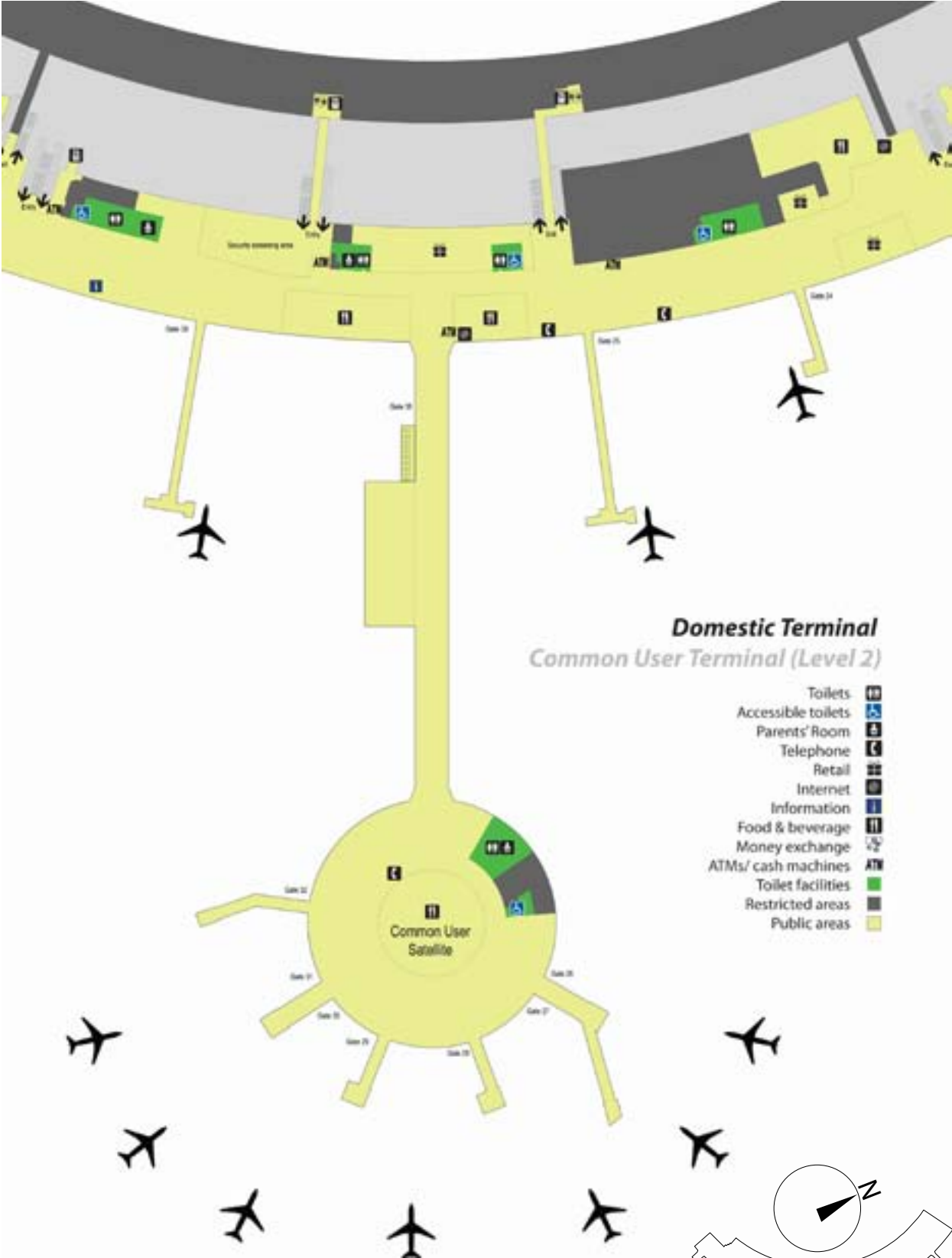
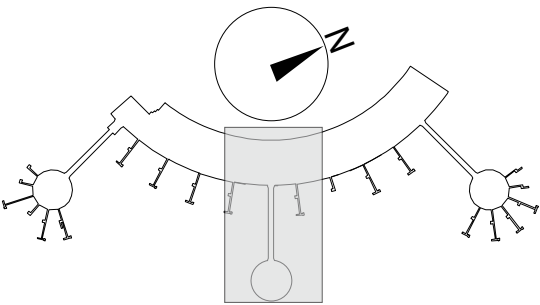
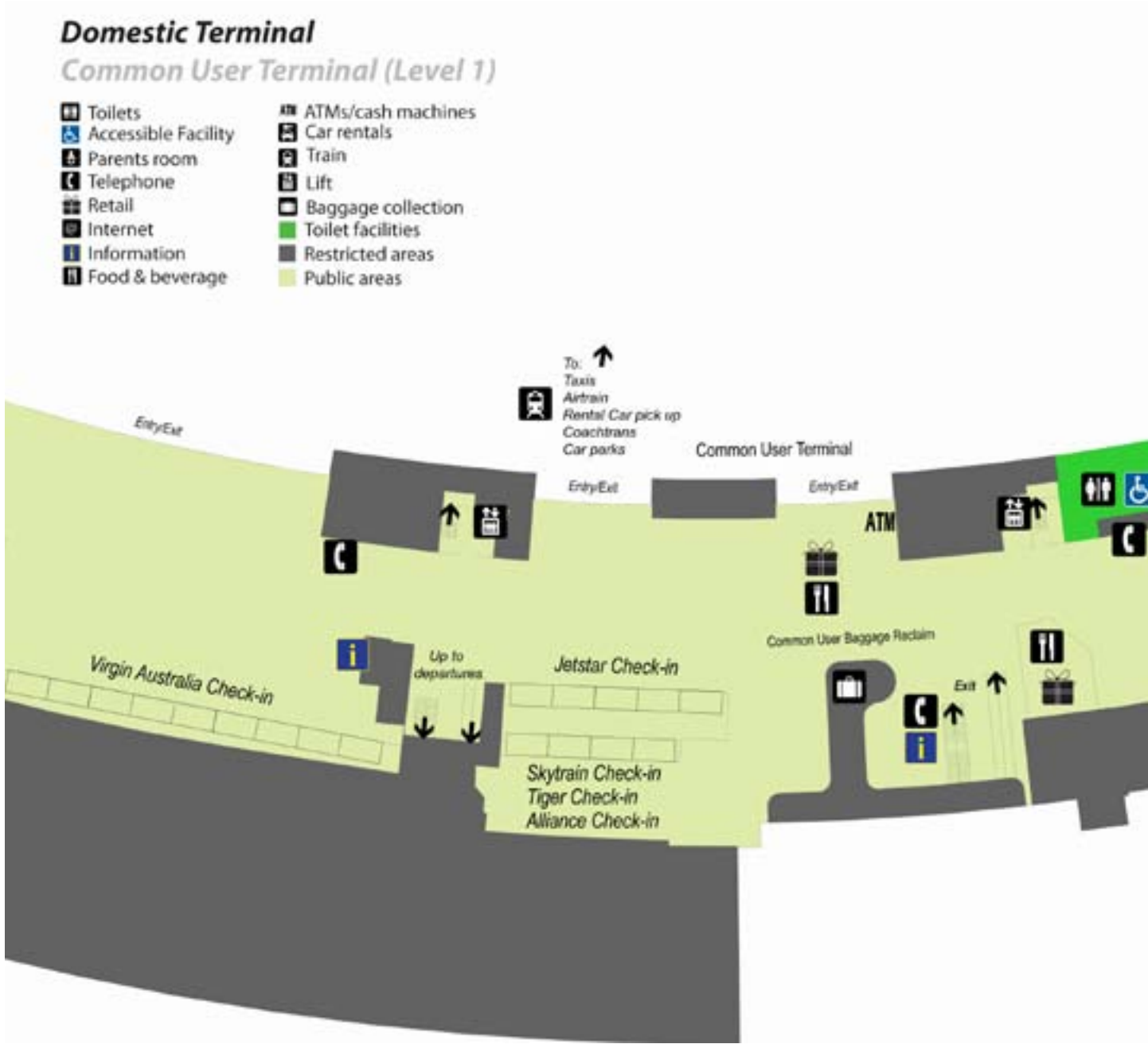
www.virginaustralia.com



