



# Brisbane's New Runway

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Public Information Report

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# 01

# 01. BACKGROUND

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**Brisbane Airport Corporation (BAC) is committed to connecting Brisbane to the world and growing the future economic prosperity of the region. In order to meet increased demand, Brisbane Airport opened its new runway in July 2020. This delivered on a vision for a parallel runway system that was first announced by Australia's Prime Minister and Queensland's Premier on 16 December 1971. Brisbane's New Runway (BNR) was one of the largest aviation construction projects undertaken in Australia. BNR is a key piece of infrastructure that will enable the continued growth of Brisbane and the nation. The new runway will enable Brisbane Airport to better meet the demands of the community it serves, now and for future generations.**

Brisbane's New Parallel Runway (BNR) was delivered in three major phases between 2012 and 2020:

- Phase One – Civil works and dredging and reclamation works (completed between 2012-2015)
- Phase Two – Airfield planning, design and construction (2016-2020)
- Phase Three – Airspace design (2016-2020)

The communication strategy adopted by BAC was broken up into distinct phases that built upon the activities undertaken during the two-year community information campaign that commenced in 2005, and the formal 90-day consultation period, required as part of the Environmental Impact Statement and Major Development Plan (EIS/MDP) process, commencing towards the end of 2006.

At the time BAC implemented an innovative approach to communications and engagement which sought to specifically target communities based on distance from the airport at 5, 10, 15 and 20km radiuses. This geographical approach enabled tools and channels to be selected and tailored for stakeholders of a specific region. The widespread consultation that took place during this approval process saw BAC receive 196 formal submissions on the proposal, 20 of which were in support, and the stakeholder engagement campaign received various industry commendations at a state and national level.

The then Federal Minister for Transport and Regional Services approved the MDP for the runway in 2007 and, shortly thereafter, BAC published its Public Engagement Strategy (PES) to support the delivery of BNR, which was approved by the Australian Government. The PES called for a continuation of the two-way communication approach, engaging with stakeholders and providing them with the opportunity to participate in, and to comment on, issues of interest and concern. This approach has continued to shape the overall Communications Strategy BAC implements today.

## Phase One

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During 'Phase One' of BNR project delivery, BAC undertook regular engagement activities in conjunction with the processes for the 2009 and 2014 Brisbane Airport Master Plan. A key feature of this strategy was the well placed information display stand used to share updates with the community known as the 'Discovery Centre'. The display provided opportunities to view current and future flight paths and expected noise impacts via N70 diagrams. The information was also available on the Brisbane Airport Website: [www.bne.com.au](http://www.bne.com.au).

In these early stages of communication and engagement, information provided focused on project construction including the closure of the 14/32 runway. To assist with the widespread understanding of BNR and the impact to the community, BAC developed and maintained tools, forums and materials, including:

- All volumes of the EIS/MDP on the BNE website;
- A summary of the EIS/MDP on the BNE website, providing a synopsis of key findings of the economic, environmental and social impacts including mitigation strategies;
- The supplementary report to the EIS/MDP outlining issues raised during the formal submission period and BAC's response to the matters raised;
- Flight Path and Noise Information Booklet, which illustrated existing flight paths and forecast future flight paths;
- Transparent Noise Information Package (TNIP) – a software package which enabled the community to view flight paths and expected noise effects over a number of different time and seasonal scenarios;
- An online version of the 'Discovery Centre';
- Project email address and dedicated phone line for members of the community to ask questions about BNR and airport matters in general;

## PHASE ONE CONT.

- Regular community information sessions held in neighbourhoods surrounding the airport;
- The Brisbane Airport Community Aviation Consultation Group (BACACG), providing opportunities for the community to raise and discuss issues while also allowing BAC to outline any development or airport issues for feedback.

The goal was always to exceed the minimum standards of communications as outlined in the legislative requirements and align with BAC's commitment to always providing honest, inclusive and comprehensive community and stakeholder engagement.

## Phases Two and Three

When construction commenced, it was determined that 'Phase Two' and 'Phase Three' would require more frequent communication and engagement with stakeholders to ensure an appropriate level of awareness and education and to manage expectations. As a result, a Communication Engagement Plan (CEP) was developed to drive all communications activities for the 2016 – 2020 period, with a strategic foundation in which BAC:

- Understands its communities through research;
- Builds trust with those communities through open, clear, respectful and responsive engagement regarding the impact of the runway; and
- Emphasises the positive legacy of the project to the broader community and develop advocates for the widespread benefits of a new runway.

BAC has always sought to understand its communities, particularly when it comes to airport operations and how they may impact these communities. Corporate reputation research that measures community sentiment towards BNE, its importance for tourism and business, and the BNR project has been an integral part of BAC's strategic plan since 2012.

The largest longitudinal study of property values has been conducted by QUT to compare property price transactions across Brisbane residential property between areas that experience high noise impacts and those with little noise concerns. It has analysed more than 180,000 property transactions over the last 28 years. The data is updated and analysed on an annual basis.

Extensive market research has also been conducted by Colmar Brunton and Enhance Research, as well as analysis from Queensland Economic Advocacy Solutions to allow BAC to further understand the demographics of its communities, their awareness of the project and their concerns with a view to establishing a benchmark for communications going forward.

## Building Coalitions

The successful delivery of Brisbane's New Runway has always been dependent on the strong advocacy and alliances that BAC has developed with stakeholders in the aviation industry, all levels of government, business and community. Nothing at an airport, or on a runway, can be done in isolation. Success at any airport requires collaboration and an understanding and acceptance that growth in aviation is good for Queensland and has wide ranging impacts for jobs, freight movement and the community. BAC is aware that by developing our reputation among stakeholders we can build our social licence to grow, develop innovative and sustainable projects, attract new tenants and continue to operate BNE without regulatory restrictions.

When construction of the BNR commenced, BAC utilised the existing Brisbane Airport Community Aviation Consultation Group ( BACACG ) to develop community and industry advocacy. The BACACG is an independently chaired forum that promotes engagement between BNE and its surrounding communities with a focus on matters relating to aircraft operations, airport development and aircraft noise.

In the lead-up to Brisbane hosting G20 in 2014, 'BNE Enterprise' was formed as an independent member-based organisation consisting of businesses based on airport to promote, support and engage with other related businesses also based in the airport precinct. In 2016, BAC established a BNE 'Local Business Advisory Group' comprising local small business and industry representatives not based on airport. The Local Business Advisory Group was formed to monitor levels of project knowledge, awareness and issues of interest regarding BNR, as well as to get independent feedback on the Communications Strategy.

Feedback shared through the BNE Enterprise, the Local Business Advisory Group and BACACG enabled BAC to capture qualitative and quantitative insights into the attitudes of various communities, and tailor messaging to suit particular environments and interests.

Through its extensive Government Relations program, BAC has engaged and sustained strong bipartisan relationships across all levels of government. Government elected representatives have been kept informed on the BNR project, with BAC offering regular briefings to coincide with project milestones. More recently, a series of seminars were held at the Brisbane Airport Ibis Hotel's Sky Lounge for government, industry, airline, sponsorship and supplier partners to update them on BNR's progress and give them the information required to empower their advocacy and support for BAC and BNR.

This same goal of empowering advocacy through transparent and robust communication is demonstrated in BAC's multi-faceted Community Engagement Program. This program is dedicated to generating informed, respectful, honest and on-going communication with residents living in BNE's surrounding



communities. The Communications Strategy for BNR sought to capitalise on this program, ensuring static displays and community engagement officers were present at all major community events and festivals. This included fact sheets, renders, site maps and iPads that were made available to take members of the public on the journey of construction of the new runway and educate them on the benefits it will bring.

Through its Community Engagement Program, BAC has also given presentations to local community groups and facilitated tours across the airport for numerous organisations. These activation opportunities provided a first-hand understanding of the size and depth of the BNE precinct, the way in which it contributes and drives the economy at a regional and state level, the growing demand, and why major projects like BNR are so important.

Complementing this is the extensive media engagement program that has run across all phases of the project. Until the launch of the recent consumer campaigns, mass media communications on a local, state, national and international scale has been achieved via media events, announcements and tailored interviews and briefings.

Since 2015, the consistent approach to pro-active and reactive media has resulted in nearly 2000 individual articles across Australia and the world, with less than 1 per cent of coverage being negative about the project.

## The bigger picture

The communications activities conducted since the commencement of phases two and three have been centred around driving awareness of BNR and highlighting its benefits to Brisbane and Queensland. These activities align with and enable the vision for 'BNE 2025', by placing critical importance on building advocacy for BNR and the bigger picture of growth across the state. There has also been a strong emphasis on

demonstrating how BNR contributes to BNE becoming the recognised major gateway to Australia. Several channels were used to do this, including the BNE website, Take-Off eNews, BAC social media (Facebook, Twitter, LinkedIn, YouTube), fact sheets, media releases, paid editorial, and marketing. A printed version of Take-Off eNews was also regularly distributed to the offices of elected government officials in the surrounding electorates to provide information to constituents.

To complement the BNR project and a broader business strategy to increase consumer loyalty, in 2017 BAC launched its 'Preferred Airport' campaign. This was a significant paid media campaign that ran in selected markets across the BNE catchment, in regional QLD and northern NSW. The TV commercial followed a uniquely Queensland icon, the 'Tambo Teddy', which gets left behind at the terminal kerb as his family arrives at BNE. The BNE champions – high-profile celebrities Cameron Smith, Catriona Rowntree and Pete Murray – work together to return the lost teddy its owner, Lucas, before he boards his flight. The campaign captures the pride and passion BNE has for world-class customer service, and celebrates BNE as the best airport in Australia and one of the best in the world.

In mid-2018 the 'BNE Stories' creative campaign was developed which aimed to complement the existing key project messages but was also designed to drive awareness of the role BNE plays in the lives of everyday Queenslanders. The campaign profiled the wide variety of businesses and individuals whose livelihood is connected to and/or dependant on BNE's operations and growth. 'BNE Stories' rolled out over a range of mediums including video, imagery and long-form content, with its primary target audience being the suburbs impacted by future flight paths and noise and its secondary target audience being the greater Brisbane catchment.

## PHASES TWO AND THREE CONT.

In October 2018 BAC launched the Getting Runway Ready campaign which was designed to reach people living in suburbs impacted by future flight paths and noise and also those across the greater Brisbane catchment. The campaign reiterates key messages regarding BNR's construction across a number of channels, including placement on Brisbane metro radio stations, social media and Lead Ads, with a call to action to visit BNE's website and subscribe to the Take-Off eNews. BAC owned assets, including billboards, BNE Magazine, email signature blocks, digital screens in terminal and Ooh Media screens have also carried the message. The primary intent of this campaign was to educate residents that the new runway is coming which will bring better connectivity and a boost for our economy through the development of jobs, freight opportunities, and increased tourism.

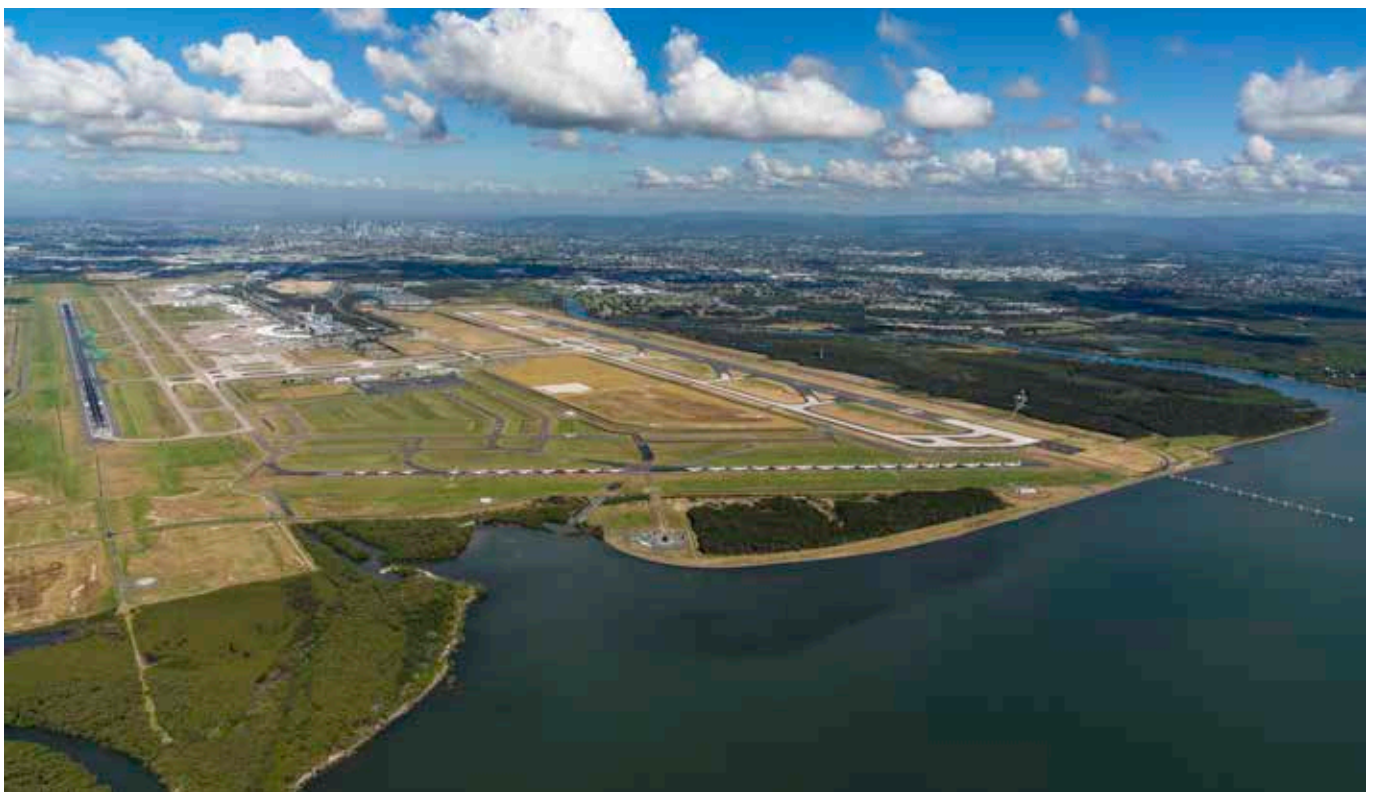
### Education

As we moved into the second half of phases two and three, the overarching Communications Strategy shifted its focus from awareness to education, utilising a number of niche tools to inform the community and stakeholders on emerging issues including airspace management, noise impacts and flight paths. Through this strategic approach, BAC sought to build trust through transparency, acknowledging the impacts and using the best tools possible to give these communities the most accurate information available at the time.

A digital flight path tool was developed to enable the community to search any Brisbane address to see the impact of flight paths with one runway and once the new flight paths were live in 2020. The flight path tool was a feature on the BNE website.

The largest component of community engagement was the mobile education unit, affectionately known as 'BENNY'. BENNY was designed to pop-up in community areas such as parks, shopping centres and community festivals to provide an interactive opportunity for people to view the flight path tool as well as information on BNE's history, destinations, benefits enabled through BNE, an overview of BAC, the runway construction process, and aircraft noise.

BENNY was on the road several days a week for 40 weeks of the year from the finalisation of the new flight paths until the end of 2020. It was staffed by a mix of technical experts, community engagement officers and broader BAC staff. BENNY'S positioning targeted areas that are impacted by future flight paths and offered the public a hands-on ability to engage with information on BNE, BNR, flight paths and potential noise impacts.





## COMMUNITY AND INDUSTRY ENGAGEMENT ACTIVITIES

<b>Community Information Exchanges/ Information sessions/Community Forums</b>	2009 – 2015	18 events	852 attendees
<b>Public Information displays/ Festivals</b>	2009 – 2018	36 events	7,836 attendees
<b>Discovery Centre</b>	Opened 15 July 2010 – July 2016		50,000 attendees
<b>Mobile information centres</b>	November 2018 – July 2020	77 Events across 103 days	16,221 number of visitors
<b>BAC Online community Forum</b>	2009 – 2011	257 enquiries posted	
<b>Bus tours</b>	2008 – 2020	573 Bus Tours	15,615 tour guests
<b>Community presentations</b>	2008 – 2020	138 presentations	
<b>1800 phone line</b>	2007 – 2020	1,106 phone calls	
<b>Email submissions</b>	2008 – 2020	879 emails	
<b>Community briefing (at home)</b>	2009	1 briefing	10 attendees
<b>Industry briefings</b>	2016 – 2020	47 briefings	Approx 1200 attendees
<b>Runway Seminars</b>	2018	9 Seminars	170 attendees total
<b>Site tours</b>	2014 – 2020	97 tours	
<b>On airport events (e.g. open house)</b>	2014, 2017, 2019	3 open house events	376 attendees total
<b>BACACG</b>	2009 – 2020	42 Meetings	
<b>Technical noise Working Group</b>	2009 – 2014	10	
<b>Brisbane Airport Advisory Group</b>	2017/18	2	

## WEBSITE

<b>Brisbane Airport Experience Centre Online (2010 – 2018)</b>		210,000 Unique visitors	
<b>Flight Path Tool (2018 – present)</b>	2018 – July 2020 (still active)	158, 338 Unique visitors	326,585 page views
<b>Project Pages</b>	2007 – 2018  2018 – 2020	Total pageviews (previous website) = 504,298  285,310 total pageviews (new website)	
<b>Aircraft noise page</b>	2018 – 2020 (new website)	369,340 total page views	318,400 unique page views
<b>Quick Facts Page</b>	2018 – 2020	9,330 total page views	8,080 unique page views
<b>Bne Blog</b>	2018-2020	10 blog posts	115,839 total page views

## PHASES TWO AND THREE CONT.

SOCIAL MEDIA			
<b>Facebook</b>	2018 – 2020	137 posts	159,965 engagements
<b>Twitter</b>	2013 – 2020	140 tweets	3,383 interactions
<b>LinkedIn</b>	2020 (only data available)	17 posts	5121 interactions
<b>YouTube</b>	2014 – 2020	86 videos	550,102 views
COMMUNICATION MATERIALS			
<b>Flight Path and Aircraft Noise Information Booklet</b>	2014 – 2020	Hard copies	Online: 2018 – 2020 (only stats available) 7,656 downloads
<b>Flight Path and Aircraft Noise Information Summary Brochure</b>	2018 – 2020	Hard copies	
<b>Fact sheets</b>	2009 – 2020	20 Fact sheets created	1500 facts distributed
<b>Above and Beyond Booklet</b>	2010 – 2016	Hard copies	
<b>Project Emails</b>	2007 – 2015	24 emails sent	Sent to approx. 1000 per email
<b>Take off Email Newsletter</b>	2018 – 2020	15	Combined send to 106,052 subscribers Average send 7,070 subscribers
<b>Airport News BNR Special Edition</b>	2018 – 2020	4	Combined send 1,284,465 subscribers Average send 321,116 subscribers
<b>Airport News with BNR inclusion</b>	2017 – 2020	26	Combined send 11,979,128 subscribers Average send 460,736 subscribers
<b>Take Off printed Newsletter</b>	2017 – 2020	7 editions	3,500 total distribution
<b>Virtual Reality experience</b>	2019 – 2020	Delivered as part of information centre	
<b>GUT Research report: Impact of Aircraft noise on Property Prices</b>	2014 – 2020	6 editions	2164 total downloads plus print distributions
<b>Noise improvement technical report and summary</b>	2019 – 2020		28 downloads of summary, 16 downloads of full report, plus print distributions

<b>Architectural model</b>	2018 – 2020	4	1 displayed in Domestic Terminal 1 displayed in International Terminal 1 displayed in BAC HQ Foyer 1 displayed at Benny set-ups
<b>QUT Leaders Lunch Digital Banners</b>	2019	4	4000 views
<b>Queensland Urban Utilities Letterbox drop</b>	2019	1	1 million QUU customers
<b>Videos</b>	2014 – 2020	85	More than 550,000 views
<b>Airspace magazine</b>	2009 – 2011	9 editions	36,000 copies distributed
<b>BNE Magazine</b>	2012 – 2020	44 editions	14,100,00 copies distributed
<b>PAID MEDIA</b>			
<b>Quest advertisement</b>	2009 – 2020	33 advertisements	Total readership of more than 1,050,000
<b>Quest advertorial City News, Northside Chronicle City North News</b>	2009 – 2012	78 advertorials	Distribution of more than 150,000 per fortnight
<b>BMag Advertorial</b>	July 2011 – June 2016	130 advertorials	Distribution of 450,000 per fortnight
<b>The Australian “the Deal” Advertisement</b>	2019	1 full page advertisement	The deal readership 49,000, The Australian readership 538,000
<b>Queensland Infrastructure report Advertisement</b>	2019	1	538,000 readership
<b>Urban List Paid Feature</b>	2020	1 Article Social channels 1 newsletter link	Newsletter distribution 86,000 readers
<b>Village News</b>	2018 – 2020	8 Full page advertisements	50,000 across each edition 400,000 total distribution
<b>Letterbox drop</b>	2009 – 2020	27	Total distribution 614,195 households
<b>Real estate.com.au digital advertising</b>	2019		10,543,790 total impressions
<b>Real estate.com.au paid editorial</b>	2019 – 2020	3 articles	67,521 page views
<b>Billboards</b>		175	10,454,000 impressions

PHASES TWO AND THREE CONT.