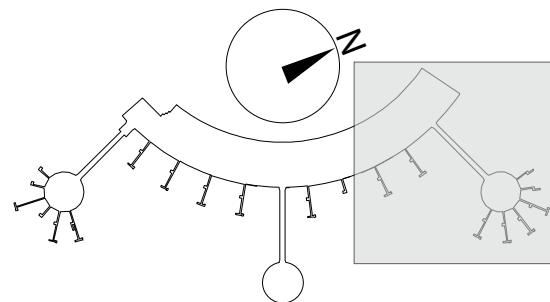


	Toilets		Baggage collection
	Accessible Toilets		Rental cars
	Parents' Room		Hearing loops
	Telephone		Train
	Retail		Lift
	Internet		Facilities
	Information		Restricted areas
	Food & beverage		Transit
	Money Exchange		Public areas
	ATMs/cash machines		

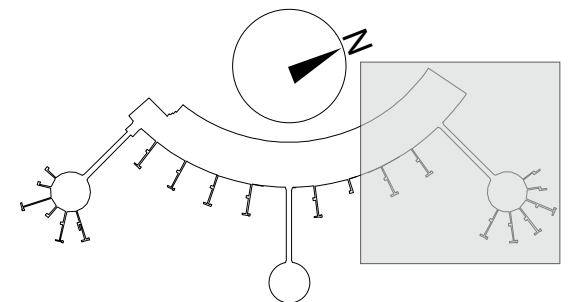
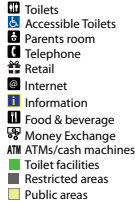


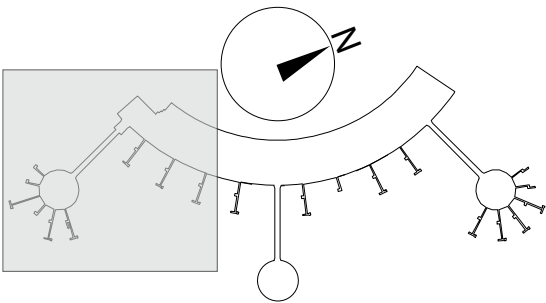