<b>Radio Advertisements</b>	2018 – 2020	1066	2018: 1.788M people March 2019 – March 2020: 534 live reads
<b>Cinema Advertisement</b>	2020	30 sec video shown pre movie at 19 cinemas	34,366 impressions
<b>Search Advertising</b>	2019 – 2020	14,097 clicks	49,120 impressions
<b>Article advertising on publishing sites</b>	2019 – 2020	106,967 clicks	33,918,689 impressions
<b>News Corporation Future Campaigns</b>	2019	28 pages in print and 13 digital articles	8,0197,008 impressions
<b>EARNED MEDIA</b>			
<b>Media Release</b>	2007-2009	41 Media Releases	Additional media included radio, other print news and magazine coverage and digital media
<b>RESEARCH</b>			
<b>Curfew research</b>		Focus Groups & Enhance Research	
<b>Colmar Brunton 2017 to 2020</b>	2017 – 2020	Airport Employee Census	
<b>MASTER PLAN</b>			
<b>2009</b>	Refer page 169		





# 02

# 02. COMMUNITY AND INDUSTRY ENGAGEMENT ACTIVITIES

## 2.1 Community Information Exchanges/ Information sessions/ Community Forums

DATE	SUBURB	ATTENDEES
2/09/2009	Morningside	30
28/09/2009	Hamilton	30
31/03/2010	Camp Hill	50
25/07/2010	Morningside	60
23/03/2011	Camp Hill	40
9/07/2011	Hamilton	75
29/10/2011	Coorparoo	40
11/02/2012	Carina	25
12/05/2012	Tarragindi	45
12/03/2013	Bulimba	60
22/05/2013	Murarie	50
07/08/2013	Ascot	47
07/09/2013	Ascot	30
08/05/2014	Brisbane Airport (Skygate)	80
2014	Moreton Island Community	45
2014	Nudgee Beach Community	60
2014	Pinkenba Community	30
26/02/2015	Greenslopes	55

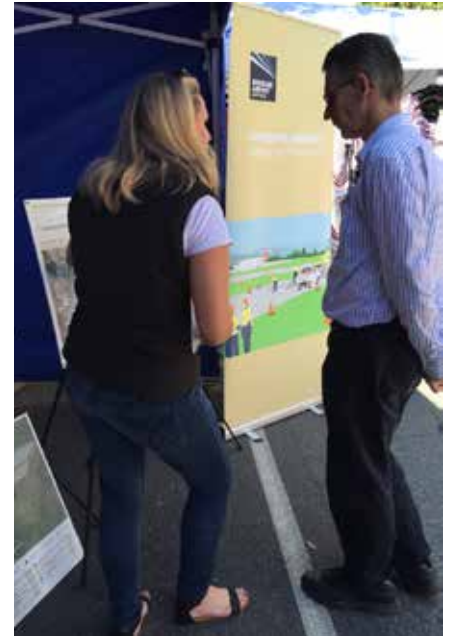


## 2.2 Public Information displays/ Festivals

In 2019 these were transferred into the mobile information centre – BENNY

DATE	EVENT NAME	ATTENDEES	SUBURB
13/09/2009	Nundah Village Festival	360	Nundah
20/09/2009	Ascot Racecourse Road Festival	313	Ascot
25/07/2010	Morningside Festival	252	Morningside
2010	Centro Toombul	150	Toombul
2010	Cannon Hill Plaza	115	Cannon Hill
05/06/2011	Ascot Racecourse Road Festival	150	Ascot
31/07/2011	Morningside Festival	115	Morningside
11/09/2011	Nundah Village Festival	170	Nundah
30/06/2012	Ascot Racecourse Road Festival	199	Ascot
09/09/2012	Nundah Village Festival	120	Nundah
15/06/2013	Ascot Racecourse Road Festival	190	Ascot
28/07/2013	Morningside Festival	136	Morningside
25/08/2013	Bulimba Festival	150	Bulimba
08/09/2013	Nundah Village Festival	117	Nundah
14/06/2014	Ascot Racecourse Road Festival	220	Ascot
05/07/2014	Teneriffe Festival	114	Teneriffe
27/07/2014	Morningside Festival	151	Morningside
31/08/2014	Bulimba Festival	120	Bulimba
14/09/2014	Nundah Village Festival	190	Nundah
04/07/2015	Teneriffe Festival	136	Teneriffe
26/07/2015	Morningside Festival	102	Morningside
13/09/2015	Nundah Village Festival	150	Nundah
15/11/2015	Bulimba Festival	117	Bulimba
04/07/2016	Teneriffe Festival	213	Teneriffe
26/07/2016	Morningside Festival	138	Morningside
13/09/2016	Nundah Village Festival	192	Nundah
12/11/2016	Bulimba Festival	160	Bulimba
1/07/2017	Teneriffe Festival	143	Teneriffe
31/07/2017	Morningside Festival	138	Morningside
10/09/2017	Nundah Village Festival	152	Nundah
7/10/2017	Bulimba Festival	130	Bulimba
07/05/2018	Ascot Racecourse Road Festival	125	Ascot
29/06/2018	Eats and Beats Festival	135	Logan
7/07/2018	Teneriffe Festival	215	Teneriffe
29/09/2018	Morningside Festival	203	Morningside
10-20/08/18	EKKA Brisbane	1,900	All Brisbane
9/09/2018	Nundah Village Festival	155	Nundah

02. COMMUNITY AND INDUSTRY ENGAGEMENT ACTIVITIES







## 2.3 Discovery Centre

Brisbane Airport Corporation (BAC) built a permanent display to provide visitors with information regarding aircraft noise issues.

Opening in 2010, the Discovery Centre was located at Brisbane Airport Offices. More than 25,000 people visited the centre during the time it was open in this location.

In July 2014 it was relocated to the high traffic area next to Woolworths Skygate. Although formal people counters were not used the average foot traffic through Skygate Centre was 160,461.

In July 2016 the Discovery Centre was closed and people were offered personal one on one briefings and directed to the Brisbane Airport Discovery Centre Online.

Brisbane Airport Corporation estimates more than 50,000 people visited the Discovery Centre between 2010 and 2016.



## 2.4 Mobile information centres

DATE	EVENT NAME	NUMBER OF LIVE DAYS	ATTENDEES	SUBURB
29/11/2018	Bulimba Community Centre	3	75	Bulimba
30/11/2018	Skyway Site	1	132	All Brisbane
31/01/2019	Skyway Site	1	50	All Brisbane
2/01/2019	Airservices Briefing	1	23	All Brisbane
2/05/2019	Airservices Tower Briefing	1	52	All Brisbane
16/02/2019	Westfield Carindale	3	23	Carindale
3/06/2019	Westfield Garden City	3	30	Garden City
16/03/2019	Aviation High School	1	150	Clayfield
23/03/2019	Jan Powers Farmers Market	1	115	New Farm
29/03/2019	Brisbane Airport Headquarters	1	4	Brisbane Airport
4/04/2019	Westfield Chermside	3	46	Chermside
6/04/2019	DFO Brisbane Airport	1	12	Brisbane Airport
4/06/2019	DFO Brisbane Airport	1	18	All Brisbane
13/06/2019	Brisbane Airport Ambassadors	1	70	All Brisbane
16/06/2019	New Farm State school	1	200	New Farm
20/06/2019	Virgin Australia Head Office	1	60	Bowen Hills
24/06/2019	St Columbians State school	1	109	Caboolture
26/06/2019 – 17/06/2019	St Augustine's Church	2	157	Hamilton
30/06/19	Milton Markets	1	178	Milton
2/07/2019	Brisbane Airport Ground Transport Operators	1	45	Brisbane Airport
6/07/19	Teneriffe Festival	1	360	Teneriffe
9/07/2019 – 10/07/2019	Fairfield Gardens Shopping Centre	2	80	Fairfield
12/07/19	Courier Mail Walk Through	1	3	Brisbane Airport
13/07/2019 – 14/07/2019	Samford Show	2	313	Samford
18/07/2019 – 20/07/2019	Grand Plaza Shopping Centre	3	36	Forestdale
23/07/19	King George Square	1	252	All Brisbane
25/07/19	Indooroopilly Shopping Centre	1	199	Indooroopilly

DATE	EVENT NAME	NUMBER OF LIVE DAYS	ATTENDEES	SUBURB
27/07/19	Red Hill Fete	1	120	Red Hill
28/07/19	Eunbunpin Festival	1	190	Sandgate
31/07/19	Our Lady of Southern Cross Careers in Action day	1	136	Dalby
9/08/2019 – 19/08/2019	EKKA	10	6543	All Brisbane
17/08/19	Aviation Australia Expo	1	292	All Brisbane
24/08/19	Technicolour Multicultural Festival	1	46	Newmarket
25/08/19	Bridge to Brisbane Finish Line	1	403	All Brisbane
28/08/2019 – 29/08/2019	Virgin Australia Team members Airside	2	103	All Brisbane
4/09/2019 – 5/09/2019	Buranda Shopping Village	1	102	Buranda
7/09/19	Brisbane Airport Family Day	1	150	All Brisbane
8/09/19	Nundah Village Festival	1	411	Nundah
15/09/19	St Elizabeth's Spring Fair	1	117	Tarragindi
18/09/19	Camp Hill Bowls Club	1	37	Camp Hill
21/09/19	Bulimba Community Centre	1	60	Bulimba
24/09/19	Bribie Island RSL	1	62	Bongaree
26/09/19	Coorparoo Square	1	89	Coorparoo
13/10/2019	Bribie Island Emergency Services Expo	1	234	Bribie Island
16/10/19	Keperra Bunnings	1	32	Keperra
18/10/19	Indooroopilly State High School	1	220	Indooroopilly
19/10/19	Milton Fair on the green	1	114	Milton
24/10/19	Parliament House Annexe Brisbane	1	30	All Brisbane
26/10/19	Earnshaw State College Fete	1	231	Banyo
27/10/19	Bellbowrie Shopping Centre	1	57	Bellbowrie
3/11/19	Ascot Park	1	151	Ascot Park
15/11/19	Sherwood Community Festival	1	237	Sherwood
20/11/19	Airside Domestic Terminal	1	42	All Brisbane
21/11/19	Toowong Village Shopping centre	1	92	Toowong
27/11/19	Parliament House Canberra	1	18	Canberra
27/11/2019 – 28/11/2019	Toombul Shopping centre	2	213	Toombul
29/11/19	Cleveland Woolworths	1	66	Cleveland

2.4 MOBILE INFORMATION CENTRES CONT.

DATE	EVENT NAME	NUMBER OF LIVE DAYS	ATTENDEES	SUBURB
5/12/19	Brisbane Airport Staff Meeting	1	21	Brisbane Airport
11/01/20	Brisbane Roar Game	1	78	All Brisbane
18/01/20	Jan Powers Farmers Markets	1	232	New Farm
22/01/20	The Gap Shopping village	1	74	The Gap
23/01/20	Calamvale Central	1	25	Calamvale
30/01/20	Raise Glasses	1	52	All Brisbane
1/02/20	Springfield Central	1	138	Springfield
8/02/20	Bulimba Community Hall	1	85	Bulimba
13/02/20	Victoria Point Shopping centre	1	94	Victoria Point
13/02/2020 – 14/02/2020	Moorooka Woolworths	2	58	Moorooka
18/02/20	Griffith University O Week Nathan campus	1	192	All Brisbane
19/02/20	King George Square	1	149	All Brisbane
25/02/20	ACU O Week	1	200	All Brisbane
26/02/20	University of Queensland O Week	1	466	All Brisbane
27/02/20	Griffith University O Week Nathan campus	1	246	All Brisbane
28/02/2020 – 29/02/2020	Westfield Garden City	2	229	Mt Gravatt
6/03/20	Wynnum Plaza	1	81	Wynnum
7/03/20	Aviation High	1	354	Clayfield
12/03/2020 – 13/03/2020	REIQ Conference	2	57	All Brisbane



## 2.5 BAC Online community forum

Ended in 2011.

## 2.6 Bus tours

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/09/09	QUT Alumni Tour	50	All Brisbane
4/09/09	Wandell State School	40	Wandell
7/09/09	Wesley Mission	20	All Brisbane
9/09/09	Southbank Institute Technology	20	All Brisbane
20/10/09	Salisbury Seniors Club	50	Salisbury
22/10/09	Incapacitated Soldiers Org	15	All Brisbane
6/11/09	Aviation High	30	Clayfield
11/11/09	Thulimbah Primary School	30	Thulimbah
16/11/09	Mt Gravatt Probus Club	30	Mt Gravatt
27/11/09	Darra State School	30	Darra
22/01/10	Cribb Island Visit	10	All Brisbane
18/02/10	Sandgate District High School	30	Sandgate
12/03/10	Kenmore State High School	30	Kenmore
18/03/10	Bremer State High School	40	Bremer
23/03/10	Breda University	20	All Brisbane
23/04/10	Citi Pointe Christian College	20	Carindale
20/08/10	Logan City Special School	15	Logan
4/05/10	Mt Maria College	30	Mitchelton
13/09/2010	Redland City Council Men's Respite Group	12	Redland
22/09/2010	Carseldine Probus Club	33	Carseldine
24/09/2010	Inala respite centre bus tour	8	Inala
29/09/2010	Jubilee Community Care	8	All Brisbane
19/10/2010	Killara Respite Bus Tour	12	Killara
21/10/2010	Metropolitan South Institute of Tafe	21	All Brisbane
25/10/2010	Donald Simpson Over 50's Leisure Centre	54	All Brisbane
27/10/2010	Redcliffe Peninsula Probus Club	34	Redcliffe
3/02/2011	Stones Street Travel Club	12	Stones Corner
4/02/2011	ICTE, University of Queensland	16	All Brisbane
14/02/2011	Tweed Head Bowls Club	34	Tweed Heads
18/02/2011	Redcliffe National Seniors	48	Redcliffe
23/02/2011	Rochdale Seniors	42	Rochdale
28/02/2011	Green Park Garden Club	12	Logan

## 2.6 BUS TOURS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
16/03/2011	Hope Island Probus Club	18	Hope Island
15/04/2011	Metro South Institute of Tafe	36	All Brisbane
28/04/2011	Family Services	12	All Brisbane
11/05/2011	Tewantin National Seniors	48	Tewantin
18/05/2011	Salisbury East Probus Club	28	Salisbury
31/05/2011	Everton Park Trefoil Guild	8	Everton Park
6/06/2011	RBIT	12	All Brisbane
20/06/2011	Chanel College	16	All Brisbane
27/06/2011	North Brisbane Probus Club	45	Zillmere
19/07/2011	RAAF Association of Pine Rivers	18	Pine Rivers
25/07/2011	Spiritus Community Care	12	All Brisbane
26/07/2011	Carindale National Seniors	46	Carindale
9/08/2011	Tropicana Tours	52	All Brisbane
15/09/2011	Capalaba School – Special Education	8	Capalaba
21/09/2011	Elite Tours	48	All Brisbane
22/09/2011	Pine Rivers Disability Program	8	Pine Rivers
12/10/2011	Mt Ommaney Probus Club	32	Mt Ommaney
14/10/2011	Holy Spirit Home Carseldine	18	Carseldine
21/10/2011	Ozzie Tours	28	All Brisbane
21/11/2011	Woodridge Home and Community Care	10	Woodridge
21/11/2011	Woodford Weight reduction club	18	Woodford
29/11/2011	Kallangur over 50's Social Club	42	Kallangur
30/11/2011	Noosa Catholic Church	18	Noosa
7/02/2012	Sundowner Tours	51	All Brisbane
24/02/2012	Paradise Pt Senior Citizens	52	Paradise Point
29/02/2012	Caboolture Community Centre	10	Caboolture
5/03/2012	Brisbane North Institute of TAFE	26	All Brisbane
19/03/2012	Caboolture Probus Club	38	Caboolture
26/03/2012	Citi Pointe Christian College	22	Carindale
29/03/2012	Grace Lutheran College	12	Noosaville
12/04/2012	The Men's Shed	41	All Brisbane
19/04/2012	Kenmore High School	48	Kenmore
20/04/2012	Redland City Council Seniors Group	28	Redland
8/05/2012	Redcliffe Probus Club	46	Redcliffe
9/05/2012	Community Friendship Centre	12	All Brisbane
13/06/2012	National Seniors Bribie Island	20	Bribie Island
18/06/2012	National Seniors Group	40	All Brisbane
25/06/2012	Redeemer State High	18	Rochedale
11/07/2012	Jubilee Community Tour	18	All Brisbane

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
12/07/2012	Bocconi/ UQ Tour	8	St Lucia
20/07/2012	St Columban's School Tour	26	Caboolture
23/07/2012	St John Fisher School Tour	20	Bracken Ridge
24/07/2012	Capalaba Probus Club	32	Capalaba
26/07/2012	Elenora Ladies Probus Club	41	Elenora Heights
14/08/2012	Step Forward Disability Program	8	All Brisbane
16/08/2012	Brisbane North Tafe Tour	20	All Brisbane
21/08/2012	Brisbane North Tafe Tour	18	All Brisbane
22/08/2012	Labrador Senior Citizens	28	Labrador
22/08/2012	Burleigh Heads Ladies Probus Club	42	Burleigh Heads
29/08/2012	Stanthorpe Probus Club	38	Stanthorpe
30/08/2012	Bremer State High School Tour	20	Bremner
5/09/2012	Aspley Respite Community Tour	10	Aspley
12/09/2012	Redland City Council Seniors	32	Redland
13/09/2012	Sherwood Probus Club	38	Sherwood
5/09/2012	Aspley Respite Community Tour	12	Aspley
12/09/2012	Redland City Council Seniors	28	Redland
13/09/2012	Sherwood Probus Club	32	Sherwood
17/10/2012	Community Tour	18	All Brisbane
29/10/2012	Trinity College Tour	12	Logan
5/11/2012	School Tour	12	All Brisbane
7/11/2012	Alstonville School Tour	20	Alstonville
22/11/2012	Redland Community Tour	30	Redland
6/02/2013	Seachange Community Tour	36	All Brisbane
25/02/2013	St Ursula's College School Tour	28	Toowoomba
27/02/2013	Aspley Community Tour	38	Aspley
28/02/2013	Redland Community Tour	42	Redland
7/03/2013	Logan Community Tour – Group 1	26	Logan
7/03/2013	Logan Community Tour – Group 2	22	Logan
19/03/2013	Helensvale Senior Citizens Group	34	Helensvale
19/03/2013	Fred's Community Group	12	All Brisbane
25/03/2013	Community Tour	12	All Brisbane
28/03/2013	Cleveland Uniting Church	10	Cleveland
9/04/2013	Toowoomba Range Probus Club	54	Toowoomba
16/04/2013	Indooroopilly State High Tour	18	Indooroopilly
17/04/2013	Southport Probus Club Tour	20	Southport
18/04/2013	Grumpy Old Men Society	36	All Brisbane
24/04/2013	St Catherine's Seniors Community Tour	28	All Brisbane
26/04/2013	Citipointe Christian College Tour	18	Carindale

## 2.6 BUS TOURS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
30/04/2013	Aspley Respite Community Tour	12	Aspley
2/05/2013	Merrimac State High School	54	Merrimac
13/05/2013	Vietnam Veterans Redcliffe Tour	26	Redcliffe
15/05/2013	Community Tour	24	All Brisbane
21/05/2013	Kenmore High Community Tour	18	Kenmore
22/05/2013	Sunshine Tafe Tour	28	Sunshine Coast
30/05/2013	Elders Retired Officers Association Tour	12	All Brisbane
11/06/2013	Rotary Garden Village Tour	16	Brisbane
19/06/2013	Palm Lake Community Tour	54	Palm Lake
4/07/2013	Aust Youth Aerospace Forum	42	All Brisbane
16/07/2013	Community Tour	12	All Brisbane
24/07/2013	Jubilee Community Tour	18	All Brisbane
7/06/2013	Glenala State School Tour	12	Glenala
1/02/2014	Beenleigh Probus Club	42	Beenleigh
1/02/2014	Terry's Tours	46	All Brisbane
1/02/2014	Alex Headlands Probus Club	50	Alex Headlands
1/02/2014	Cameria Friends and Neighbours community group	12	Ipswich
1/03/2014	Regina's Over 50 Club	12	Camp Hill
1/03/2014	Palmer's Hostel	20	All Brisbane
1/03/2014	Redcliffe Community Tour	20	Redcliffe
1/03/2014	Sunstate Tour	50	All Brisbane
1/03/2014	Carina Probus Club	40	Carina
April 2014	Aveo Albany Creek Retirement Village		
April 2014	We Are One' Retirement Village		
April 2014	Bribie Island Community Tour.		
1/05/2014	Kenmore State High School	48	Kenmore
1/05/2014	View Club	35	Aspley
1/05/2014	Redlands U3A	40	Redlands
1/05/2014	Probus Club of Forest Place Durack	40	Durack
1/06/2014	Aviation Australia	20	All Brisbane
1/06/2014	Bethania	20	Bethania
1/06/2014	Blue Care	12	All Brisbane
1/06/2014	Probus Warrick Warwick	54	Warrick Warwick
1/06/2014	Transit Care	12	All Brisbane
1/06/2014	Hibiscus Bell Care	12	Toombul
1/06/2014	Rangeview	12	Ipswich
1/07/2014	St Columbans College	30	Caboolture
1/07/2014	Blue Care	12	All Brisbane



DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/07/2014	QLD Public Services	12	All Brisbane
1/07/2014	Australian Youth Aerospace	50	All Brisbane
1/07/2014	Mt Gravatt Men's Shed	54	Mt Gravatt
1/07/2014	Endeavour Foundation	12	All Brisbane
1/07/2014	Uniting Church	12	All Brisbane
1/07/2014	Kenmore National Seniors	35	Kenmore
1/07/2014	Flexicare	12	Mansfield
August 2014	Endeavour Foundation		
August 2014	Island Breeze		
August 2014	Azure Blue		
August 2014	Kenmore Probus		
August 2014	Brisbane West Probus		
August 2014	Emmanuel Uniting Church		
1/08/2014	Euroa Fellowship	20	All Brisbane
1/08/2014	Saint Maria Goretti Inglewood	20	Inglewood
1/08/2014	Legacy Lauren Club	20	South Brisbane
1/08/2014	Ballycara Retirement Village	35	Scarborough
1/08/2014	Kenmore Gardens Probus Club	50	Kenmore
1/08/2014	Cross Country Tours	54	All Brisbane
1/08/2014	Westpac	12	All Brisbane
1/08/2014	Currumbin RSL	48	Currumbin
1/08/2014	Tropicana Tours	48	All Brisbane
1/08/2014	Northlakes Community Group	20	North Lakes
1/10/2014	Oxley Men's Shed	20	Oxley
1/10/2014	Northlakes Community Group	20	North Lakes
1/10/2014	Cleveland Probus Club	20	Cleveland
1/10/2014	Jubilee Community Group	12	Indooroopilly
1/10/2014	Jubilee Community Group	12	Indooroopilly
1/10/2014	Terry's Tours	48	All Brisbane
1/10/2014	Cross Country Tours	48	All Brisbane
1/10/2014	Golden Crest Manor	12	Nerang
1/11/2014	Probus Club Pine Rivers	28	Pine Rivers
1/11/2014	Cross Country Tours	50	All Brisbane
1/12/2014	BNE Enterprise site visit;	12	All Brisbane
1/12/2014	Harmony Place	12	Sunnybank
1/01/2015	Victoria Point Early Learning Centre	12	Victoria Point
1/01/2015	Victoria Point Early Learning Centre	12	Victoria Point
1/01/2015	Probus Redcliffe	38	Redcliffe
1/02/2015	Cross Country Tours	48	All Brisbane

## 2.6 BUS TOURS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/03/2015	Tropicana Tours	48	All Brisbane
1/03/2015	Calamvale National Seniors	52	Calamvale
1/03/2015	VACC	12	Milton
1/03/2015	Probus Club Pelican Waters	54	Pelican Walters
1/03/2015	Aspley Seniors	20	Aspley
1/04/2015	Chapel Hill Probus Clubs,	20	Chapel Hill
1/04/2015	Kenmore Probus Club	40	Kenmore
1/05/2015	Star Community Transport	12	All Brisbane
1/05/2015	St Peters and Pauls School	30	Bulimba
1/05/2015	Redcliffe Community Bus	12	Redcliffe
1/05/2015	Sunstate Tours	48	All Brisbane
1/05/2015	New Farm National Seniors	48	New Farm
1/05/2015	Carina Senior Citizens	20	Carina
1/06/2015	Robina Park Probus Club,	30	Robina
1/06/2015	Probus Club Aspley	20	Aspley
1/06/2015	St Theresa College Noosa Ville	48	Noosaville
1/06/2015	AYAF Airside Tour	20	All Brisbane
1/06/2015	Peabody Enterprises – WHS safety tour	8	Peabody
1/07/2015	AVEO Airport Tour	12	All Brisbane
1/07/2015	Aspley Classes for Seniors	40	Aspley
1/07/2015	Ferny Grove High School	40	Ferny Grove
1/07/2015	Iona College	40	Lindum
1/07/2015	Glenala State High School	35	Durack
1/07/2015	Westside Christian College	35	Goodna
1/07/2015	Kangaroo Bus Lines Tour	35	All Brisbane
1/07/2015	Gold Coast Broadbeach Seniors	20	Broadbeach
1/09/2015	Pine Rivers Ladies Bowling Club	20	Pine Rivers
1/09/2015	Westside Christian College	40	Goodna
1/10/2015	Legacy Laurel Club Southport	23	Southport
1/10/2015	Currimundi Probus Club	20	Currimundi
1/10/2015	Kenmore SHS	48	Kenmore
1/11/2015	Wellington Point Seniors	45	Wellington Point
1/11/2015	Northpine Christian College	20	Dakabin
1/11/2015	Aspley Special School	12	Aspley
1/11/2015	Steps Forward Disability Group	12	All Brisbane
1/07/2014	St Columbans College	30	Caboolture
1/07/2014	Blue Care	12	All Brisbane
1/07/2014	QLD Public Services	12	All Brisbane
1/07/2014	Australian Youth Aerospace	50	All Brisbane