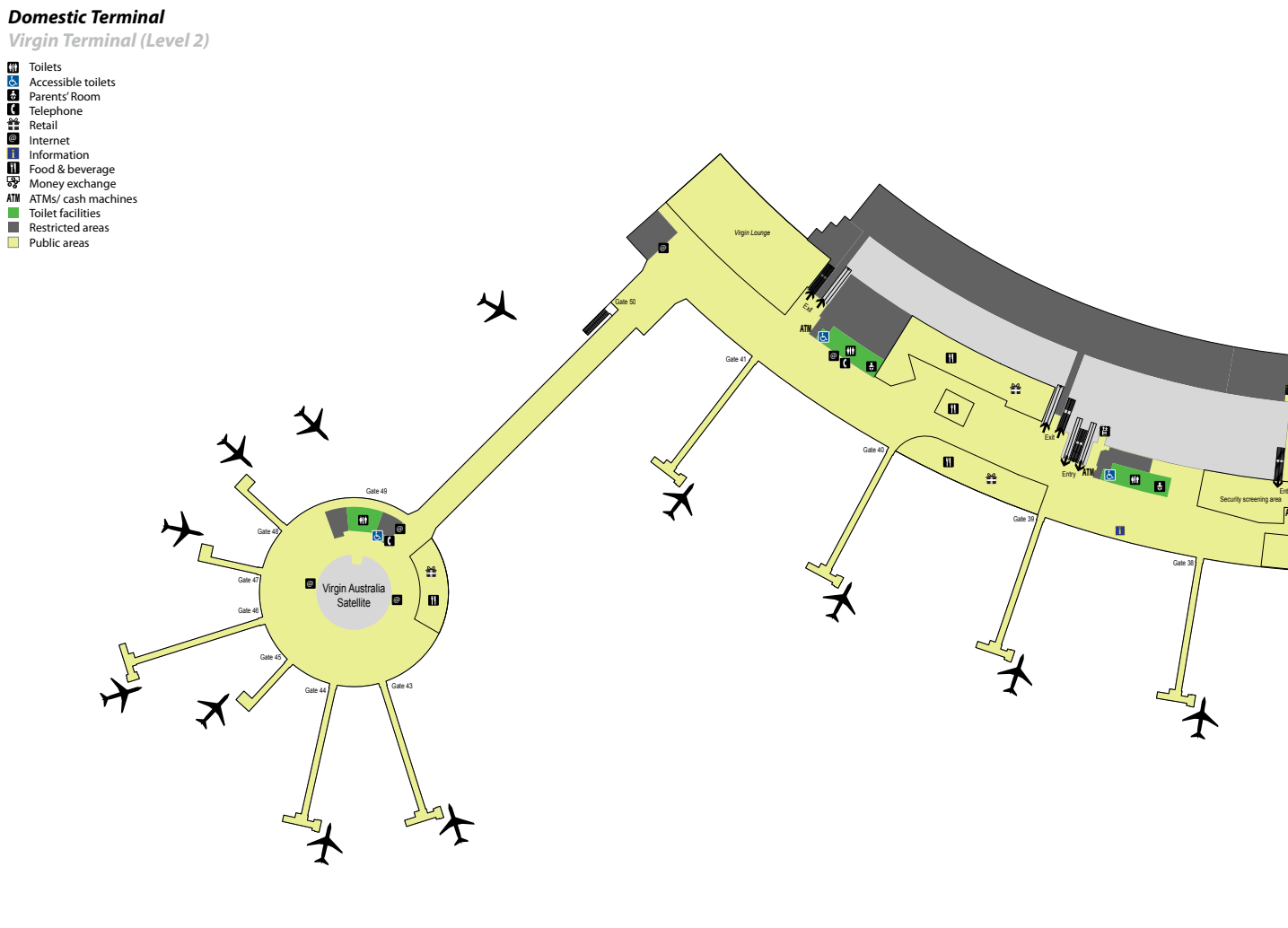
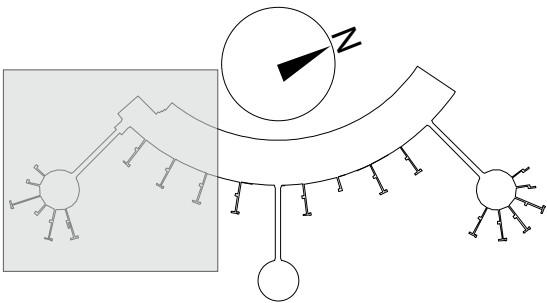
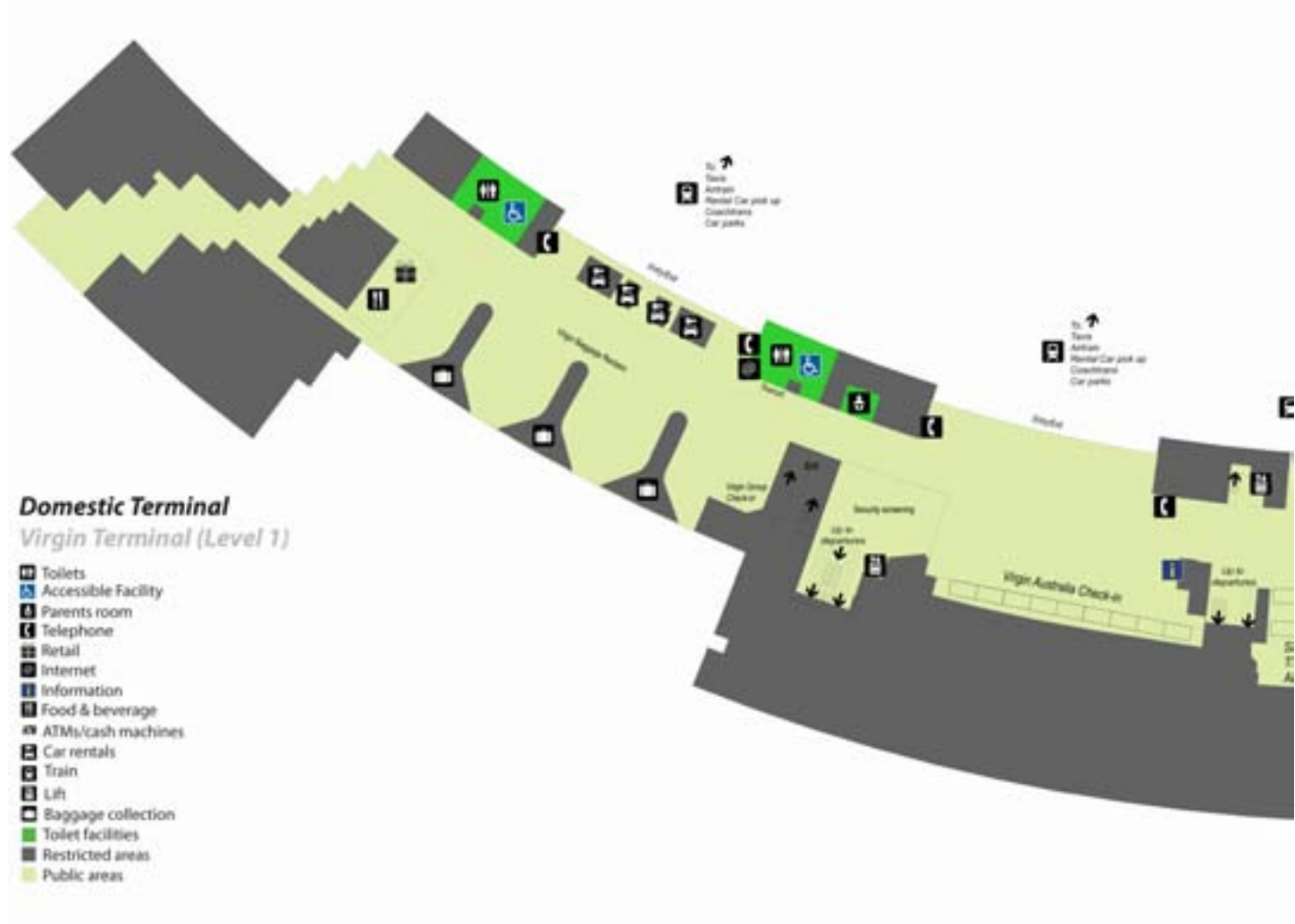


Level 1 - QANTAS Terminal