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/07/2014	Mt Gravatt Men's Shed	54	Mt Gravatt
1/07/2014	Endeavour Foundation	12	All Brisbane
1/07/2014	Uniting Church	12	All Brisbane
1/07/2014	Kenmore National Seniors	35	Kenmore
1/07/2014	Flexicare	12	Mansfield
1/08/2014	Euroa Fellowship	20	All Brisbane
1/08/2014	Saint Maria Goretti Inglewood	20	Inglewood
1/08/2014	Legacy Lauren Club	20	South Brisbane
1/08/2014	Ballycara Retirement Village	35	Scarborough
1/08/2014	Kenmore Gardens Probus Club	50	Kenmore
1/08/2014	Cross Country Tours	54	All Brisbane
1/08/2014	Westpac	12	All Brisbane
1/08/2014	Currumbin RSL	48	Currumbin
1/08/2014	Tropicana Tours	48	All Brisbane
1/08/2014	Northlakes Community Group	20	North Lakes
1/10/2014	Oxley Men's Shed	20	Oxley
1/10/2014	Northlakes Community Group	20	North Lakes
1/10/2014	Cleveland Probus Club	20	Cleveland
1/10/2014	Jubilee Community Group	12	Indooroopilly
1/10/2014	Jubilee Community Group	12	Indooroopilly
1/10/2014	Terry's Tours	48	All Brisbane
1/10/2014	Cross Country Tours	48	All Brisbane
1/10/2014	Golden Crest Manor	12	Nerang
1/11/2014	Probus Club Pine Rivers	28	Pine Rivers
1/11/2014	Cross Country Tours	50	All Brisbane
1/12/2014	BNE Enterprise site visit;	12	All Brisbane
1/12/2014	Harmony Place	12	Sunnybank
1/02/2014	Beenleigh Probus Club	42	Beenleigh
1/02/2014	Terry's Tours	46	All Brisbane
1/02/2014	Alex Headlands Probus Club	50	Alex Headlands
1/02/2014	Cameria Friends and Neighbours community group	12	Ipswich
1/03/2014	Regina's Over 50 Club	12	Camp Hill
1/03/2014	Palmer's Hostel	20	All Brisbane
1/03/2014	Redcliffe Community Tour	20	Redcliffe
1/03/2014	Sunstate Tour	50	All Brisbane
1/03/2014	Carina Probus Club	40	Carina
1/05/2014	Kenmore State High School	48	Kenmore
1/05/2014	View Club	35	Aspley
1/05/2014	Redlands U3A	40	Redlands

## 2.6 BUS TOURS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/05/2014	Probus Club of Forest Place Durack	40	Durack
1/06/2014	Aviation Australia	20	All Brisbane
1/06/2014	Bethania	20	Bethania
1/06/2014	Blue Care	12	All Brisbane
1/06/2014	Probus Warrick	54	Warrick
1/06/2014	Transit Care	12	All Brisbane
1/06/2014	Hibiscus Bell Care	12	Toombul
1/06/2014	Rangeview	12	Ipswich
1/01/2015	Victoria Point Early Learning Centre	12	Victoria Point
1/01/2015	Victoria Point Early Learning Centre	12	Victoria Point
1/01/2015	Probus Redcliffe	38	Redcliffe
1/02/2015	Cross Country Tours	48	All Brisbane
1/03/2015	Tropicana Tours	48	All Brisbane
1/03/2015	Calamvale National Seniors	52	Calamvale
1/03/2015	VACC	12	Milton
1/03/2015	Probus Club Pelican Waters	54	Pelican Walters
1/03/2015	Aspley Seniors	20	Aspley
1/04/2015	Chapel Hill Probus Clubs,	20	Chapel Hill
1/04/2015	Kenmore Probus Club	40	Kenmore
1/05/2015	Star Community Transport	12	All Brisbane
1/05/2015	St Peters and Pauls School	30	Bulimba
1/05/2015	Redcliffe Community Bus	12	Redcliffe
1/05/2015	Sunstate Tours	48	All Brisbane
1/05/2015	New Farm National Seniors	48	New Farm
1/05/2015	Carina Senior Citizens	20	Carina
1/06/2015	Robina Park Probus Club,	30	Robina
1/06/2015	Probus Club Aspley	20	Aspley
1/06/2015	St Theresa College Noosa Ville	48	Noosaville
1/06/2015	AYAF Airside Tour	20	All Brisbane
1/06/2015	Peabody Enterprises – WHS safety tour	8	Peabody
1/07/2015	AVEO Airport Tour	12	All Brisbane
1/07/2015	Aspley Classes for Seniors	40	Aspley
1/07/2015	Ferny Grove High School	40	Ferny Grove
1/07/2015	Iona College	40	Lindum
1/07/2015	Glenala State High School	35	Durack
1/07/2015	Westside Christian College	35	Goodna
1/07/2015	Kangaroo Bus Lines Tour	35	All Brisbane
1/07/2015	Gold Coast Broadbeach Seniors	20	Broadbeach
1/09/2015	Pine Rivers Ladies Bowling Club	20	Pine Rivers

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/09/2015	Westside Christian College	40	Goodna
1/10/2015	Legacy Laurel Club Southport	23	Southport
1/10/2015	Currimundi Probus Club	20	Currimundi
1/10/2015	Kenmore SHS	48	Kenmore
1/11/2015	Wellington Point Seniors	45	Wellington Point
1/11/2015	Northpine Christian College	20	Dakabin
1/11/2015	Aspley Special School	12	Aspley
1/11/2015	Steps Forward Disability Group	12	All Brisbane
1/02/2016	Forest Lake Seniors	25	Forest Lake
2/02/2016	Endeavour Foundation Alexandra Hills	12	Alexandra Hills
3/02/2016	Ascot Probus Club	35	Ascot
4/02/2016	Springwood High school	10	Springwood
1/03/2016	Wheller on the Park	30	Chermside
1/03/2016	Brookside Ladies Club	20	Mitchelton
1/03/2016	Waterloo Bay Ramblers	44	Wynnum
1/03/2016	Unknown Probus Club	30	Brisbane
1/03/2016	Unknown Probus Club	30	Brisbane
1/03/2016	Unknown Probus Club	30	Brisbane
1/03/2016	Unknown Probus Club	30	Brisbane
1/05/2016	Probus Club of North Lakes	40	North Lakes
1/05/2016	Nerang Legacy Club	20	Nerang
1/05/2016	Wide Bay Transit	40	All Brisbane
1/06/2016	Waltzing Matilda's Ladies Group	20	Toowoomba
2/06/2016	South Tweed Seniors	30	Tweed Heads
3/06/2016	Probus Shoreline	30	Shorncliffe
1/07/2016	Probus shoreline	30	Shorncliffe
1/07/2016	BurnieBrae Chermside	12	Chermside
1/07/2016	Centrecare	12	All Brisbane
1/07/2016	Over 50s	12	All Brisbane
1/07/2016	Mt Gravatt Travel	48	Mt Gravatt
1/08/2016	Caboolture East Probus	48	Caboolture East
2/08/2016	Palm beach Happy Group	25	Palm Beach
3/08/2016	Beca Board	12	All Brisbane
4/08/2016	Paradise Point Seniors	50	Paradise Point
5/08/2016	Glass House Retirement Community	36	Glass House Mountains
1/09/2016	University of Southern Queensland	45	Toowoomba
1/09/2016	Coolabunia State School	16	Coolabunia
1/09/2016	Brisbane Grammar Aviation Club	12	All Brisbane
1/09/2016	Bellflower Garden Club	8	Sippy Downs

## 2.6 BUS TOURS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/09/2016	BCCC City planning and Sustainability Education	12	All Brisbane
1/09/2016	Burniebrae Chermshire	8	Chermshire
1/10/2016	University of the Third age	12	All Brisbane
2/10/2016	St Teresa's Catholic College	22	Noosaville
3/10/2016	Kenmore State High School	48	Kenmore
4/10/2016	Varsity College	30	Varsity Lakes
5/10/2016	Tweed Valley RSL	14	Tweed Heads
6/10/2016	Star Community Transport	22	All Brisbane
1/11/2016	Gold Coast Seniors Group	48	Surfers Paradise
1/11/2016	PCYC	12	All Brisbane
1/11/2016	St Pauls	40	Bald Hills
1/11/2016	Wide Bay Transit	48	All Brisbane
2/11/2016	St Pauls	36	Bald Hills
2/02/2017	Grace Lutheran College	16	Caboolture East
1/03/2017	Blue Care	12	All Brisbane
2/03/2017	St Michaels School	18	Kelvin Grove
3/03/2017	Carina Probus	48	Carina
4/03/2017	Chisholm Catholic College	45	Cornubia
5/03/2017	Probus Nundah	18	Nundah
1/04/2017	Over 50's (Blue Care)	12	All Brisbane
1/04/2017	Arana View Smith Family	38	Arana Hills
1/04/2017	Redcliffe National Seniors	34	Redcliffe
1/04/2017	Brisbane State High School	46	All Brisbane
1/05/2017	Macs Tour	45	All Brisbane
1/05/2017	Seniors Adventure Tours	45	All Brisbane
1/05/2017	QUT Aerospace Engineering Group	25	All Brisbane
1/05/2017	Burnie Brae	16	All Brisbane
1/05/2017	Wellington Point State High School	30	Wellington Point
1/05/2017	QUT Aerospace Engineering Group	25	All Brisbane
1/05/2017	UQ Sustainability students	45	All Brisbane
1/05/2017	Kenmore State High Group	47	Kenmore
1/05/2017	Kenmore State High Group	48	Kenmore
1/05/2017	Holy Spirit Retirement Community Group	14	Carseldine
1/05/2017	Mystic Mountain Tours	50	Sunshine Coast
1/05/2017	Terry's Tour Group	50	All Brisbane
1/05/2017	Terry's Tour Group	50	All Brisbane
1/05/2017	Sandgate Probus Tour	45	Sandgate
1/05/2017	Samford Probus-	48	Samford
1/05/2017	Kawana Waters Probus	35	Kawana Waters

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/05/2017	Holy Spirit Retirement Community Group 14	14	Carseldine
1/05/2017	Mt Gravatt High School	28	Mt Gravatt
1/06/2017	Carinity Education	12	Sunnybank
2/06/2017	Toowoomba Retirement community	40	Toowoomba
3/06/2017	Azzure Blue Redcliffe	47	Redcliffe
4/06/2017	Holland Park Aged Care	18	Holland Park
5/06/2017	Coolum Waters Retirement Community	15	Coolum Waters
6/06/2017	Mater Private Hospital Redland Auxiliary 47	47	Redland
7/06/2017	Over 50's adventure tour	54	All Brisbane
1/08/2017	Lifestyle Retirement Village	30	Chermside
2/08/2017	Runway Bay Senior Citizens	24	Runway Bay
3/08/2017	IRT Parklands Retirement Community	20	Parklands
4/08/2017	Salvation Army Silver threads	12	All Brisbane
5/08/2017	Lodges on George	12	Kippa a Ring
6/08/2017	Glenala State High School	45	Glenala
7/08/2017	St Michaels College	22	Caboolture
8/08/2017	Carinity Education	12	Sunnybank
9/08/2017	IONA College	18	Wynnum West
1/09/2017	St Michaels High School	22	Caboolture
1/09/2017	Carinity Education	12	Sunnybank
1/09/2017	University of Southern Queensland	42	Toowoomba
1/09/2017	St Josephs Mens Group	32	Mt Gravatt
1/09/2017	Buderim Mountain Probus	36	Buderim Mountain
1/09/2017	Bayside Friendship club	20	Wynnum
1/09/2017	UQ African student delegation	36	St Lucia
1/09/2017	National Seniors Group, Springwood	48	Springwood
1/09/2017	Terry's Tours	40	All Brisbane
1/07/2017	Queensland Academy	30	All Brisbane
1/07/2017	Zillmere and District Senior Citizens	24	Zillmere
1/07/2017	Melaleuca Grove Retirement Community	29	Capalaba
1/07/2017	Bay Island Bloomers	32	Bay Island
1/10/2017	St Paul's Primary School	44	Bald Hills
1/10/2017	St Pauls Primary School	48	Bald Hills
1/10/2017	Ferny Grove State High School	38	Ferny Grove
1/10/2017	Fig Tree Retirement Group	12	Fig Tree Pocket
1/10/2017	Kenmore State High School	44	Kenmore
1/10/2017	Kenmore State High School	38	Kenmore
1/10/2017	Sherwood Neighbourhood Centre	18	Sherwood
1/10/2017	Blue Care	12	All Brisbane

## 2.6 BUS TOURS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
1/10/2017	Bracken Ridge Tafe	12	Bracken Ridge
1/10/2017	Jubilee Community Care	25	Indooroopilly
1/10/2017	Scouts Helensvale	36	Helensvale
1/11/2017	Jubilee Community Care	25	Indooroopilly
1/11/2017	Woody Point Special School	20	Woody Point
1/11/2017	Lowood Seniors	57	Lowood
1/11/2017	Destination Q	30	All Brisbane
1/11/2017	Fig Tree Retirement Group	12	Fig Tree Pocket
1/11/2017	Parkwood GC Probus	30	Parkwood
1/11/2017	Carina Mens Shed	18	Carina
1/11/2017	Redlands Probus Club	30	Redlands
1/11/2017	AMCHAM Bus	25	All Brisbane
1/12/2017	Trinity High School	6	Beenleigh
1/12/2017	IRT The Palms	10	Buderim
1/12/2017	IRT The Palms	11	Buderim
1/01/2018	National Seniors Australia Victoria Point	40	Victoria Point
1/02/2018	Aldergate Retirement Community	5	Red Hill
2/02/2018	Carseldine Retirement Community	25	Carseldine
3/02/2018	Rotary of Stones Corner	40	Stones Corner
4/02/2018	Springwood State High School	12	Springwood
5/02/2018	Aldergate Retirement Community	5	Red Hill
6/02/2018	Green Wattle Wanderers	30	Burpengary
1/03/2018	Pebble Beach Retirement Community	53	Pebble Beach
1/03/2018	Caloundra Beach Retirement	45	Caloundra
1/03/2018	Renaissance Retirement Community	28	Victoria Point
1/03/2018	Rosewood State High School	25	Rosewood
1/03/2018	Keenagers Cleveland Uniting Church	57	Cleveland
1/03/2018	Japan Chamber of Commerce	18	All Brisbane
1/03/2018	Tropicana Tours	20	All Brisbane
1/03/2018	Coolum Beach Probus Club	20	Coolum Beach
1/03/2018	National Seniors Australia Wynnum	30	Wynnum
1/03/2018	Renaissance Retirement Community	28	Victoria Point
1/03/2018	LGAQ	18	All Brisbane
1/03/2018	UQ Students	8	All Brisbane
1/03/2018	Discovery Coaches	32	All Brisbane
1/03/2018	Airways Aviation School	6	All Brisbane
Jun-18	Probus Club Burleigh Waters	57	Burleigh Waters
Jun-18	Caboolture Youth Justice Services	10	Caboolture
Jun-18	Wesley Misson	14	All Brisbane



DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
Jun-18	IRT The Ridge	45	Bracken Ridge
Jun-18	Poncietta Retirement Community	38	Victoria Point
Jun-18	Carseldine Probus Club	40	Carseldine
Jun-18	National Seniors Calamvale	60	Calamvale
Jun-18	Wishart Gardens Retirement Community	30	Wishart
Jun-18	Redlands Ladies Probus Club	34	Redlands
Jun-18	Mt Gravatt Seniors Social Group	12	Mt Gravatt
Jun-18	Mt Gravatt Seniors Social Group	12	Mt Gravatt
Jul-18	Asset Management Council Brisbane	40	All Brisbane
Jul-18	Moreton Shores Retirement Community	52	Thornlands
Jul-18	Griffith University Aviation Club	25	All Brisbane
Aug-18	Woody Point Special School	20	Woody Point
Aug-18	IONA College	30	Wynnum West
Aug-18	Holland Park Aged Care	12	Holland Park
Aug-18	Salisbury Rotary Club	25	Salisbury
Sep-18	USQ Aviation Students	30	Toowoomba
Sep-18	Bayside RSL Sub Branch	30	Cleveland
Sep-18	USQ Aviation Students	30	Toowoomba
Sep-18	Southport Probus Club	30	Southport
Sep-18	Paradise National Seniors Australia	30	Paradise Point
Sep-18	Sunnybank Probus	30	Sunnybank
Oct-18	Lismore State High School	15	Lismore
Nov-18	Kenmore State High School	45	Kenmore
Nov-18	Kenmore State High School	45	Kenmore
Nov-18	Nambour Probus Club	45	Nambour
Nov-18	Paradise Point Seniors	40	Paradise Point
Jan-19	Cleveland Rotary Club	35	Cleveland
Feb-19	Rotary Club of Brisbane	15	Brisbane
Feb-19	North Redlands Probus	47	Redlands
Feb-19	Help Org	10	All Brisbane
Feb-19	Help with Disability	7	All Brisbane
Feb-19	Kairos community College	12	Deception Bay
Mar-19	Royal Help Disability	10	All Brisbane
Mar-19	Probus Ashgrove	15	Ashgrove
Mar-19	Star Travel	25	All Brisbane
Mar-19	Burnie Brae	20	All Brisbane
Mar-19	Probus Carindale	27	Carindale
Mar-19	Redcliffe Mens Shed	25	Redcliffe
Mar-19	Royal Geographical society	27	All Brisbane

## 2.6 BUS TOURS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
Apr-19	Active Tours and Transfers	25	All Brisbane
Apr-19	Airforce student cadets	40	All Brisbane
Apr-19	Footprints in Brisbane	15	West End
Apr-19	Strathpine Air League	17	Strathpine
Apr-19	Sunstate Coaches	47	All Brisbane
May-19	Coolangatta Senior group	20	All Brisbane
May-19	Probus Sanctuary Cove	4	Sanctuary Cove
May-19	Blue Care	10	All Brisbane
May-19	Bracken Ridge St Josephs	30	Bracken Ridge
May-19	Kenmore State School	50	Kenmore
May-19	Kenmore State School	50	Kenmore
Jun-19	Day speciality touring and charters	30	All Brisbane
Jun-19	Gold Coast seniors	20	Gold Coast
Jun-19	Good Shepherd Lutheran College	23	Noosaville
Jun-19	Cleveland Nationals	28	Cleveland
Jun-19	Dawn Blazey and seniors	16	Norman Park
Jun-19	Blue Care	12	All Brisbane
Jun-19	Blue Care	12	All Brisbane
Jun-19	North Brisbane Probus	40	Zillmere
Jun-19	Brisbane Greeters	38	All Brisbane
Jul-19	Ipswich football club	12	Ipswich
Jul-19	Nola and seniors	40	All Brisbane
Jul-19	Baralaba School	20	Baralaba
Jul-19	Mueller College	12	Rothwell
Jul-19	Blue Care	10	All Brisbane
Jul-19	Cleveland Seniors	15	Cleveland
Aug-19	Ipswich football club	12	Ipswich
Aug-19	Vision Australia	16	All Brisbane
Aug-19	Ipswich football club	12	Ipswich
Aug-19	Mueller College	12	Rothwell
Aug-19	CentaCare	10	All Brisbane
Sep-19	1st Military Police Battalion	13	All Brisbane
Sep-19	Brookside Ladies Tuesday Club	13	Mitchelton
Sep-19	Ipswich football club	12	Ipswich
Sep-19	Northland Coach and Travel	40	All Brisbane
Sep-19	University of Southern Queensland Aviation Students	40	Toowoomba
Sep-19	University of Southern Queensland Aviation Students	4	Toowoomba
Sep-19	Brisbane North Chamber of Commerce	35	All Brisbane

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
Sep-19	Wandon State School	20	Wandon
Sep-19	Jimboomba Jollies	22	Jimboomba
Sep-19	Nature Kids Child Care	9	Camp Hill
Oct-19	HPAC	13	All Brisbane
Oct-19	Terrys Tour	29	All Brisbane
Oct-19	Ansett down to earth club	45	All Brisbane
Oct-19	Transit care	17	All Brisbane
Oct-19	Mt Gravatt Men's shed	50	Mt Gravatt
Oct-19	Coorparoo Probus	57	Coorparoo
Oct-19	Taiwan Care	36	All Brisbane
Nov-19	Kenmore State High School	48	Kenmore
Nov-19	Kaplan International	10	All Brisbane
Nov-19	Oz care	16	All Brisbane
Nov-19	Camera Tour	36	All Brisbane
Nov-19	Redcliffe Peninsula Probus	42	Redcliffe
Nov-19	Aviation High	30	Clayfield
Nov-19	Carina Seniors Club	50	Carina
Nov-19	Bolton Clarke Cazena Gardens	12	Sunnybank
Nov-19	Kenmore State High School	48	Kenmore
Dec-19	Sherwood School tour	7	Sherwood
Dec-19	South Brisbane Ladies Group	10	East Brisbane
Dec-19	leisure and Lifestyle	21	All Brisbane
Dec-19	UQ Students	80	St Lucia
Dec-19	Trinity college Bus tour	13	Caboolture
Jan-20	Happy tots	11	Hamilton
Jan-20	Blue care	25	All Brisbane
Jan-20	Zillmere after school care	35	Zillmere
Jan-20	Jindalee School care	22	Jindalee
Jan-20	Early educators	40	Underwood
Feb-20	Mt Gravatt Pacific probus	20	Mt Gravatt
Feb-20	Hibiscus Retirement village	24	Sippy Downs
Feb-20	The combined Probus of Sherwood	31	Sherwood
Mar-20	John Colegate and his seniors	14	All Brisbane
Mar-20	Sherwood Probus	25	Sherwood
Mar-20	Probus group of Hasting point and Tweed heads	21	Tweed Heads
Mar-20	John Colegate and his seniors	14	All Brisbane
Mar-20	Vision Australia DTB tour	20	All Brisbane

## 2.7 Community presentations

2008 Various community groups including Pinkenba Community group

Table 1 – Community Presentations

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
08/09/09	Brisbane Airport Rotary Club	15	Brisbane Airport
15/09/09	The Gap National Seniors	40	The Gap
07/10/09	Valley Chamber of Commerce	30	Fortitude Valley
13/10/09	Jindalee Probus Club	30	Jindalee
14/10/09	Sunnybank Probus Club	50	Sunnybank
15/09/2010	Southbank Institute of TAFE	20	All Brisbane
28/10/09	Brisbane North Development Forum	40	Chermside
29/10/09	PNG Airports	5	Papa New Guinea
4/11/09	Aviation High	40	Clayfield
11/11/09	Japan Women's Innovation	15	All Brisbane
4/03/10	St Lucia Probus Club	40	St Lucia
8/04/10	Brisbane North Chamber of Commerce	30	All Brisbane
12/05/10	Nudgee Community Friendship Centre	40	Nudgee
23/09/2010	Aspley Respite Centre	10	Aspley
18/02/2011	Redcliffe National Seniors	40	Redcliffe
01/03/2011	St Columbans College	60	Caboolture
23/03/2011	Community Friendship Centre	35	Nudgee
11/04/2012	Community Friendship Centre	45	Nudgee
28/08/2012	Pinkenba Community	25	Pinkenba
29/08/2012	Nudgee Golf Club	60	Nudgee
14/08/2012	Nudgee Beach Community	30	Nudgee
14/9/2012	Australian Catholic University	16	Banyo
07/05/13	Carseldine Probus Club	45	Carseldine
12/06/13	Wynnum Manly Club	45	Wynnum
13/06/13	Newmarket Probus Club	25	Newmarket
10/07/13	Newmarket Probus Club	37	Newmarket
27/07/2014	Community Friendship Centre	36	Nudgee
2014	Nudgee Golf Club	28	Nudgee
2014	Australian Catholic University	16	Banyo
2014	Griffith University Lecture	80	All Brisbane
2014	Wildlife Preservation Society of Qld	26	All Brisbane
2014	Nudgee Beach Environmental Education Centre	28	Nudgee
2014	Tangalooma Resort	14	Stradbroke Island

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
2014	Tanga Tours	8	Stradbroke Island
2014	MiCat	6	Stradbroke Island
2014	Aircrew Association	16	Brisbane Airport
2014	Port of Brisbane Rotary Club	12	All Brisbane
2014	Woolloongabba Rotary Club	48	Woolloongabba
2014	Mt Gravatt Rotary Club	64	Mt Gravatt
02/09/2014	Euroa Fellowship	12	All Brisbane
15/01/2015	Probus Club Redlands-Bayside	48	Redlands
6/05/2015	New Farm Seniors	34	New Farm
7/05/2015	The Gap Probus Club	60	The Gap
13/05/2015	Community Friendship Centre	32	Nudgee
9/09/2015	Probus Club Coorparoo	25	Coorparoo
10/09/2015	Probus Club Cleveland	30	Cleveland
2015	Rotary Club of Albany Creek	45	Albany Creek
2015	Rotary Club of Bulimba	26	Bulimba
2015	Rotary Club of Nundah	40	Nundah
2015	Rotary Club of Port of Brisbane	16	All Brisbane
2015	Rotary Club of Kenmore Eminent Speakers	38	Kenmore
2015	Rotary Club of Woolloongabba	45	Woolloongabba
2015	Rotary Club of Redlands	52	Redlands
2015	Rotary Club of Carindale	40	Carindale
2015	Rotary Club of Toowong	20	Toowong
2015	Rotary Club of Mount Gravatt	34	Mt Gravatt
2015	Rotary Club of Ashgrove/The Gap	45	Ashgrove
2015	Rotary Club of Brisbane Mid City	25	All Brisbane
2015	Probus Club of Chapel Hill	60	Chapel Hill
2015	Probus Club of Ascot	30	Ascot
2015	Probus Club of Redcliffe	16	Redcliffe
2015	Probus Club of Forest Lakes	45	Forest Lake
2015	Probus Club of Taringa	45	Taringa
2015	Probus Club of Caboolture Mens	25	Caboolture
2015	Probus Club of Mount Ommaney	37	Mount Ommaney
2015	Probus Club of Kallangur	36	Kallangur
2015	Probus Club of Stafford	60	Stafford
2015	Probus Club of Shoreline	20	Shoreline
2015	Probus Club of Ithaca	16	Red Hill
2015	Probus Club of Goodna/Springfield	16	Goodna
2015	Probus Club of Pumicestone Passage	12	Bribie Island
26/10/2015	Kenmore State High School	48	Kenmore

## 2.7 COMMUNITY PRESENTATIONS CONT.

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
13/05/2016	Community Friendship Centre	64	Nudgee
18/08/2016	Probus Holland Park	12	Holland Park
2016	Rotary Club of Geebung, Zillmere	48	Zillmere
2016	Rotary Club of Brisbane High Rise	40	All Brisbane
2016	Rotary Club of Pine Rivers	45	Pine Rivers
2016	Rotary Club of Brisbane Planetarium	12	Paddington
2016	Rotary Club of Fortitude Valley	10	Fortitude Valley
2016	Rotary Club of Brisbane City	40	All Brisbane
2016	Probus Club of Goodna/Springfield	25	Goodna
2016	Probus Club of Pumicestone Passage	34	Bribie Island
2016	Probus Club of Carseldine	54	Carseldine
5/04/2017	General Aviation Tenant Project Briefing	18	All Brisbane
9/05/2017	Queensland University of Technology Civil Engineering Student Society	30	All Brisbane
25/05/2017	Aviation High School	54	Clayfield
6/7/2017	Australian Youth Aerospace Association (AYAF)	68	All Brisbane
9/05/2017	Holy Spirit Retirement Community	40	Nudgee
5/06/2017	Mt Gravatt Men's Shed	180	Mt Gravatt
3/07/2017	ACU Senior Management Team	16	Banyo
10/07/2017	Fig Tree Pocket Retirement Community	45	Fig Tree Pocket
26/07/2017	Fig Tree Pocket Probus Club	60	Fig Tree Pocket
21/08/2017	Carina Mens Shed	80	Carina
21/11/2017	Probus Club Mt Ommaney	40	Mt Ommaney
23/11/2017	Poinciana Probus Club	45	Redland
17/01/2018	Rotary Club of Salisbury	12	Salisbury
13/02/2018	Brisbane Airport Rotary Club.	10	Brisbane Airport
22/02/2018	Rotary Club of Aspley	40	Aspley
28/02/2018	Rotary Club of Toowong	40	Toowong Bowls Club
27/03/2018	Residents of Nudgee Beach.	20	Nudgee Beach
9/04/2018	Probus Club of Mt Gravatt	70	Sunnybank
12/04/2018	Rotary Club of Paddington Planetarium	20	Paddington
17/04/2018	Mt Gravatt Wishart Parish Mens Group	70	Mt Gravatt
1/05/2018	Rotary Club of Albany Creek	25	Albany Creek
22/05/2018	Mitchelton Probus Club	30	Gaythorne
27/06/2018	ASIS Queensland	40	Spring Hill
27/06/2018	Sandgate Chamber of Commerce	40	Sandgate
11/07/2018	Sunnybank Probus Club	120	Sunnybank
12/07/2018	Australian Youth Aerospace Association Inc	80	Brisbane Airport
17/07/2018	Rotary Club of Jindalee	50	Jindalee

DATE	GROUP NAME	NUMBER OF PEOPLE	SUBURB
18/07/2018	Indooroopilly Mens Shed	35	Indooroopilly
24/07/2018	National Seniors Toowong Branch	40	Indooroopilly
2/08/2018	Aspley Probus Branch	80	Carseldine
2/10/2018	Hamilton Probus Club	40	Hamilton Hall
1/11/2018	Carindale Rotary	25	Carindale
26/03/2019	Redcliffe Peninsula Probus Club	64	Redcliffe RSL
1/04/2019	Bribie Island Pensioners	45	Bribie Island RSL
1/05/2019	Ray white Bulimba	10	Bulimba
11/06/2019	Kenmore Mens Shed	45	Kenmore Library
20/06/2019	Presentation to VA regarding BNR	100	VA head Office
5/08/2019	Mount Gravatt Mens Shed	116	Mount Gravatt showground
July 2019	Brisbane North Chamber of Commerce Night Owls	60	Chermside
July 2019	Brisbane City Rotary	15	All Brisbane
Jul-19	Qantas	15	All Brisbane
Jul-19	Bellbowrie men's shed	40	Bellbowrie
Jul-19	Mt Gravatt men's shed	116	Mt Gravatt
Sep-19	Probus Club of Redcliffe	60	Redcliffe
Sep-19	Brisbane City Council	20	All Brisbane
Sep-19	Probus Club of Brisbane	70	All Brisbane
Sep-19	Aspley View Ladies Club	150	Aspley
Oct-19	Australian and New Zealand committee's for Cities and Regions	10	All Brisbane
03/10/2019	Brisbane High-Rise Rotary Club	40	All Brisbane
Nov-19	St Vincent's Care Services	30	All Brisbane
Nov-19	Community Policing Board Meeting	75	All Brisbane
Dec-19	Rotary Club of Brisbane	48	All Brisbane
Dec-19	LGAAQ	20	All Brisbane
Jan-20	Independent Schools Queensland	120	All Brisbane
Feb-20	Holland Park Central probus	40	Holland Park

## 2.8 1800 phone line

Established as part of the EIS, the 1800 phone number is available for contact between BAC and all stakeholders.

The number was clearly displayed on all materials relating the new runway, on the flight paths tool and the Brisbane airport website.

## 2.9 Email submissions

Since 2005, there has been a dedicated email portal to facilitate communication between BAC and all stakeholders.

The email address is clearly displayed on all materials relating the new runway, on the flight paths tool and the Brisbane Airport website.

DATE	SUMMARY	SUBURB
13/10/2016	Compensation for noise	Wakerley
27/10/2016	Flight noise – Jindalee	Jindalee
2/11/2016	Future Noise – Yeronga	Yeronga
4/11/2016	Aircraft Noise: Holland Park	Holland Park
7/03/2017	Future Flight Paths	Hemmant
19/03/2017	Aircraft noise	Seven Hills
2/04/2017	BNR: Future aircraft noise	Bellbowrie / Moggill
7/04/2017	BNR information available	
5/06/2017	Future Flight Paths	Hendra
8/06/2017	Future aircraft noise	Auchenflower
15/07/2017	Aircraft noise: Clear Mountain	Clear Mountain
17/07/2017	Future flight path information	New Farm
21/07/2017	Aircraft noise: Eagle Farm	Eagle Farm
25/07/2017	Increase of aircraft	Brisbane City
31/07/2017	Noise over Stafford	Stafford Heights
7/08/2017	Aircraft noise: Greenslopes	Greenslopes
21/08/2017	BNR: Sand and waterways	
29/08/2017	Aircraft noise over Greenslopes and curfew	Greenslopes
13/09/2017	Aircraft Noise – Ashgrove	Ashgrove
14/09/2017	Future Aircraft noise	Bulimba/Hawthorne
16/10/2017	Aircraft Noise over Norman park	Norman Park
29/10/2017	BNR: Runway opening time	
8/11/2017	Coorparoo Flight paths	Coorparoo
16/11/2017	Aircraft noise – Holland Park	Holland Park
24/11/2017	Aircraft noise – Mango Hill	Mango Hill
21/12/2017	Aircraft Noise Tarragindi	Tarragindi
21/12/2017	Aircraft noise: Tarragindi	Tarragindi
15/03/2018	Aircraft noise	
20/04/2018	Enoggera and Alderley	Enoggera
6/08/2018	Bribie Island noise	Bribie Island
22/08/2018	BNR: Windblown sand	
31/08/2018	New Runway – dust complaint	
27/09/2018	Aircraft Noise	Kelvin grove
9/11/2018	Aircraft Noise – flight path noise booklet request	Kangaroo Point
15/11/2018	Projects – New Runway, Dust on staff car	



DATE	SUMMARY	SUBURB
20/11/2018	New Parallel Runway – Noise	Spring Hill.
21/11/2018	Projects – New Runway – Dust	
10/12/2018	Projects – New Runway	Balmoral
25/02/2019	low flying aircraft	New farm
26/02/2019	Aircraft noise enquiry	
28/02/2019	Brisbane Airport Runway Benny	Chermside
4/03/2019	Aircraft Noise complaint	Hemmant
2/04/2019	Airplane assents on the runway	Horth west
17/04/2019	Flight paths	Red Hill
17/04/2019	noise complaint	Mitchelton
8/05/2019	Funding of runway and airline charges	
10/05/2019	Future flight paths	
14/05/2019	New flight paths and modes of operation	
23/05/2019	New flight paths Sandgate	Sandgate
23/05/2019	Aircraft noise: KL Flight	
24/06/2019	Benny info van locations	Bracken ridge
26/06/2019	flight path noise	Murarrie
6/07/2019	Noise over new Farm	New Farm
15/07/2019	info on closed plane spotters area	
24/07/2019	current aircraft : over Beenleigh	Beenleigh
29/07/2019	current Noise over Wakerley	Wakerley
30/07/2019	flight paths over east brisbane	East Brisbane
2/08/2019	new flight paths over east BNE	Annerley/Woolloongabba
17/08/2019	how will new flight paths pollute rain water	Samford
30/08/2019	doesn't want flight path over home	
6/09/2019	not happy about new flight paths around Camp mountain	Camp mountain
6/09/2019	wants the BNR to be over the bay operations only	
23/09/2019	current flight paths	Birkdale
27/09/2019	Aircraft noise	Greenslopes
30/09/2019	Rising sea levels	
30/09/2019	Take Off EDM: Videos playing at the same time	
11/10/2019	Real Estate.com.au advertising	
22/10/2019	open day BNR	
22/10/2019	BNR open day	
12/11/2019	Aircraft noise and new runway	Tarragindi
2/12/2019	Aircraft noise and new runway	Newstead
16/12/2019	Aircraft noise and new runway	Coorparoo
2/01/2020	Aircraft noise and new runway	Morningside/Seven Hills.
3/01/2020	Aircraft noise and new runway	Newstead
5/01/2020	new flight paths	

## 2.9 EMAIL SUBMISSIONS CONT.

DATE	SUMMARY	SUBURB
15/01/2020	new flight path	
16/01/2020	Aircraft noise and new runway	Stones Corner
2/02/2020	Aircraft noise and new runway	
17/02/2020	new projects / plane spotters	
24/02/2020	Flight paths over Tingalpa – wants them stopped	Tingalpa
27/02/2020	Aircraft noise and new runway	Redlands
2/03/2020	open days	
4/03/2020	Location of Benny	Bulimba
5/03/2020	first flight events	
12/03/2020	Fight Path tool / changes	Tingalpa
17/03/2020	open days	
28/03/2020	Compliment for cancelled open days during COVID	
30/03/2020	New runway Open day cancelled due to COVID	
2/04/2020	Idea for new open day event “ car racing	
17/04/2020	Aircraft noise and new runway – Seven Hills aircraft noise	Seven Hills
20/04/2020	projects New runway – Wanting hard copy of flight path booklet	
5/05/2020	New runway – runway events	
5/05/2020	Aircraft Noise: Tarragindi	Tarragindi
5/05/2020	BNR Flight Paths: Ascot	Ascot
5/05/2020	BNR: property Prices: Hamilton	Hamilton
5/05/2020	BNR: Consultation process	Brisbane
5/05/2020	BNR: Property Prices	
12/05/2020	new runway 01L/19R threshold of Lat/Lon	
12/05/2020	What aircraft can land on BNR	
19/05/2020	Community engagement plan for students	
22/05/2020	wanting a invite to open day for sons birthday	
16/06/2020	Advice to change date of the BNR	
22/06/2020	Flight paths both old and new over wellington point.	wellington point.
23/06/2020	BNR – New flight paths over Narangba.	Narangba
6/07/2020	Plane spotters- wanting details on new viewing platform	
8/07/2020	obstacle data for Brisbane’s new runway	
10/07/2020	New runway – not happy with the choice of VA being first flight	
10/07/2020	New runway – open day live stream only on FB	
10/07/2020	New runway – open day – Congratulations on this amazing project	

## 2.10 Industry briefings

BAC is an active member of:

- Brisbane Development Association,
- Brisbane North Development Forum,
- Agenda North,
- Australian Airports Association,
- Tourism & Transport Forum,
- Australia TradeCoast,
- Brisbane Marketing,
- Tourism Queensland
- China Action Aviation Group.

Presentations on airport activities are made to these groups on a regular basis.



DATE	ORGANISATION NAME	NUMBER OF PEOPLE WHERE COUNTED
4/11/2016	Environmental Institute of Australia & New Zealand (EIANZ)	
9/11/2016	Institute of Public Works Engineering Australasia (IPWEAQ)	
15 & 17/11/2016	IQPC Dredging & Reclamation Conference	
24/11/2016	Brisbane City Council DA North – Planners Technical Forum	
29/11/2016	Airfield Engineering & Asset Management Conference	
16/05/2017	QLD Technical Water Panel (hosted by Engineers Australia)	
23/05/2017	8th Annual QLD Transport Infrastructure Conference	
12/07/2017	Minter Ellison Breakfast Conference	
18/07/2017	Australian Competition & Consumer Commission (ACCC)	
2018	Lockyer Valley Showcase	
2018	Redland Showcase	
2018	Ipswich Showcase	
2018	Sunshine Coast Showcase	
2018	Scenic Rim Showcase	
2018	Logan Showcase	
04/09/2018	BACACG	30 people
05/10/2018	KPMG	

## 2.10 INDUSTRY BRIEFINGS CONT.

DATE	ORGANISATION NAME	NUMBER OF PEOPLE WHERE COUNTED
07/11/2018 & 08/11/2018	Queensland Urban Utilities CEO Roadshow	150 people
11/10/2018	TIQ International Commissioners	
23/10/2018	Ground Transport Forum	
24/10/2018	Presentation to Property Council	
27/11/2018	BACAG	30 people
22/01/2019	BNE Business Advisory Group	20 people
25/01/2019	Deloitte Brisbane	100 people
04/02/2019	State Shadow Cabinet briefing	
19/02/2019	Public Affairs and Community Engagement committee of the Queensland Resources Council	30 people
27/02/2019	13 Cabs General Meeting presentation	100 people
11/03/2019	Brisbane City Council – Lord Mayor and the Establishment and Coordination Committee	15 people
28/03/2019	Brisbane Marketing – full team presentation	40 people
08/04/2019	Consular Corps presentation	
03/05/2019	International Association of Impact Assessment conference delegates	60 people
09/05/2019	Airservices Australia	60 people
10/05/2019	Ernst & Young Brisbane	100 people
20/06/2019	Virgin Australia	100 people
21/06/2019	Destination Brisbane	20 people
28/06/2019	Brisbane Greeters	
15/07/2019	QANTAS	20 people
07/08/2019	Brisbane City Centre Stakeholder Group	20 people
22/08/2019	Brisbane Aviation Professional Society	100 people
16/10/2019	BNE Enterprise	60 people
22/10/2019	Institute of Public Works Engineering Australasia	50 people
24/10/2018	Property Council members	60 people
31/10/2019	PwC Brisbane Partners	30 people
01/11/2019	Association of South Pacific Airlines	100 people
07/11/2019	South Queensland Land Rehabilitation Group	

## 2.11 Runway seminars

In October 2018, nine one-hour sessions were held to update stakeholders of BAC on the progress of Brisbane's new runway.

Number of attendees: 170

Number of businesses represented: 92

The attendees included: representatives from airlines, BAC, the construction team, government partners, industry partners, sponsorship partners and suppliers/consultants.

## 2.12 Site tours

DATE	ORGANISATION/GROUP NAME	NUMBER OF PEOPLE WHERE COUNTED
2014/15	40 Tours	
2015/2016	AirServices Australia Executives	
2015/2016	Brisbane City Council Urban Development Team	
2015/2016	Sydney Airport Badgery's Creek Airport Engineers Team	
2015/2016	Miriam Hoekstra – Schiphol Airport	
2015/2016	DIRD Industry Graduates	
2015/2016	5th International Conference of Geotechnical and Geophysical Site Characterisation delegates	
2015/2016	Penny Rogers – Hong Kong Airport Construction Turner & Townsend)	
2015/2016	Samantha Heathwood (Channel 9 Reporter) & Cameraman	
2015/2016	Brisbane Marketing Interstate Media	
2015/2016	Dryandra Road Works potential tenderers	
2015/2016	Airfield Works potential tenderers	
2015/2016	Site Access & Seawall tender inspections (3 construction companies)	
2 November 2016	EIANZ delegates	
8 December 2016	Civil Aviation Safety Authority (CASA) Board	
20 February 2017	Brisbane City Council (BCC)	
6 March 2017	Department of natural Resources and Mines (DNRM)	
31 March 2017	Daan van Croohoven (Schiphol Airport)	
6 April 2017	Floor Felton (Schiphol Airport)	
12 April 2017	BAC Board Members, Chris McArthur & Eddie Schultz	
21 April 2017	BACH & Colonial Investors	
3 May 2017	Space Hero Media (now trading as 'Accomplice')	

## 2.12 SITE TOURS CONT.

DATE	ORGANISATION/GROUP NAME	NUMBER OF PEOPLE WHERE COUNTED
13 July 2017	Transport & Main Roads Engineering Interns	
19 July 2017	Queensland Urban Utilities (Recycled Water Project Team & Executives)	
24 July 2017	QUU Communication Team	
11/09/2018	Queensland Urban Utilities (QUU) Operational Staff	
12/09/2018	ASA/SAA	
14/09/2018	Queensland Ambulance Service (Dryandra Road diversion emergency services familiarisation)	
14/09/2018	Chris Frame (media)	1
27/09/2018	Simon Theeuwes (Schiphol) & Menno Matze (KPMG)	2
16/10/2018	CASA Site tour	
22/10/2018	QUU Senior Management Team	
24/10/2018	Jacobs National Executive	
29/10/2018	Jabine van der Meijs (Schiphol CFO) & Vianney Heeren (Schiphol Corporate Treasurer)	2
30/10/2018	BACH AGM	
30/10/2018	Dick Benschop (Schiphol CEO & President)	1
12/11/2018	AAA Conference Site Tour (two groups)	
12/11/2018	CASA (Andy Sparrow & Chris Monahan)	
13/11/2018	Sydney Airport Representatives	
20/11/2018	Leonie Horrocks (DIRD)	
15/03/2019	Joan Pease (Member for Lytton)	1
05/04/2019	BNE Ambassadors	82
09/05/2019	Airservices Australia	48
11/06/2019	Virgin Australia site tour	
13/06/2010	The University of Queensland	
18/06/2019	Airservices Australia	4
01/08/2019	QANTAS	9
06/08/2019	Airbiz	41
13/09/2019	Ernst & Young Brisbane	3
17/09/2019	Airservices Australia and Jakarta Airport	12
15/10/2019	Local Runway Safety Team	11
17/10/2019	QANTAS	11
22/10/2019	Institute of Public Works Engineering Australasia	46

DATE	ORGANISATION/GROUP NAME	NUMBER OF PEOPLE WHERE COUNTED
18/11/2019	Perth Airport	
26/11/2019	BACAG	11
29/11/2019	Swissport	
10/12/2019	Various organisations	151
16/12/2019	Brisbane Roar W League team and coaching staff	

## 2.13 On airport events (e.g. Open House)

DATE	EVENT	NUMBER OF PEOPLE
2014	World Mangrove Day	60
7/10/2017	Brisbane Open House – 4 Sessions	90
12/10 – 13/10/2019	Brisbane Open House – 8 Sessions	180





## 2.14 BACACG

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Established in 2010, the Brisbane Airport Community Aviation Consultation Group (BACACG) is a consultative forum designed to bring together government, the aviation industry, and the community to discuss a range of topics including aircraft noise, airport developments, airport operations and Terminal access.