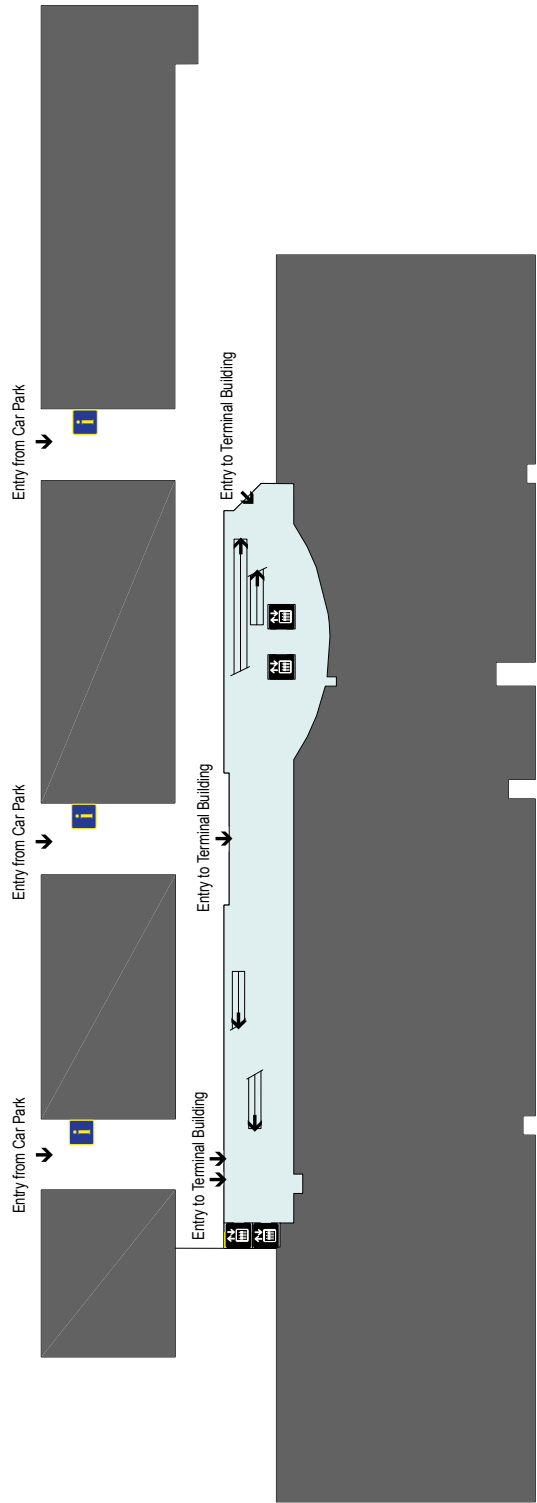
Level 2 - QANTAS Terminal

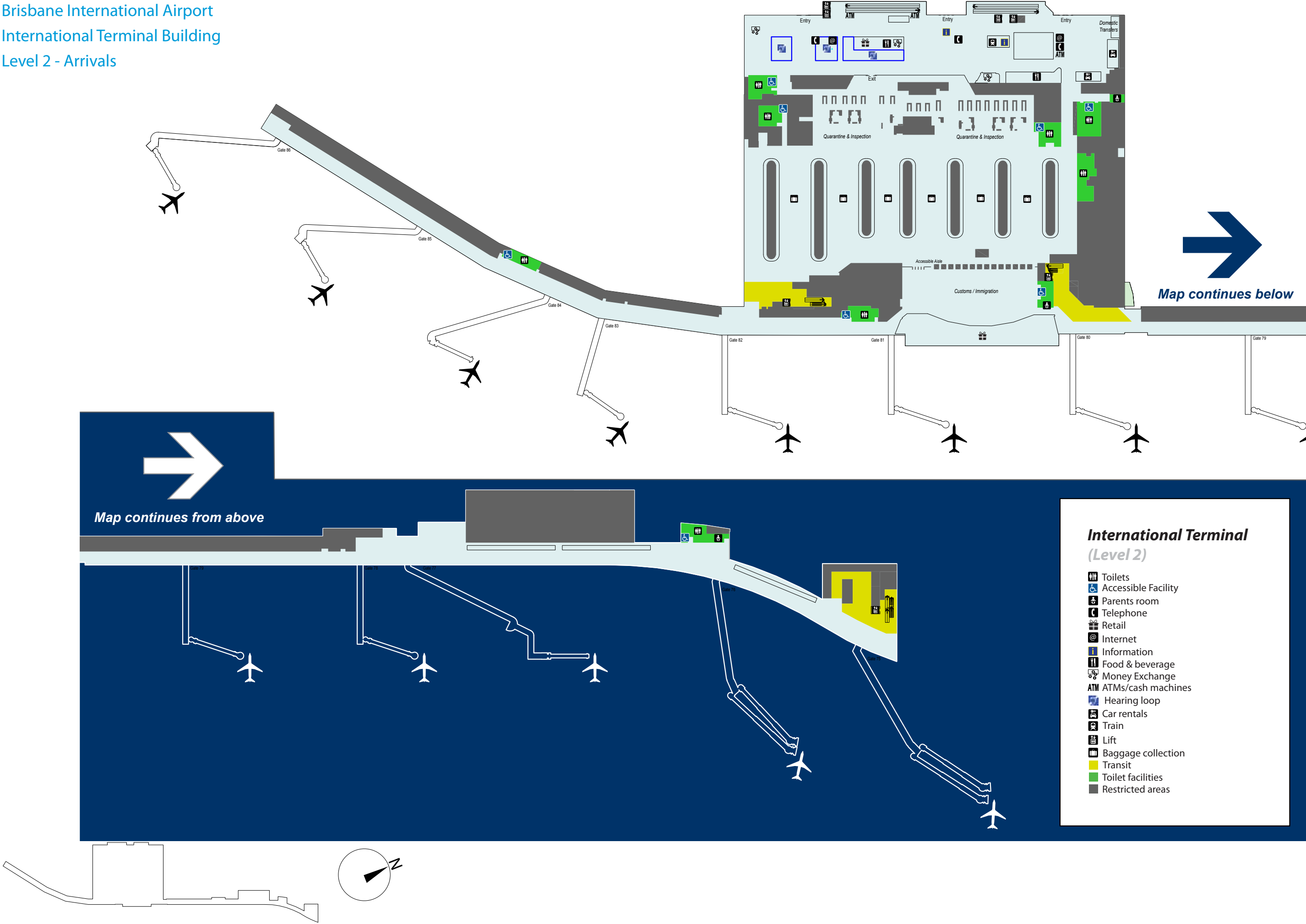


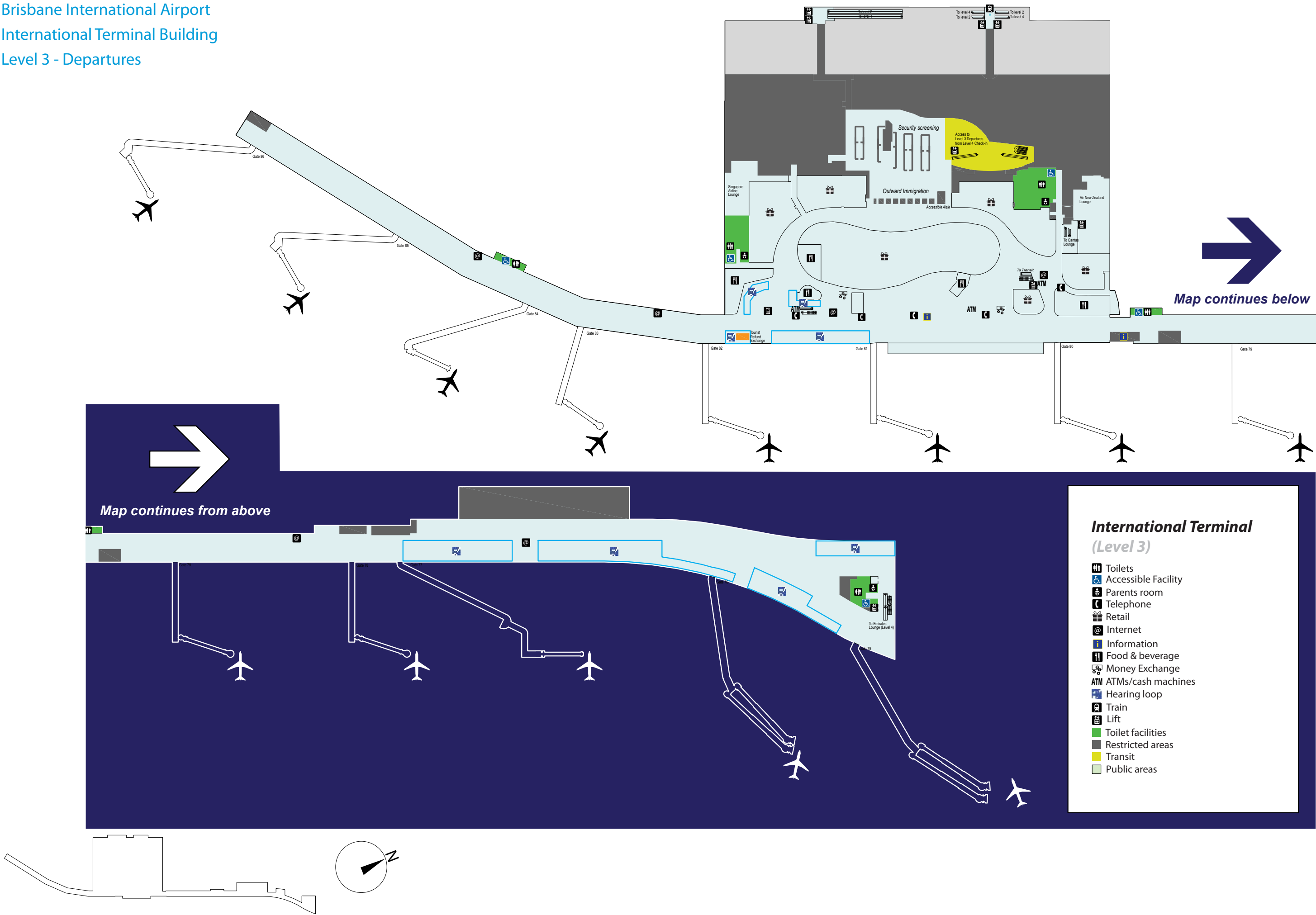


International Terminal
(Level 1)

-  Information
-  Lift
-  Restricted areas







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