The group is currently independently Chaired by Nigel Chamier AM and was previously chaired by Major General Peter Arnison AC, CVO, (retd).

The BACACG meets four times per year.

## 2.15 Technical Noise Working Group

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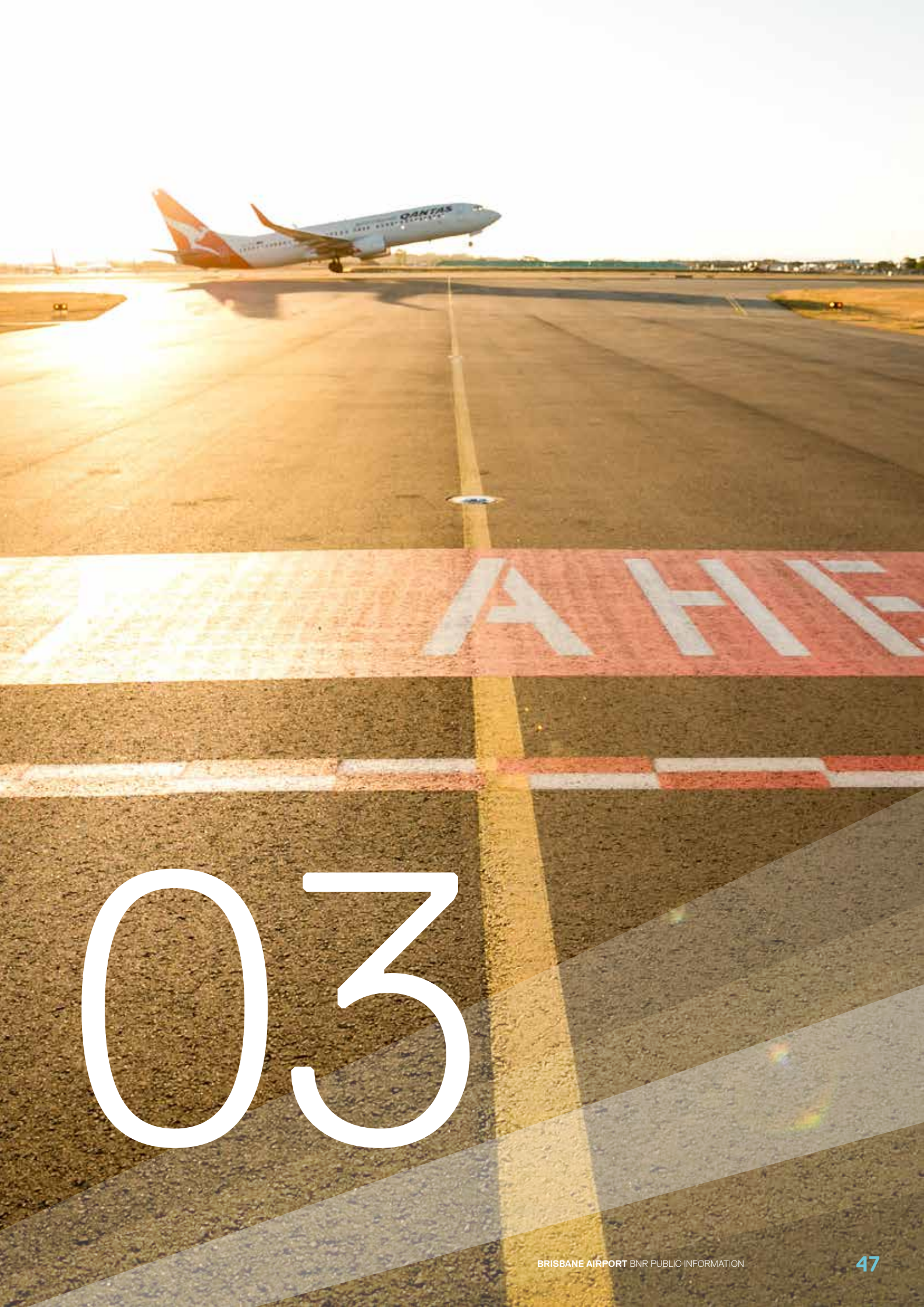
The Technical working group met ten times to discuss technical issues that had arisen through community engagement or industry feedback.

## 2.16 Brisbane Airport Business Advisory Group

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This group was formed in 2017 and consisted of businesses and transport operators located external to Brisbane Airport. The meetings provided an update on Brisbane's new runway as well as discussion on communication and engagement methods and activities.





# 03

# 03. POLITICAL ENGAGEMENT ACTIVITIES

## 3.1 Briefings with Elected Representatives

<b>Briefings for Elected Representatives</b>	<p>BAC holds briefings and airport tours for local, state and federal elected representatives. The frequency of these briefings increases when topical matters arise or big initiatives require supporting clarification.</p> <p>During the 2019-2020, BAC conducted Federal and State Parliament pop up display briefings.</p> <p>In addition, presentations were given to the local office of DFAT, Local Government Association of Queensland, Brisbane City Council Multicultural Roundtable, and visiting delegations.</p> <p>Project media statements and newsletters are sent to elected representatives</p> <p>Correspondence to Elected Reps occurred advising of key project activities.</p>	Regular briefings are offered to all elected reps.	Local, State and Federal elected representatives	Briefings are organised following correspondence and follow up.
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# 04

# 04. WEBSITE

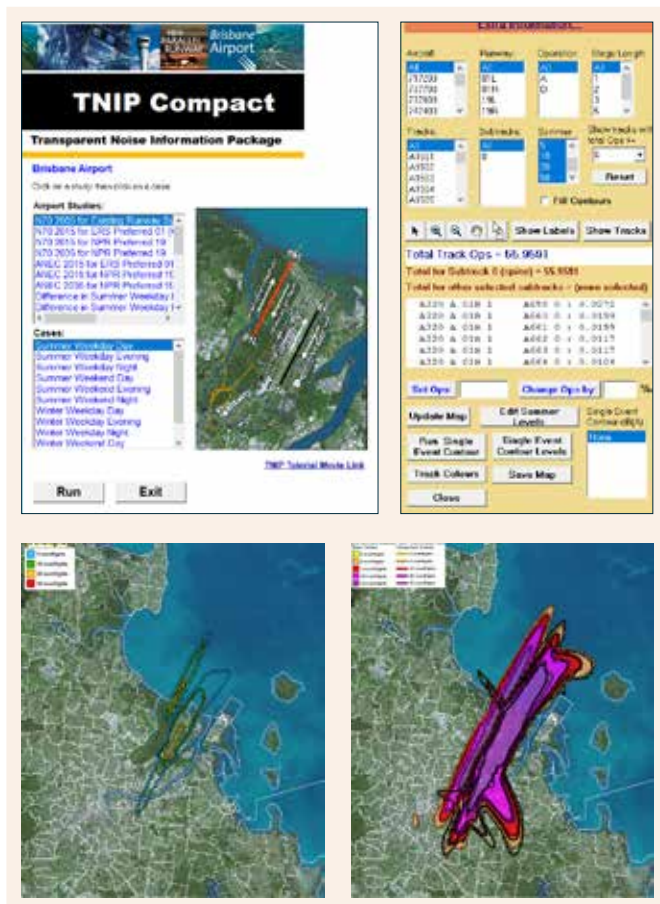
## 4.1 Transparent Noise Information Package (2007 – 2009)

During the EIS community consultation activities the years following, BAC utilised TNIP-Compact, an easy to access subset of TNIP (Transparent Noise Information Package), the Australian Government Department of Transport and Regional Services' core aircraft noise transparency software.

The program was designed to run off a CD in order to make access to aircraft noise information as simple, and widely available, as possible. TNIP-Compact is a 'Viewer' which gives the user an insight into the components that make up noise contours and allows the user to perform simple 'what-if' analyses.

The data files on the CD are generated within TNIP using noise and flight track information derived either from studies carried out using the US Federal Aviation Administration's Integrated Noise Model (INM) or from noise and flight path monitoring systems.

These CDs were available during the EIS process, and available on request from BAC and at all community events.



## 4.2 Brisbane Airport Experience Centre Online (2010 – 2018)

Expanding on from the Transparent Noise Information package CR-Rom, in 2010 BAC released the Brisbane Airport Experience Centre Online. It was the digital experience of the physical structure located at Brisbane Airport.

The online experience included interactive maps and a unique Australian-designed software program enabling the community to understand the current and future operations of Brisbane Airport and how these will impact on aircraft noise patterns across Greater Brisbane.



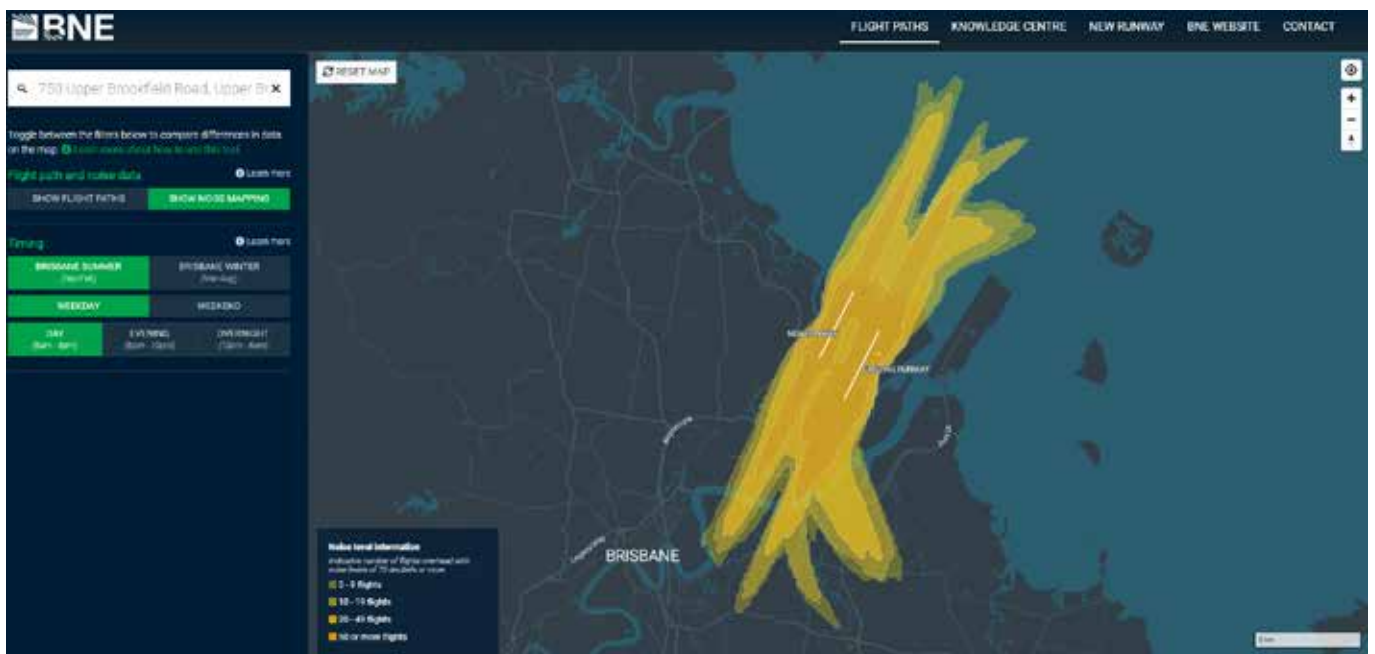
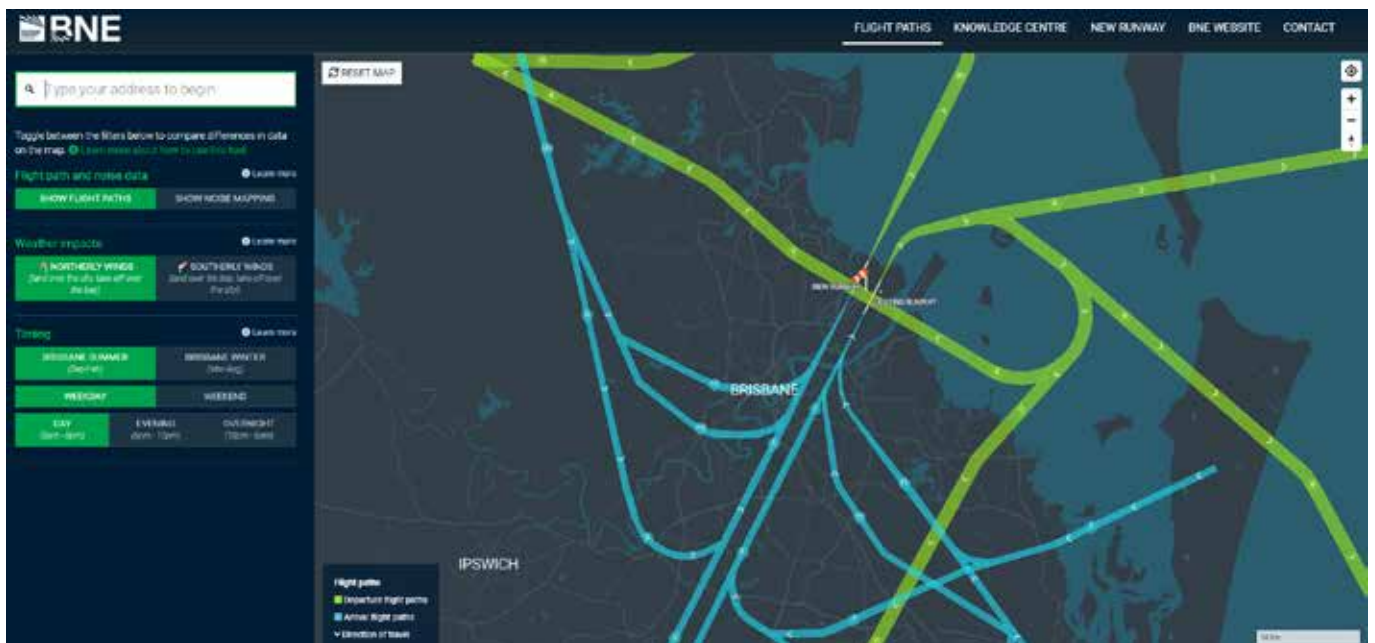
### 4.3 Flight Path Tool (28 Nov 2018 – 12 July 2020)

The Brisbane Airport flight path tool shows the jet arrival and departure flight paths from Brisbane Airport. Before the runway opened it depicted current flight paths and those forecast when the new runway opens in mid-2020.

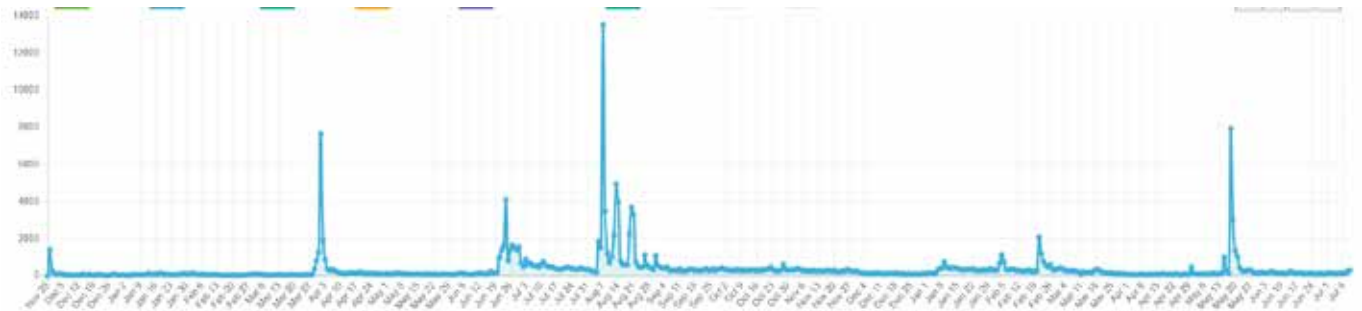
This tool enabled user to search any address in Brisbane in relation to these flight paths, to understand the impacts on the selected address. The tool also shows noise mapping, highlighting areas affected by aircraft noise of 70 decibels or more.

It was also supported by a knowledge centre which went into further detail regarding Brisbane Airport operations, flight path and airspace design and noise concepts.

The design and useability of the tool was also test on independently run focus groups to ensure the information was easy to access and understand.



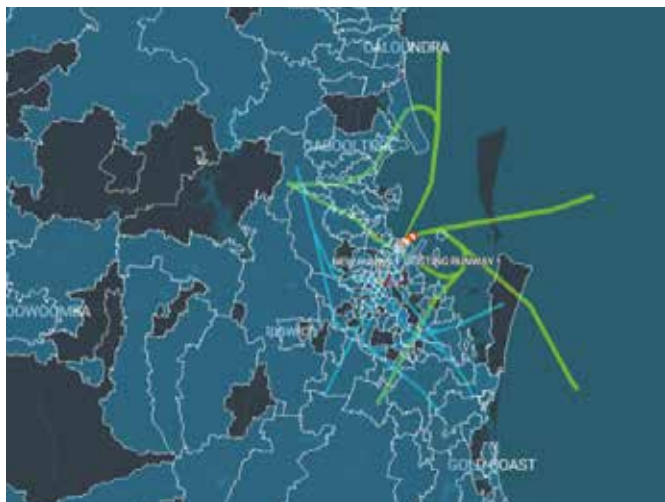
4.3 FLIGHT PATH TOOL (28 NOV 2018 – 12 JULY 2020) CONT.



From launch in 2018 until runway opening below are some important statistics.

- Unique visitors: 158,338
- Total sessions: 209,143
- Average session length: 3min 22sec
- Total page views: 326,585
- Average page views per visit: 1.56
- Total video plays (Knowledge Centre): 4,627
- Total feedback form submissions: 126
- Visitation heat map:  
*Light blue shaded areas have visited the Flight Path Tool. This is based on their address search.*

6. The Gap
7. New Farm
8. Camp Hill
9. Cannon Hill
10. Carindale



- 79% of page visits were to the map page, 14% of page visits were to the Knowledge Centre
- Top 10 suburbs searched:
  1. Bulimba
  2. Hamilton
  3. Coorparoo
  4. Ascot
  5. Morningside

4.4 Project pages

From launch of new website (February 2018) – 12 July 2020

- Total page views: 278,089
- Unique page views: 232,478
- Average time on page: 1min 46sec

4.5 Aircraft noise pages

From launch of new website (February 2018) – 12 July 2020

- Total page views: 369,340
- Unique page views: 318,400
- Average time on page: 38 seconds

PAGE	TOTAL PAGE VIEWS	UNIQUE PAGE VIEWS
Flight Path Tool	157,540	140,826
Flight Path Booklet	13,612	12,482
Fact sheets	12,756	11,075
Property values and flight paths (GUT research)	9,833	9,257
Mobile Information Centre	5,035	4,459

## 4.6 Quick Facts page

Quick Facts page (English and Chinese websites):  
<https://www.bne.com.au/corporate/about/quick-facts>

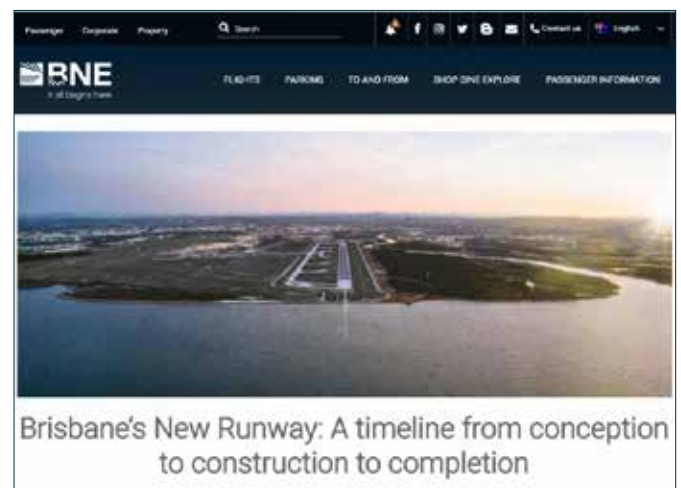
- Brisbane's new runway infographic
- Total page views: 9,330
- Unique page views: 8,080
- Average time on page: 2min 7sec



## 4.7 BNE Blog articles

Note: page views as at 12th July 2020

- **Brisbane's New Runway: A timeline from conception to construction to completion**
  - <https://www.bne.com.au/blog/behind-scenes/brisbanes-new-runway-construction-timeline>
  - Page views: 49,647
  - Average time on page: 5mins 29sec



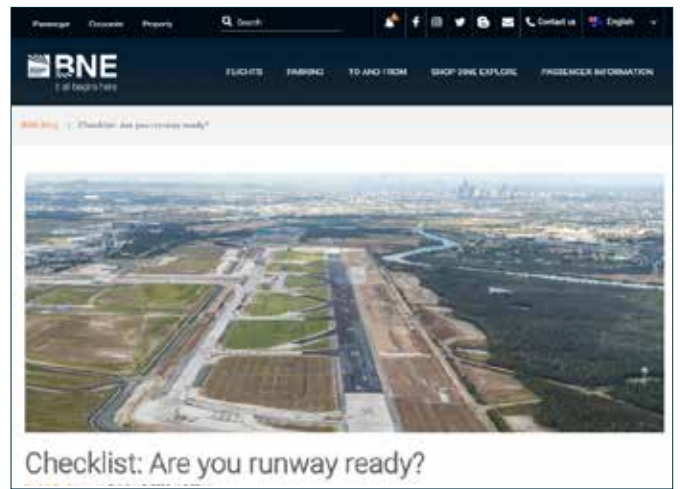
- **The mysterious world of air freight**
  - <https://www.bne.com.au/blog/behind-scenes/brisbanes-new-runway-construction-timeline>
  - Page views: 31,540
  - Average time on page: 3mins 15secs



4.7 BNE BLOG ARTICLES CONT.

- **What Brisbane's second runway means to the city**
  - <https://www.bne.com.au/blog/behind-scenes/what-brisbanes-second-runway-means-to-city>
  - Page views: 10,242
  - Average time on page: 3mins 42secs

- **Checklist: Are you runway ready?**
  - <https://www.bne.com.au/blog/behind-scenes/runway-ready-checklist>
  - Page views: 5,990
  - Average time on page: 1min 41secs



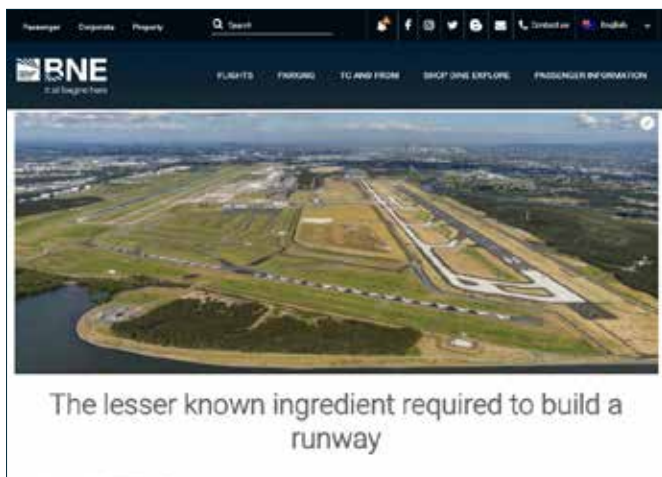
- **Why it takes eight years to build Brisbane's new runway**
  - <https://www.bne.com.au/blog/behind-scenes/why-it-takes-eight-years-to-build-brisbanes-new-runway>
  - Page views: 8,420
  - Average time on page: 3mins 53secs

- **Runway begins**
  - <https://www.bne.com.au/blog/behind-scenes/runway-begins>
  - Page views: 5,917
  - Average time on page: 4mins 36secs





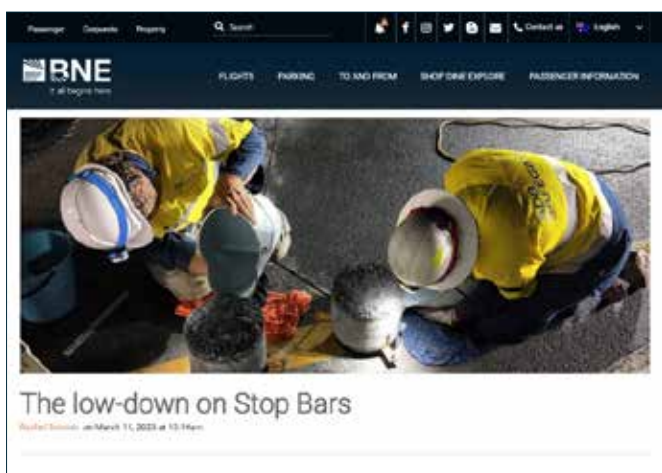
- **The lesser known ingredient required to build a runway**
  - <https://www.bne.com.au/blog/behind-scenes/runway-operational-readiness-testing>
  - Page views: 1,711
  - Average time on page: 2mins 31secs



- **Brisbane's new runway: Airspace design**
  - <https://www.bne.com.au/blog/behind-scenes/brisbanes-new-runway-airspace-design>
  - Page views: 644
  - Average time on page: 2mins 28secs



- **The low-down on Stop Bars**
  - <https://www.bne.com.au/blog/behind-scenes/low-down-on-stop-bars>
  - Page views: 1,331
  - Average time on page: 3mins 44secs



- **The art of implementing changes to airspace**
  - <https://www.bne.com.au/blog/behind-scenes/implementing-changes-to-airspace>
  - Page views: 397
  - Average time on page: 2mins 34secs





05

# 05. SOCIAL MEDIA

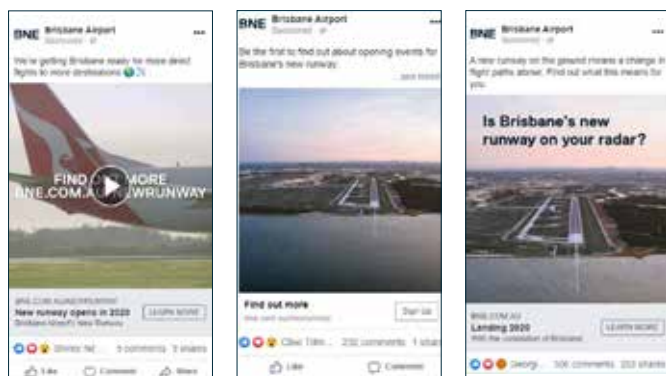
## 5.1 Facebook

### 2018

**Dates:** 3rd September – 31st October 2018  
**Campaign:** Awareness  
**Format:** Video and static image  
**Impressions:** 1,020,200  
**Forms completed:** 4,062

### 2019 – 2020

**Dates:** June 2019 – March 2020  
**Campaign:** Awareness  
**Format:** Video and static image  
**Impressions:** 7,625,679  
**Clicks:** 127,138



### 2019 – 2020

**Campaign:** Promotion of Benny events  
**Format:** Video or static image  
**Impressions:** 1,452,266  
**Clicks:** 4,457

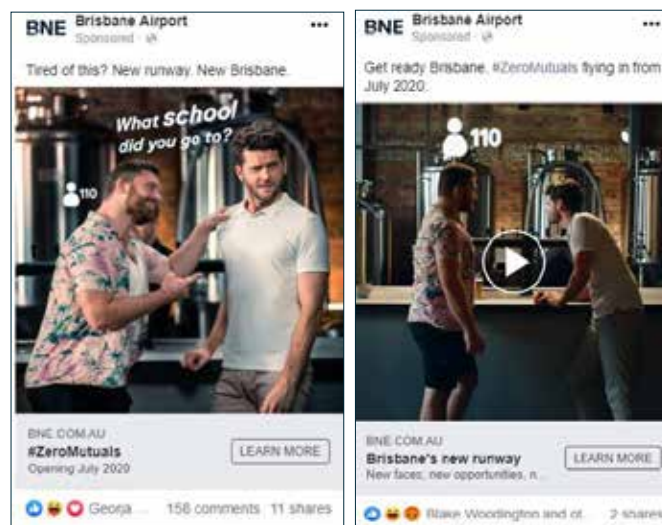


### Promoted events:

- Milton Markets, Sunday 30 June 2019
- King George Square, Tuesday 23 July 2019
- Indooroopilly Shopping Centre, Thursday 25 & Friday 26 July 2019
- Toowong Village, Thursday 21 November 2019
- King George Square, Monday 25 November 2019
- King George Square, Wednesday 19 February 2020
- South Bank, Sunday 19 April 2020

### Dates: February & March 2020

**Campaign:** Zero Mutual  
**Format:** 6 second, 15 second and 30 second videos, plus static images and carousels  
**Impressions:** 962,941  
**Clicks:** 5,415



### Creative:

- Bar Buddies 30 seconds: <https://youtu.be/GVID2Ketuf0>
- Networking 15 seconds: <https://youtu.be/XV2m5uMDiOI>
- Bar Buddies 15 seconds: <https://youtu.be/Vq5whnsA2Dw>

## 5.1 FACEBOOK CONT.

A further breakdown of posts between 2018 and 2020 have been included below:

DATE	DESCRIPTION	ENGAGEMENTS	PEOPLE REACHED
10/01/2018	Watch an artist's impression Video	223	2
10/03/2018	Progress of the Dryandra Road	73	6,011
12/04/2018	Building Brisbane's new runway	189	36,565
10/05/2018	Constructing Brisbane's new runway	122	4
4/07/2018	BOQ Racecourse Road Silks Festival13	13	2,896
7/07/2018	Teneriffe Festival 2018	29	2,963
8/07/2018	\$120 million Dryandra Road Underpass project	103	1
5/10/2018	Brisbane's new runway is looking pretty beachy	143	2
7/12/2018	Earthworks	90	1
7/01/2019	Benny event	47	2,681
8/01/2019	Benny event	45	2,193
8/02/2019	Jun 2018-Jun 2019	2,758	20,307
9/02/2019	Benny event	20	2,049
9/02/2019	Airspace – FPT	10,228	148,211
4/03/2019	What a great backdrop for Brisbane's new runway	258	8,077
6/03/2019	When the new runway opens in mid-2020 video	971	22,890
10/04/2019	Benny event	25	2,231
7/05/2019	Final layer of Brisbane's new runway is going down	549	13,121
2/06/2019	Dryandra Road Underpass	148	2
8/06/2019	Rapid exit taxiway starting to appear	174	2
3/07/2019	Throw back	36	1
11/07/2019	Benny event	33	2,685
2/08/2019	90% of the construction materials BNR	311	117,440
4/08/2019	Want to know what it will be like to land on Brisbane's new runway	3,242	594,222
7/08/2019	Benny event	40	2,950
7/08/2019	Benny event	45	2,424
10/08/2019	Benny event	17	2,093
6/10/2019	future on BNE runway is coming	5,952	724,440
3/11/2019	When you're building a 3.3km runway and 12km of taxiway	98	1
6/11/2019	Benny event	87	3,630
11/11/2019	BNE open house	524	6,437

DATE	DESCRIPTION	ENGAGEMENTS	PEOPLE REACHED
7/12/2019	Video – why it takes 8 years	918	9,702
8/12/2019	Final asphalt layer	551	9,389
7/02/2020	Live stream event invite	2,597	8,236
7/04/2020	VA first flight	3,544	26,327
2/05/2020	Open day notification	1,302	19,618
5/05/2020	ARFF – operational readiness	604	10,383
7/05/2020	Count down	3,896	30,381
11/05/2020	HAIL	904	11,744
1/06/2020	Benny event	38	2,780
26/06/2020	HAIL lighting	745	10,142
2/07/2020	Benny event	24	2,379
2/07/2020	Benny event	32	2,538
4/07/2020	Cross runway decommissioned	3,010	22,825
7/08/2020	People of BNE – Ben Garnett	488	10,507
1/10/2020	Runway throwback	508	10,627
1/10/2020	Benny event	48	3,324
2/11/2020	Benny event	35	2,908
2/11/2020	Open Day	4,912	74,007
3/11/2020	Stop Bar	407	11,312
6/11/2020	QF Dryandra testing	6,692	70,150
6/12/2020	Time Capsule	2,275	20,686
13/03/2020	Throw back	568	14,403
13/08/2019	Benny event	70	2,933
13/09/2019	Benny event	40	2,591
13/09/2019	Benny event	37	2,405
14/06/2019	BNR video	724	5,779
14/08/2018	The countdown is on to 2020	92	1
14/10/2019	Benny event	25	1,925
14/11/2019	Benny event	52	2,855
14/11/2019	Benny event	40	2,584
15/04/2019	pic of our concrete taxiways	245	2
15/05/2019	The construction of Brisbane's new runway requires a lot of water	2,952	97,115

## 5.1 FACEBOOK CONT.

DATE	DESCRIPTION	ENGAGEMENTS	PEOPLE REACHED
15/08/2019	Benny event	81	3,370
15/10/2019	Runway is nearing completion	465	5,215
16/01/2020	Runway throwback	5,526	71,633
16/02/2020	Benny event	56	2,765
16/02/2020	Benny event	24	2,210
16/02/2020	Benny event	45	2,164
16/02/2020	Benny event	45	2,210
16/08/2019	Benny event	56	2,689
16/12/2019	Nov2018 vs Nov 2019	5,907	35,761
17/01/2020	Benny event	42	3,173
17/01/2020	Benny event	11	2,130
17/04/2019	Collection of aerials from September 2012 to March 2019	812	9,744
17/06/2019	Brisbane's new runway is on schedule to open in mid-2020 Video	1,057	21,592
17/07/2018	Taxiway pavement on Brisbane's New Runway	90	10
17/08/2019	Benny event	33	1,977
17/08/2019	Benny event	33	1,782
17/10/2019	Benny event	21	2,193
18/02/2019	16km of drainage pipes have been laid under Brisbane's new runway	149	2
18/02/2020	Brisbane Airport's runway system the most efficient in Australia?	4,574	71,194
18/05/2020	Airspace change	1,551	15,898
18/06/2019	Benny event	27	1,758
18/06/2019	Benny event	343	18,659
18/07/2019	Benny event	31	2,101
18/09/2019	Benny event	50	2,382
18/09/2019	Benny event	20	1,951
19/03/2019	Construction of Brisbane's new runway began in 2012 Video	1,411	372,100
19/08/2019	Benny event	26	2,124
20/08/2018	Brisbane's New Runway construction site.	33	2
20/11/2019	Benny event	51	2,559
20/12/2019	Roar FC women BNR	233	7,390
21/02/2020	Date for opening	6,467	46,310
21/05/2019	When you need to landscape 300 hectares	2,939	77,494

DATE	DESCRIPTION	ENGAGEMENTS	PEOPLE REACHED
21/05/2020	Benny event	38	2,888
22/01/2020	BNR trivia	3,898	19,303
22/06/2018	Brisbane's new runway is due to open in 2020 Video	229	15,969
22/10/2019	Modified fine crushed rock	133	4
22/6/2020	Plane spotter comp	7,514	49,340
23/07/2018	Our taxiway bridge	59	2
24/01/2019	Latest aerials	933	68
24/04/2019	Fun runway fact	40	3
24/08/2018	Watching these Tonka Trucks moving sand	43	4,891
24/09/2018	HAIL	109	1
24/10/2019	Fun Runway Fact	89	3
25/02/2020	What happens with the Cross runway	6,338	66,677
25/03/2019	A+ recycled water BNR	49	2
25/05/2020	Lesser known ingredient required to build runway	46	1,339
25/06/2019	Benny event	57	3,324
25/6/2020	Operational readiness	1,074	13,640
26/09/2018	Why does it take eight years to build Brisbane's new runway	209	8
26/09/2019	Open house tour booking	2,262	27,084
26/10/2019	Benny event	16	2,294
27/01/2020	Benny event	41	2,933
27/02/2020	Stolonisation	170	6,660
27/02/2020	Benny event	46	3,284
27/03/2019	The building of Brisbane's new runway involves many parties working together	394	69,256
27/05/2019	Jet. Blast. Screens. The Dryandra Road	18,505	357,233
27/08/2018	Brisbane's New Runway is due to open in 2020	160	17,095
28/02/2019	sunrise over the jetty HAIL	51	1
28/03/2020	Cancelation of open day	3,953	31,415
28/04/2020	Flight check	1,760	16,136
28/10/2019	Benny event	41	3,444
29/05/2019	When construction imitates nature	287	9,383
29/06/2018	History, focus on 2020 BNR	100	11,804
29/08/2019	Benny event	39	2,088

## 5.1 FACEBOOK CONT.

DATE	DESCRIPTION	ENGAGEMENTS	PEOPLE REACHED
29/08/2019	Benny event	44	2,099
30/01/2020	Benny event	31	2,497
30/04/2020	50 years in the making	9,632	46,183
30/07/2018	Six years ago today we started constructing	213	5
30/10/2018	Rename our existing runway	184	26,799
30/6/2020	Count down begins	3,428	22,013
31/01/2019	Runway will be open NEXT YEAR!	297	8
31/07/2018	Fun runway fact	78	2
31/10/2018	An artist's impression of what the airfield will look like in 2020	198	3

## 5.2 Twitter

DATE	DESCRIPTION	INTERACTIONS
21/02/2013	CEO view on new runway	4
30/08/2013	Wanna know why it takes 8 years to build BNR	2
11/09/2013	New runway will deliver a regional benefits	3
10/10/2013	New runway project finished by 2020	1
10/10/2013	New runway will create 2700 jobs at peak	0
25/11/2013	New runway overlay project	3
17/01/2014	Night works	2
2/06/2014	Charles Darwin has arrived	1
2/06/2014	Big day for our parallel Runway	7
20/06/2014	13 million cubic meters of sand overview video	4
3/07/2014	Charles Darwin BNR site	0
3/07/2014	Take a look at what the New parallel runway team Video	5
21/07/2014	A photo we can only get on-site Australia's largest aviation	12
8/08/2014	Would you believe this stretch of sand is in Brisbane	10
15/08/2014	Looking Down on Aust largest aviation project	6
16/08/2014	Video largest aviation project	8
17/08/2014	Looking Down on Aust largest aviation project	6
17/09/2014	BNR racks up first award	0
17/09/2014	Took out highly commended for BNR overlay project	0
16/10/2014	Large amount of sand on site	7
31/10/2014	Finishing new wick drain project	2



DATE	DESCRIPTION	INTERACTIONS
5/12/2014	Have you seen the runway? Beach party	10
9/12/2014	New Runway phase 1 complete	6
13/12/2014	Phase 1 done mini video update	5
17/08/2015	Phase 1 wrap up video	4
17/09/2015	Looking down at the biggest aviation project	25
17/02/2016	Infrastructure is critical – Malcolm Turnbull	14
17/02/2016	Malcolm Turnbull to largest aviation infrastructure	14
9/04/2016	Video Biggest aviation infrastructure project	9
14/05/2016	Check out the Parallel Runway Project	5
25/05/2016	Biggest aviation infrastructure project in Aust	3
31/05/2016	QLD Governor checking Parallel Runway	16
7/12/2016	Magnetic azimuth of BNE's runway	20
15/06/2017	Looking out to the bay over BNR	54
18/06/2017	Tonka trucks preparing site for sheet piling	49
3/07/2017	BNR enters final construction phase	20
21/07/2017	Australia's largest sandpit	33
10/08/2017	Tonka Trucks and plenty of construction	33
14/08/2017	Front end loader travelling on Dryandra	14
23/08/2017	Australia's largest sandpit	23
2/09/2017	Looking Down on Aust largest aviation project	5
15/12/2017	Storm on BNR	61
10/01/2018	Sea wall	64
17/01/2018	Sign up for take off eNews	21
22/01/2018	Got a question about BNR ?	36
7/02/2018	Dryandra Road piling pad work	25
7/04/2018	Pop up Time laps Racecourse road silks festival.	9
17/05/2018	2007 parallel runway was approved.	37
21/06/2018	Project over view	21
22/06/2018	Subscribe to takeoff eNews	12
3/07/2018	Preparation work prior to placement of sand	28
11/07/2018	So much sand	31
16/07/2018	Taxiway pavement on BNR	32
23/07/2018	Taxiway bridge linking the terminals and new runway	24
30/07/2018	Why it takes 8 years to build.	31
31/07/2018	Approach lighting system	33
6/08/2018	Progress on Dryandra Road underpass	23
13/08/2018	Countdown is on for BNR	45

## 5.2 TWITTER CONT.

DATE	DESCRIPTION	INTERACTIONS
20/08/2018	Runway construction site	27
27/08/2018	Site preparation video	37
27/08/2018	Rolling to compact sand	24
6/09/2018	Construction milestone	44
7/09/2018	Flash back-spot the difference used 1971 and on BNR	17
9/09/2018	Nundah Village Street Festival	14
24/09/2018	View from the HIAL	48
26/09/2018	Construction time laps	26
1/10/2018	Whats like to land on BNR	26
5/10/2018	Sunset over BNR construction	40
8/10/2018	Rapid taxiway	42
22/10/2018	Taxiway ready to be topped.	40
24/10/2018	Fun facts 16km Drainage	18
31/10/2018	Artists impression of what the airfield will look like	74
8/11/2018	Rename of the runway	58
16/01/2019	How far we have come Video	37
22/01/2019	Aerial of BNR	122
24/01/2019	People helping to build BNR	17
4/02/2019	Construction materials required for BNR	9
28/02/2019	Sunrise over HIAL	10
7/03/2019	First piece of runway being laid	30
15/03/2019	Construction time laps	30
22/03/2019	Time line BNR	29
22/03/2019	Looking back at construction 2014	12
3/04/2019	BNR looking great	20
8/04/2019	Whats like to land on BNR	37
17/04/2019	11 million cubic meters of sand was used	15
17/05/2019	How we used recycled water BNR	9
22/05/2019	Stolonisation	9
27/05/2019	Runway is coming video loop	84
28/05/2019	Jet blast screens	19
4/06/2019	Final Layer BNR	16
5/06/2019	BNR Landscaping	9
26/06/2019	Benny – Racecourse road	22
30/07/2019	Why will it take eight years to complete BNR video	73
5/08/2019	Weather update on BNR	25
12/08/2019	Benny – EKKA	7

DATE	DESCRIPTION	INTERACTIONS
25/08/2019	Benny – Bridge to Brisbane	7
14/10/2019	Brisbane Open House	12
17/10/2019	Illuminated crosses keep Brisbane's new runway safe	10
18/10/2019	Runway ready	31
22/10/2019	What does BNR mean to city	18
22/10/2019	The Courier Mail – new jobs coming with new runway	11
22/10/2019	The Courier Mail – incredible discovery beneath BNR	10
30/10/2019	Flight path tool	9
29/11/2019	Completion of concrete pavements	16
16/12/2019	Brisbane Roar runway tour	28
17/12/2019	Airport History Brisbane new runway master planning date	9
20/12/2019	Brisbane Roar on new runway	22
21/12/2019	Then and Now Image of new runway	52
8/01/2020	Benny at Suncorp Stadium for Brisbane Roar Game	10
16/01/2020	Taxiway construction video	27
18/01/2020	Benny at Brisbane Powerhouse	11
5/02/2020	Sign up for runway opening events	12
19/02/2020	Benny at King George Square	18
21/02/2020	Runway launch date announcement	68
2/03/2020	Retweet of Ch 7 Flashback of runway run and sign up for community event	20
5/03/2020	Designing new airspace blog	11
11/03/2020	Stop Bar Blog	19
13/03/2020	Brisbane New Runway Aerial Photo	37
3/04/2020	Cross Runway Decommissioned	73
7/04/2020	Brisbane New Runway Construction Timeline Video	17
15/04/2020	Line marking milestone	19
22/04/2020	Brisbane New Runway lighting test	19
30/04/2020	Brisbane New Runway Practical Completion	44
1/05/2020	Then and Now Image of new runway	62
7/05/2020	Brisbane New Runway Construction Timeline Video	19
8/05/2020	ORAT Video	34
13/05/2020	Stop Bar Blog	21
13/05/2020	Emergency exercise on new runway	6
18/05/2020	Interim Flight Paths Announcement	23
23/05/2020	Touch and Go on Brisbane's new Runway	17
10/06/2020	First aircraft over Dryandra Road Underpass	109
12/06/2020	Time Capsule Announcement	15

## 5.2 TWITTER CONT.

DATE	DESCRIPTION	INTERACTIONS
23/06/2020	Aerial Photo of new runway	38
24/06/2020	ORAT video	34
4/07/2020	First Flight Announcement	116
6/07/2020	Runway Catch Up: ORAT	20
7/07/2020	Runway Catch Up: Construction Timeline video	25
8/07/2020	Runway Catch Up: Airfield Design video	12
9/07/2020	Runway Catch Up: Jet Blast screens video	15
10/07/2020	Runway Highlights Video	23

## 5.3 LinkedIn

LinkedIn was an important channel to share project milestones. While we can not track historical posts below is a snapshot of what was shared in 2020.

DATE	DESCRIPTION	INTERACTIONS	ORGANIC IMPRESSIONS
27/03/2020	COVID-19 halts Brisbane's new runway community events	69	6,734
4/08/2020	Australia's largest aviation construction project, Brisbane's \$1.1 billion new parallel runway, is still set for take-off later this year.	307	9,095
14/4/2020	Line marking	222	9,018
27/4/2020	Flight check test runway lighting	269	9,015
30/4/2020	Practical completion	1204	26,236
5/05/2020	Lesser known ingredient required to build runway	290	9,116
13/5/2020	Timeline conception to construction	549	17,683
13/5/2020	Mutli agency exercise	175	6,372
17/5/2020	Changes in the sky, flightpaths	100	4,400
23/5/2020	Touch and go	186	7,248
10/6/2020	Blog – implementing changes to airspace	70	4,113
6/12/2020	Time capsule	80	3,000
22/6/2020	Video – ready to operate	265	12,077
7/03/2020	VA to be the first airline	458	17,847
7/06/2020	Lesser known ingredient required to build runway	200	11,818
7/09/2020	Plane spotter winner, opening	50	5,573
7/12/2020	Launch begins	627	22,522



## 5.4 YouTube

**Dates:** 3rd September – 31st October 2018  
**Format:** 6 second bumper video (advert shown before video)

**Impressions:** 1,197,380

**Completed views:** 1, 093, 620

<https://www.youtube.com/watch?v=-9M6oBy0LGY>

### Video

**Channel:** YouTube  
**Dates:** June 2019 – March 2020  
**Format:** 6 second bumper adverts, 15 second adverts  
**Impressions:** 1,896,001  
**Creative:**

- 15 seconds (Jan 2020): <https://youtu.be/h0nlMRlaECw>
- 6 seconds (Jan 2020): [https://youtu.be/PC9TuV\\_5tEE](https://youtu.be/PC9TuV_5tEE)
- 15 seconds (June 2019): <https://youtu.be/NMu7QLjnMcQ>
- 6 seconds (June 2019): <https://youtu.be/PihZXYUxN90>

## 5.5 Snapchat

**Dates:** February & March 2020  
**Format:** 6 second and 15 second videos, plus static story adverts

**Impressions:** 955,310

**Swipe Ups:** 2,530

**Creative:**

- Bar Buddies 30 seconds: <https://youtu.be/GVID2Ketufu>
- Networking 15 seconds: <https://youtu.be/XV2m5uMDiOI>
- Bar Buddies 15 seconds: <https://youtu.be/Vq5whnsA2Dw>



06

# 06. COMMUNICATION MATERIALS

## 6.1 Flight Path and Aircraft Noise Information Booklet

The purpose of this booklet is to provide the community with useful information on aircraft operations at Brisbane Airport between now and 2035.

It is designed primarily to illustrate, through a series of drawings known as N70s, flight paths and related aircraft noise effects in a format that allows the reader to understand when and how often aircraft might fly in the vicinity of their home, combined with the likely volume of noise that could be experienced as a result of those flights.

In addition, it is designed to provide information on how the airport runway system operates today and how it will operate when Brisbane's new runway is operational. It provides readers with a greater level of understanding about why aircraft take off and land in certain directions, the different ways the runways can operate, Airservices Australia's (Airservices) role in managing aircraft traffic, and the factors that will influence runway choice when Brisbane's new runway is in use.

Responding to guidelines issued by the National Airports Safeguarding Advisory Group (NASAG), BAC has included in this booklet charts and tables, which provide other ways to view and understand flight paths and associated noise impacts.

- Version 1: 2014 (with Brisbane Airport 2014 Master Plan)
- Version 2: November 2018
- Version 3: May 2019
- Version 4: May 2020

The book included maps outlining flight paths and N70 noise contours included for:

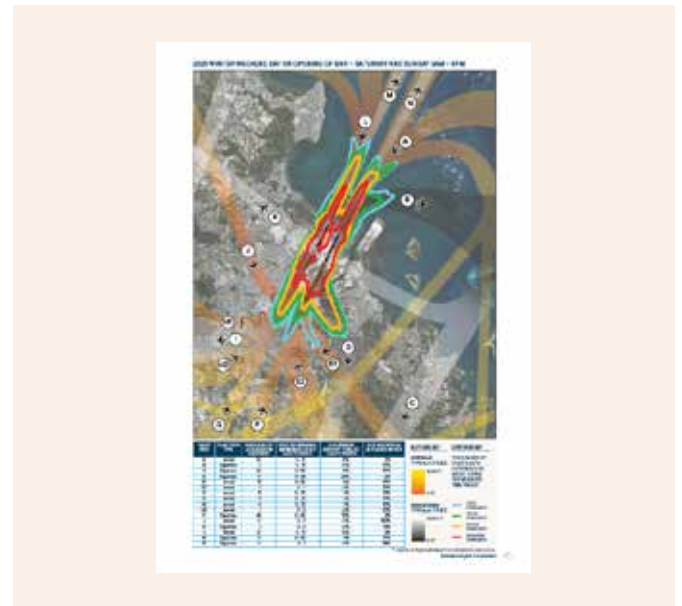
- 2020 before Brisbane's new runway opens
- 2020 after Brisbane's new runway opens
- 2035

For the following scenarios:

Summer (October - March)	Weekday (Monday to Friday)	Day (6am to 6pm)
		Evening (6pm to 10pm)
	Weekend (Saturday to Sunday)	Night (10pm to 6am)
		Day (6am to 6pm)
Winter (April - September)	Weekday (Monday to Friday)	Evening (6pm to 10pm)
		Night (10pm to 6am)
	Weekend (Saturday to Sunday)	Day (6am to 6pm)
		Evening (6pm to 10pm)
		Night (10pm to 6am)

Data tables are included with each map which show:

- Flight path
- Flight path type
- Average number of jet flights on flight path
- Expected min. and max. number of jet flights on path
- % of Brisbane Airport's total jet flights on path
- % of days with no jet flights on path



6.1 FLIGHT PATH AND AIRCRAFT NOISE INFORMATION BOOKLET CONT.

The booklet was distributed via

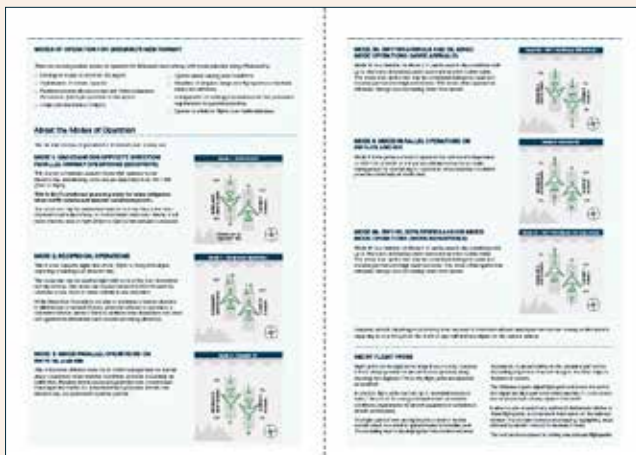
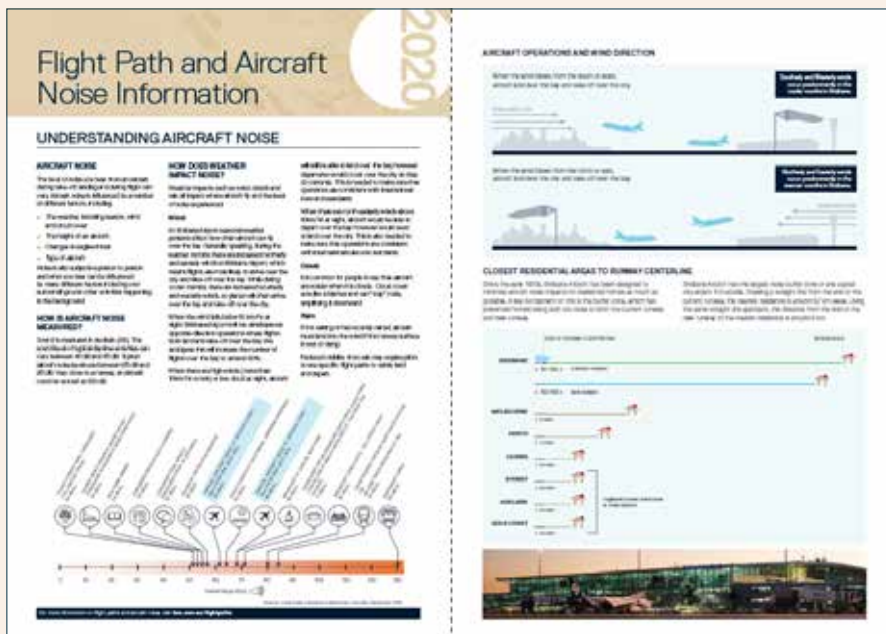
- 2014 Master plan kits
- Mobile Information Centre
- Uploaded to bne.com.au (7,656 downloads between Feb 2018 – 12 July 2020)
- Brochure stands in the Domestic Terminal, International Terminal & BAC HQ

## 6.2 Flight Path and Aircraft Noise Information Booklet (Summary)

A 6-page document outlining information on aircraft noise, how the Brisbane Airport runways will operate and contact information.

This brochure was distributed via:






- Mobile Information Centre
- Brochure stands in the Domestic Terminal, International Terminal & BAC HQ
- Industry and briefings with elected representations at the Local, State and Federal level.
















## 6.3 Fact sheets

Over the course of the project, BAC published a series of fact sheets to assist the community in understanding different stages of the project. These fact sheets included:






NAME OF FACT SHEET	FIRST PUBLISHED DATE	UPDATED	DOWNLOADS FROM BNE.COM. AU BETWEEN JUNE 2019 – 12 JULY 2020	PRINTED	VISUAL
The Approval Process	April 2014				
Approval of Airspace	June 2018	June 2019	686		
Aircraft Noise	2009	March 2015			
Aircraft Noise	July 2017	June 2019	2,484		
Airfield Construction	September 2019		N/A		




6.3 FACT SHEETS CONT.

NAME OF FACT SHEET	FIRST PUBLISHED DATE	UPDATED	DOWNLOADS FROM BNE.COM. AU BETWEEN JUNE 2019 – 12 JULY 2020	PRINTED	VISUAL
Bird Management	March 2015				
Brisbane's new runway overview (Translated into Chinese)	September 2018 Chinese version: June 2019		1,120 (English version only)		
Construction timeline	2009	March 2015			
Construction Timeline	July 2017	June 2019	882		
Dredging and Reclamation Works	February 2014				

NAME OF FACT SHEET	FIRST PUBLISHED DATE	UPDATED	DOWNLOADS FROM BNE.COM. AU BETWEEN JUNE 2019 – 12 JULY 2020	PRINTED	VISUAL
Dryandra Road Underpass	March 2018	June 2019	517		
Economic Contribution	2009	March 2015			
Economic Contribution	July 2017	June 2019	549		
Environmental Management	February 2014	July 2017			
Environmental Management	July 2017	June 2019	160		
Interim Operating Period	May 2020		133		

6.3 FACT SHEETS CONT.

NAME OF FACT SHEET	FIRST PUBLISHED DATE	UPDATED	DOWNLOADS FROM BNE.COM. AU BETWEEN JUNE 2019 – 12 JULY 2020	PRINTED	VISUAL
Introduction of Flight Paths	July 2017	June 2019	7,417		
Modern Fleet and Aircraft Noise	February 2020		N/A		
Modes of Operation	September 2019		N/A		
Operations	March 2015	July 2017			
Operations	July 2017	June 2019	2,253		

NAME OF FACT SHEET	FIRST PUBLISHED DATE	UPDATED	DOWNLOADS FROM BNE.COM. AU BETWEEN JUNE 2019 – 12 JULY 2020	PRINTED	VISUAL
Overview	July 2017	June 2019	34		
Why does it take eight years?	March 2015	July 2017			
Why does it take eight years?	July 2017	June 2019	895		

# 6.4 Above and beyond

A specialised publication containing information about aircraft noise. It explains how and why aircraft noise is generated, the regulation process and the initiatives in place to manage it.

### Bodies responsible for managing and responding to queries or concerns about aircraft noise:

**Brisbane Airport Corporation**  
Complaints about ground running noise can be directed to BAC on (07) 3406 3000.

**Airservices Australia**  
Airservices manages complaints and enquiries about aircraft noise. You can lodge a complaint or make an enquiry:

- Directly via WebTrak
- Using the online form - [www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/how-to-make-a-complaint/](http://www.airservicesaustralia.com/aircraftnoise/about-making-a-complaint/how-to-make-a-complaint/)
- By telephoning 1800 802 584 (freecall) or 1300 302 240 (local call - Sydney)
- By fax (02) 9556 6644
- By emailing [nco@airservicesaustralia.com](mailto:nco@airservicesaustralia.com)
- By mail, Noise Complaints and Information Service, PO Box 271, Mascot NSW 1560.

**WebTrak screenshot**

**Brisbane Airport noise buffer zone**

**What is a decibel?**  
Noise is measured on a logarithmic scale with the decibel (dB) as the unit of measure. Measurements of noise usually have a correction factor applied to reflect the sensitivity of the human ear. This factor is referred to as 'A-weighting' and environmental noise is usually measured in dBA units. The noise level of normal, daytime urban based activities typically varies between 40dBA(A) and 65dBA(A). On this scale, a change in noise level of 10dBA(A) is perceived to be a doubling or halving in loudness. For example, most humans perceive a noise event of 85dBA(A) to be about twice as loud as an event of 75dBA(A).

## A SUMMARY

# above and beyond

WORKING TOGETHER TO MANAGE AIRCRAFT NOISE

Brisbane Airport Corporation (BAC) is committed to ensuring that Brisbane Airport continues to meet the needs of passengers, industry and the wider Queensland community. The responsibility for managing the airport and aviation operations lies with a number of government departments and agencies working alongside BAC and airlines. A joint responsibility is the management of noise and the impacts of aviation on the community.

To highlight the issues and management strategies around noise management, as well as initiatives and efforts undertaken locally and globally to reduce the effects of aircraft noise, BAC and its partners have created the booklet 'Above and Beyond'. This document provides a summary of the booklet, which is available in its entirety at [www.bne.com.au](http://www.bne.com.au).

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Brisbane Airport, Qld 4008  
PO Box 61 Hamilton Central  
Queensland 4007 AUSTRALIA  
Tel: +61 7 3406 3000  
Fax: +61 7 3406 3111

Email: [info@bne.com.au](mailto:info@bne.com.au)  
Web: [www.bne.com.au](http://www.bne.com.au)  
ACN: 076 870 650  
ABN: 54 076 870 650

### About Brisbane Airport

Brisbane Airport was established on its current site in 1988 following extensive investigations coordinated by the Australian Government. It set out to find a new airport location that would accommodate growth in air travel and provide a significant buffer between the airport and the surrounding community.

The result is an airport site that benefits from the largest noise buffer zone of any capital city airport in Australia. In addition, there are a number of other noise abatement procedures in place to minimise the potential for noise disturbances, including:

- From 10:00am to 6:00am, the majority of aircraft arrive and depart over Mornton Bay, when there is no rain and winds are below 10 knots
- After take off over Mornton Bay, aircraft must reach an altitude of at least 5,000ft before they are clear to make a turn that would take them over land
- In the event that weather conditions preclude take off over Mornton Bay, aircraft are required to proceed to the furthest end of the runway, thus allowing the aircraft to take off from the runway barrier, gaining height advantages before they move out of Brisbane Airport land.

**How Brisbane Airport operates**

The operation of Brisbane Airport is dependent on a number of government and commercial organisations working collectively and cooperatively to provide a safe, efficient facility for all airport users. Partners include:

- BAC as the airport operator
- Airline operators and their maintenance and service providers
- Airservices Australia for air traffic management services
- Border protection and security agencies
- The commercial sector for retail and other commercial services for passengers and airport workers

**Working together to manage noise**

When it comes to managing noise impacts, this responsibility is shared by a number of organisations and bodies including:

- The International Civil Aviation Organization (ICAO)
- Airservices Australia
- Aircraft Noise Ombudsman
- Federal Department of Infrastructure and Transport
- Civil Aviation Safety Authority
- Airlines
- Brisbane Airport Corporation (ground-running).

### Connecting QLD 24/7

Benefits of a 24/7 operation at Brisbane Airport include:

- The capacity to fly overseas direct from Brisbane and make international connections in Asia
- Capacity to act as a hub for the overnight transport of fresh produce, such as flowers, seafood and other perishable items to overseas destinations
- Domestic business travel, in particular, during daylight saving in other Australian states
- The ability to bring regional aircraft into Brisbane at a time in the morning between 5:00am and 6:00am that allows passengers convenient transfer to morning flights to Sydney and Melbourne
- Tourism support.

### Understanding noise

**How aircraft noise is generated**

- **In-flight**
  - Noise levels vary from aircraft to aircraft, but generally come about from the major engine components and the drag or resistance of airflow around the aircraft body and wings
- **On the ground**
  - Ground-based aircraft operations activities such as maintenance or engine testing

**Weather**

- Weather conditions also influence aircraft noise.

### Measuring noise at Brisbane Airport

To capture accurate information on aircraft noise levels around Brisbane Airport and to ensure the airport is operating in accordance with government protocols, Noise Monitoring Terminals are located at Cannon Hill, Tingalpa, Nudgee Beach, Kadorin and Bulimba. Data is collected by Airservices and is used to generate reports publicly available at [www.airservicesaustralia.com](http://www.airservicesaustralia.com)

### Mapping noise at Brisbane Airport

One of the most useful ways of describing noise at Brisbane Airport to the community is through the NTO diagram. Illustrated as contour lines over a map of Brisbane, the NTO shows the area within which a stated number of flights generating noise of 70dBA(A) or more occur in a specified period of time.

### Managing noise at Brisbane Airport

In addition to the noise management tools, regulations and procedures that are in place at Brisbane Airport and which are monitored and reported on independently of BAC, there are a number of other initiatives that are focused on minimising noise impacts on the community.

#### Continuous Descent Approach (CDA)

BAC is working with industry partners to implement the use of flight procedures that minimise noise over residential areas. One example of this is CDA, which enables an aircraft to land in one smooth descent with engines at minimum power settings to reduce noise.

#### Smart Tracking

Smart Tracking - or Required Navigation Performance (RNP) - uses the aircraft's onboard flight management and computer systems that are linked to satellite navigation to approach and depart an airport using a programmed, specific flight path - reducing noise exposure to communities.

#### The New Parallel Runway (NPR)

The NPR is a noise management tool in its own right. It will allow, subject to weather and traffic conditions, a range of new operational modes that maximise the number of flights over Mornton Bay. It is expected to be operational by around 2020.

### Improvements in aircraft technology

Globally, industry and manufacturers have been focused on improving aircraft noise for the past 30 years. This focus continues, and manufacturers, NATA, Australia's government agencies and industry groups continue to invest heavily in research and development.

#### Air traffic control

Airservices Australia is responsible for the management of aircraft into and out of Brisbane Airport. It follows a number of principles and procedures to minimise the impact of aircraft noise during operations. For more information on procedures visit [www.airservicesaustralia.com](http://www.airservicesaustralia.com).

#### Communicating about noise

**Connecting with our community**

BAC has a number of community and technical groups that focus on operational and noise impacts including:

- The Brisbane Airport Community Aviation Consultation Group (BACACG)
- The quarterly Brisbane Airport and Area Round Table (BAART)
- The Brisbane Airport Technical Noise Working Group (TNWG)
- The Brisbane Airport Experience Centre located at Airport Village.

Other tools that provide information about aircraft noise include:

- **Transient Noise Information Package (TNIP)**  
TNIP was an Australian Government initiative developed to allow all members of the community to access information about the location and frequency of flights in specific locations.

**WebTrak**

Airservices Australia WebTrak is an online portal that allows users to view where and how high aircraft fly over major Australian cities including Brisbane. For further information visit [www.airservicesaustralia.com/aircraftnoise/webtrak/](http://www.airservicesaustralia.com/aircraftnoise/webtrak/)

#### Noise and Flight Path Monitoring Systems (NFPMs)

Airservices Australia NFPMs collects noise and flight data 24 hours a day, seven days a week. Airservices Australia produces quarterly reports which can be viewed at [www.airservicesaustralia.com/aircraftnoise/reports-and-statistics/noise-reports/](http://www.airservicesaustralia.com/aircraftnoise/reports-and-statistics/noise-reports/)

### INDICATIVE NOISE LEVELS FOR TYPICAL FLIGHT OPERATIONS

Noise levels modified using ICAO Annex 16, Chapter 8, Part 2, Section 2.1.1.1. Noise levels are subject to atmospheric influences. Actual noise levels subject to atmospheric influences.

## 6.5 Project email distribution

### 2007

- 18 September – Announcement of approval – 1,700 distribution

### 2008

- 4 April – Sign up for updates – 1,700 distribution

### 2009

- September – Community forum at Morningside – 1,000 distribution
- November – Community forum at Hamilton – 1,000 distribution

### 2010

- March – Community forum at Camp Hill – 1,000 distribution
- July – Community forum at Morningside – 1,000 distribution

### 2013

- Quarterly Project updates – 1000 distribution



### 2014

- Quarterly Project updates – 1000 distribution

### 2015

- Quarterly Project updates – 1000 distribution

## 6.6 Take Off Email Newsletter

DATE	DISTRIBUTION	UNIQUE OPEN RATE (%)	CLICK TO OPEN RATE (%)	VISUAL
August 2018	1,606	74.51%	38.82%	
September 2018	3,125	61.12%	44.26%	
October 2018	5,489	60.37%	43.83%	

## 6.6 TAKE OFF EMAIL NEWSLETTER CONT.





DATE	DISTRIBUTION	UNIQUE OPEN RATE (%)	CLICK TO OPEN RATE (%)	VISUAL
December 2018	5,621	57.25%	34.23%	
February 2019	5,676	45.67%	31.23%	
March 2019	6,049	52.75%	27.92%	
April 2019	6,098	48.93%	32.85%	
May 2019	6,143	49.88%	34.08%	
August 2019	6,372	49.55%	35.80%	



DATE	DISTRIBUTION	UNIQUE OPEN RATE (%)	CLICK TO OPEN RATE (%)	VISUAL
September 2019	6,412	47.57%	36.23%	
December 2019	6,782	38.20%	48.13%	
February 2020	10,231	56.42%	40.89%	
March 2020	12,226	58.66%	2.12%	
May 2020	12,122	49.33%	32.84%	
July 2020	12,100	51.05%	29.79%	

## 6.7 Airport News Solus Email Newsletters

Dedicated emails about Brisbane's New Runway topics to the Airport News database.

DATE	DISTRIBUTION	UNIQUE OPEN RATE (%)	CLICK TO OPEN RATE (%)	VISUAL
August 2018	365,310	14.23%	10.70%	
March 2019	438,372	16.22%	10.03%	
June 2019	241,570	15.82%	13.41%	
May 2020	239,213	18.70%	15.32%	

## 6.8 Airport News Email Newsletters

Airport News main eNewsletters that mentioned Brisbane's new runway topics along with other airport deals and stories.

DATE	DISTRIBUTION	UNIQUE OPEN RATE (%)	CLICK TO OPEN RATE (%)	VISUAL
June 2017	262,126	17.20%	17.17%	<ul style="list-style-type: none"> <li>BNE Team at Tenerife Festival</li> </ul>
January 2018	261,543	12.80%	9.02%	<ul style="list-style-type: none"> <li>Brisbane Airport presentation</li> </ul>
February 2018	298,279	12.72%	11.07%	<ul style="list-style-type: none"> <li>Runway by the numbers video</li> <li>Construction update</li> </ul>
June 2018	349,683	18.50%	6.08%	<ul style="list-style-type: none"> <li>BNE Team at Tenerife Festival, Morningside Festival, The Ekka</li> </ul>
August 2018	369,700	13.70%	7.03%	<ul style="list-style-type: none"> <li>Site preparation video</li> </ul>
September 2018	369,875	13.41%	9.04%	<ul style="list-style-type: none"> <li>Airfield design video</li> </ul>
November 2018	403,070	20.33%	18.74%	<ul style="list-style-type: none"> <li>Runway rename video</li> </ul>
January 2019	429,764	17.29%	9.08%	<ul style="list-style-type: none"> <li>Building new runway video</li> </ul>
February 2019	467,145	18.34%	15.58%	<ul style="list-style-type: none"> <li>SEQLD construction materials used on new runway video</li> </ul>
March 2019	475,547	17.00%	22.34%	<ul style="list-style-type: none"> <li>Meet the people building new runway video</li> </ul>
April 2019	486,221	15.95%	11.13%	<ul style="list-style-type: none"> <li>Construction timelapse video</li> </ul>
May 2019	487,999	15.19%	7.78%	<ul style="list-style-type: none"> <li>Landing on new runway video</li> </ul>
May 2019	507,017	14.70%	6.84%	<ul style="list-style-type: none"> <li>Runway capacity video</li> </ul>
June 2019	514,013	12.37%	7.25%	<ul style="list-style-type: none"> <li>Jet Blast Screens video</li> <li>Runway FAQ videos</li> </ul>
July 2019	516,714	16.96%	25.40%	<ul style="list-style-type: none"> <li>Mobile Information Centre at Tenerife</li> <li>Runway FAQ videos</li> </ul>
July 2019	530,945	13.75%	9.49%	<ul style="list-style-type: none"> <li>Mobile Information Centre at The Ekka</li> <li>Runway awareness campaign</li> </ul>
August 2019	546,113	13.53%	8.69%	<ul style="list-style-type: none"> <li>Mobile Information Centre at The Ekka</li> <li>Construction update – asphalt placement</li> </ul>
September 2019	564,217	17.79%	20.36%	<ul style="list-style-type: none"> <li>Airspace design blog post</li> </ul>
September 2019	572,995	13.55%	14.12%	<ul style="list-style-type: none"> <li>BNE Open House tour of new runway</li> </ul>
October 2019	433,272	14.64%	5.33%	<ul style="list-style-type: none"> <li>Construction update – Safety</li> </ul>
November 2019	762,876	9.94%	29.87%	<ul style="list-style-type: none"> <li>Benefits of new runway blog post</li> </ul>
January 2020	641,731	13.89%	11.59%	<ul style="list-style-type: none"> <li>Runway opening events</li> </ul>

6.8 AIRPORT NEWS EMAIL NEWSLETTERS CONT.

DATE	DISTRIBUTION	UNIQUE OPEN RATE (%)	CLICK TO OPEN RATE (%)	VISUAL
January 2020	604,933	9.61%	8.77%	• Runway opening events
April 2020	445,374	17.90%	1.55%	• Construction update – Airfield lighting test • Operation update – Runway 14/32 decommissioned
May 2020	436,858	13.92%	9.72%	• Construction update – runway reaches practical completion
July 2020	241,118	14.90%	10.16%	• Runway opening events

## 6.9 Take Off Newsletter (print)

Circulation: 500

- Distribution via:
- Brochure stands in the Domestic Terminal, International Terminal & BAC HQ
  - Uploaded to bne.com.au
  - Mobile Information Centre

**Edition 1, September 2017:**



Edition 2, March 2018:

**BRISBANE'S NEW RUNWAY TAKE OFF** 02

**TAKE OFF**

Welcome to the second edition of Take Off, featuring an aerial view of Brisbane's new runway. This 2nd edition of the project magazine will also feature the opening of the Dryandra Road Underpass.

**Dryandra Road Underpass**  
The project

**Project facts and figures**

- 400m long
- 700 cars
- \$120 million
- 5km
- 35km
- 750,000m<sup>2</sup>
- 20,000m<sup>2</sup>

**BNE and the community**

**Supporting the community**

**\$1,000,000**

**New runway, new name**

**84 destinations** around the world

**BNE TO THE WORLD**

**84 destinations** around the world

Edition 3, September 2018

**BRISBANE'S NEW RUNWAY TAKE OFF** 03

**TAKE OFF**

Welcome to the third edition of Take Off, featuring an aerial view of Brisbane's new runway. This 3rd edition of the project magazine will also feature the opening of the Dryandra Road Underpass.

**It takes a village to build a runway**

**The people behind Brisbane's new runway**

**The project loves you**

**way**

**make tracks off!**

**G&A**

**Construction Update**

**Lighting the way**

**Did you know?**

Edition 4, April 2019

**BRISBANE'S NEW RUNWAY TAKE OFF** 04

**TAKE OFF**

Welcome to the fourth edition of Take Off, featuring an aerial view of Brisbane's new runway. This 4th edition of the project magazine will also feature the opening of the Dryandra Road Underpass.

**Construction update**

**Decades in planning**

**Did you know?**

**Runway numbering**

**Landscaping update - Stonisation**

**Did you know?**

**Runway numbering**

6.9 TAKE OFF NEWSLETTER (PRINT) CONT.

Edition 5, July 2019

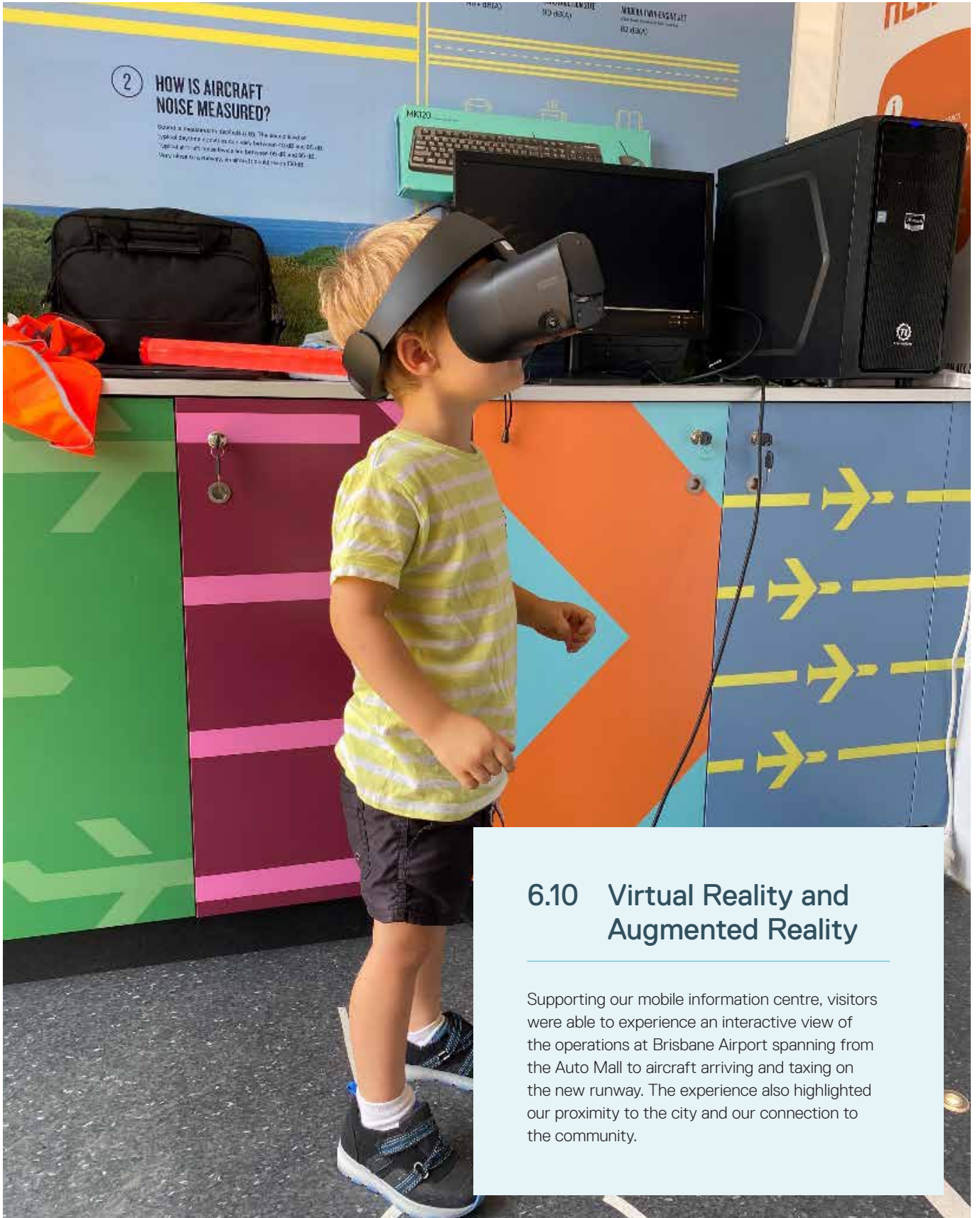


Edition 6, October 2019



Edition 7, January 2020











## 6.10 Virtual Reality and Augmented Reality

Supporting our mobile information centre, visitors were able to experience an interactive view of the operations at Brisbane Airport spanning from the Auto Mall to aircraft arriving and taxiing on the new runway. The experience also highlighted our proximity to the city and our connection to the community.

## 6.11 QUT Report: The Impact of Aircraft Noise on Brisbane Residential Property Sectors

EDITION	PUBLISHED DATE	NUMBER OF DOWNLOADS FROM BNE.COM.AU	PRINTED	VISUAL
1988 – 2013		341		
2014	November 2015	52		
2015	November 2016	31		
2016	November 2017	127		
2017	November 2018	1,343		
2018	November 2019	270		

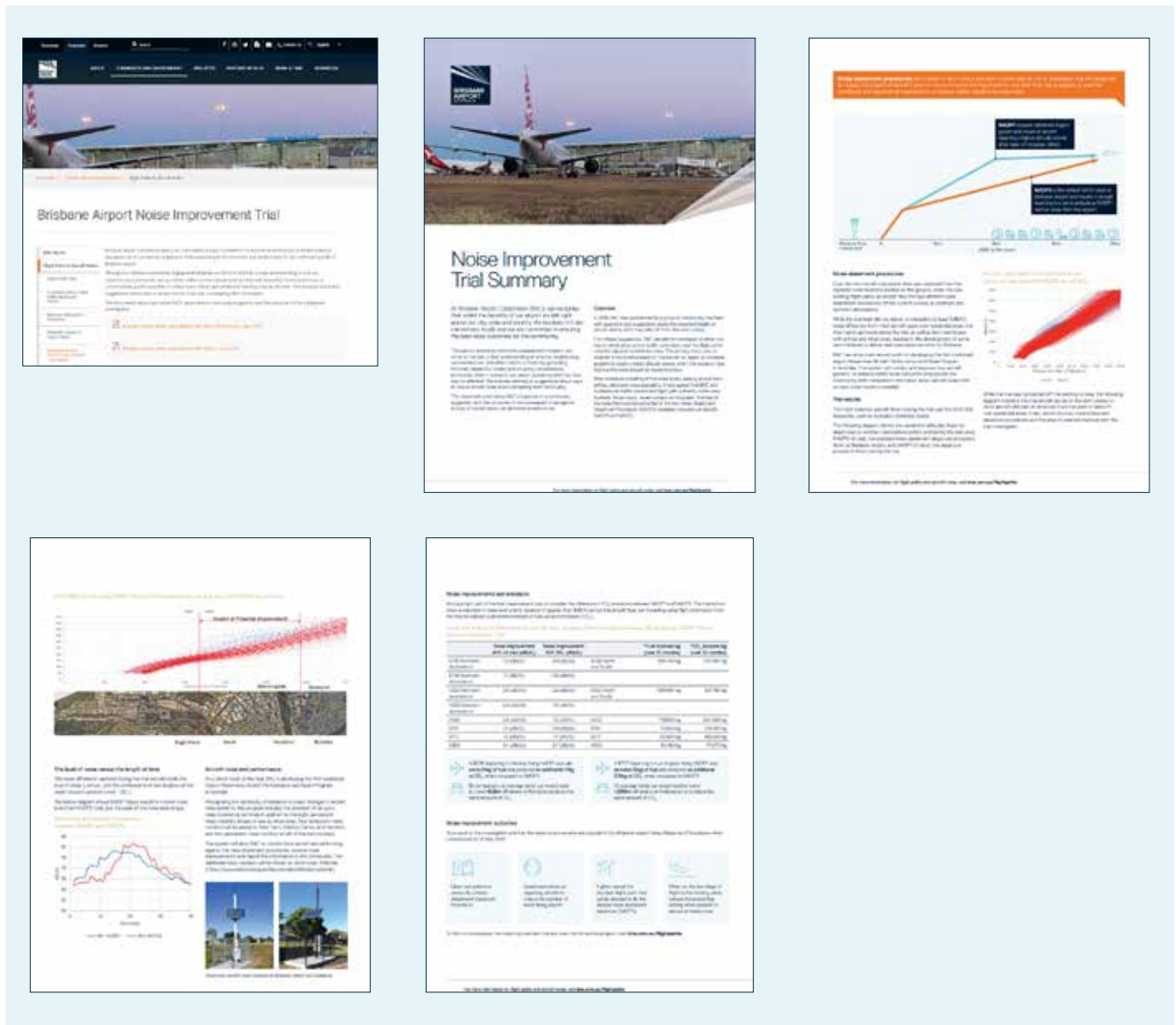
- Distribution via:**
- Uploaded to bne.com.au (9,833 total page views between February 2018 – 12 July 2020)
  - Mobile Information Centre



## 6.12 NADP1 trial report and summary report

In 2019, following concerns raised by a group within the community related to the expected height of aircraft over residential areas shortly after take-off, BAC together with Airservices Australia undertook a trial to assess the noise improvement potential of the two Noise Abatement Departure Procedures (NADPs) available in modern jet aircraft, NADP1 and NADP2. The results of the trial were published on the website on 22 June 2020

- Distribution via:**
- Uploaded to bne.com.au (9,833 total page views between February 2018 – 12 July 2020)
  - Mobile Information Centre
- Pageviews:** 68 (up to 12 July 2020)
- Average time on page:** 3mins 35secs
- PDF downloads:**
- Full report – 16
  - Summary report – 28



## 6.13 Architectural models

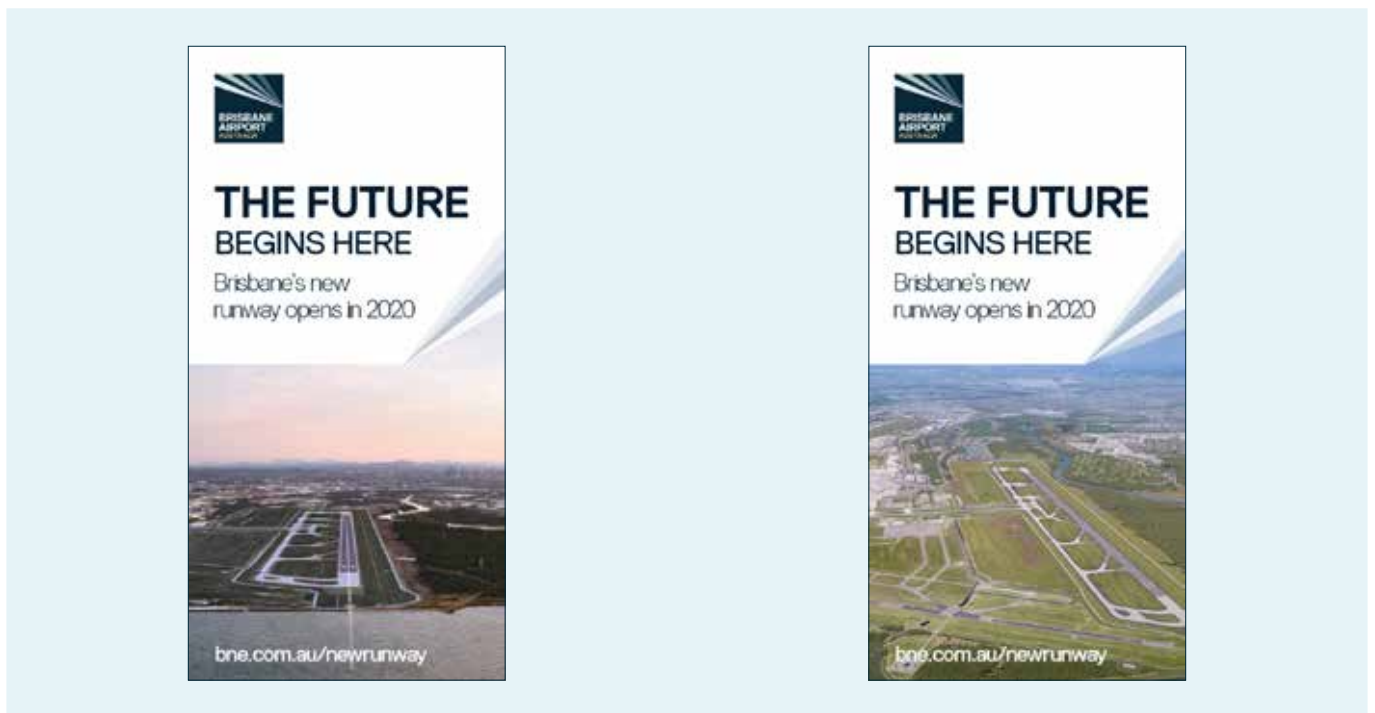
In 2018 the team commissioned four architectural models to help explain the location of the new runway on the Brisbane Airport site and to create an alternative interactive experience. These models were very useful tool as part of our community engagement strategy. The models were located as follows:

- 2 x portable models based:
  - In the BAC HQ Foyer
  - BNE's Mobile Information Centre
- 2 x permanent models based:
  - International Terminal, Level 4
  - Domestic Terminal, Central Area, Level 2



## 6.14 QUT Business Leaders Lunch 2019

- Digital banner shown on screens throughout the lunch
- 4 x lunches in 2019, each with approx. 1,000 attendees
- Total views: 4,000



## 6.15 Queensland Urban Utilities (QUU) 'In the pipeline' letter box drop

- **Date:** Autumn 2019
- **Distribution:** 1 million QUU customers across Greater Brisbane



## 6.16 Videos

Throughout the length of the project a series of videos were developed to better explain some of the more technical topics related to the runway and well as celebrating some of the important milestones.

VIDEO TITLE	YOUTUBE LINK	UPLOAD DATE	NUMBER OF VIEWS
<b>Project Overview</b>	N/A	2014	
<b>Environment</b>		2014	
<b>Dredging and Reclamation Process</b>		2014	
<b>Aerial Footage</b>		2014	
<b>Phase 1 done!</b>		2015	
<b>Wick Drains</b>		2016	
<b>Construction of Brisbane's new runway – Operational Readiness &amp; Testing</b>	<a href="https://youtu.be/Cm0Ss2fo2z4">https://youtu.be/Cm0Ss2fo2z4</a>	16 June 2020	4,724
<b>Brisbane's new runway construction update: Practical Completion</b>	<a href="https://youtu.be/SPAdljiULQ">https://youtu.be/SPAdljiULQ</a>	27 May 2020	3,142
<b>Brisbane's new runway: Lighting Test</b>	<a href="https://youtu.be/bZNdcrHm7Q0">https://youtu.be/bZNdcrHm7Q0</a>	20 April 2020	5,685
<b>Brisbane's new runway construction update: Line marking</b>	<a href="https://youtu.be/TBKJ8pZ7Mf4">https://youtu.be/TBKJ8pZ7Mf4</a>	14 April 2020	1,630
<b>Memories of 1988</b>	<a href="https://youtu.be/ryd9gP3Sy5g">https://youtu.be/ryd9gP3Sy5g</a>	28 February 2020	3,958
<b>When do the new flight paths commence?</b>	<a href="https://youtu.be/mDflv3B1ddY">https://youtu.be/mDflv3B1ddY</a>	25 February 2020	468
<b>Stop Bars at Brisbane Airport</b>	<a href="https://youtu.be/vfWS2J7u2Dk">https://youtu.be/vfWS2J7u2Dk</a>	24 February 2020	4,444
<b>Will there be a community open day for Brisbane's new runway?</b>	<a href="https://youtu.be/pzOPp0YoA6k">https://youtu.be/pzOPp0YoA6k</a>	4 February 2020	3,882
<b>Runway is coming, mid-2020</b>	<a href="https://youtu.be/4w9M7qa71w4">https://youtu.be/4w9M7qa71w4</a>	23 December 2019	1,166
<b>Brisbane's new runway construction update: Concrete Pavements</b>	<a href="https://youtu.be/E-3dbASJRhA">https://youtu.be/E-3dbASJRhA</a>	29 November 2019	2,647
<b>BNE Open House 2019</b>	<a href="https://youtu.be/nluiGGTiC1k">https://youtu.be/nluiGGTiC1k</a>	6 November 2019	566
<b>Local Runway Safety Team</b>	<a href="https://youtu.be/-l1rG5TJJhM">https://youtu.be/-l1rG5TJJhM</a>	25 October 2019	410
<b>Safety during Brisbane's new runway construction</b>	<a href="https://youtu.be/XF6H6AI4YKs">https://youtu.be/XF6H6AI4YKs</a>	14 October 2019	1,737
<b>When will Brisbane's new runway be ready?</b>	<a href="https://youtu.be/i2xOITBdpVo">https://youtu.be/i2xOITBdpVo</a>	26 August 2019	935
<b>Airspace Design</b>	<a href="https://youtu.be/jQq1cfiv4os">https://youtu.be/jQq1cfiv4os</a>	22 August 2019	935
<b>Why does Brisbane need a new runway?</b>	<a href="https://youtu.be/_C6wrTUTJwk">https://youtu.be/_C6wrTUTJwk</a>	26 June 2019	2,783

VIDEO TITLE	YOUTUBE LINK	UPLOAD DATE	NUMBER OF VIEWS
How long will it take to taxi from the International Terminal to the new runway?	<a href="https://youtu.be/P5Ufi7jjXhw">https://youtu.be/P5Ufi7jjXhw</a>	26 June 2019	7,018
Brisbane's new runway construction update: Asphalt Pour	<a href="https://youtu.be/nYPvxwgXtb8">https://youtu.be/nYPvxwgXtb8</a>	12 June 2019	3,678
How many aircraft movements will be possible once the new runway opens?	<a href="https://youtu.be/_XhiBWKbTEY">https://youtu.be/_XhiBWKbTEY</a>	3 July 2019	415
How was the airspace change approved?	<a href="https://youtu.be/HZ8yQ2NRPI0">https://youtu.be/HZ8yQ2NRPI0</a>	3 July 2019	200
How will air traffic control managed parallel operations at Brisbane Airport?	<a href="https://youtu.be/QyAToibkFCA">https://youtu.be/QyAToibkFCA</a>	3 July 2019	740
What is the plan for overnight operations?	<a href="https://youtu.be/MLoCCGw0_RI">https://youtu.be/MLoCCGw0_RI</a>	3 July 2019	1,700
When was the airspace change approved?	<a href="https://youtu.be/hjOhQ2oqNQw">https://youtu.be/hjOhQ2oqNQw</a>	3 July 2019	175
Who manages the airspace and determines where aircraft fly?	<a href="https://youtu.be/P3YAAtA_H0EY">https://youtu.be/P3YAAtA_H0EY</a>	3 July 2019	161
Who monitors aircraft noise?	<a href="https://youtu.be/S8esOFQ9i50">https://youtu.be/S8esOFQ9i50</a>	3 July 2019	216
Why are there planes over my house when I don't live under a flight path?	<a href="https://youtu.be/cd5Hzn9XWss">https://youtu.be/cd5Hzn9XWss</a>	3 July 2019	1,492
Why are there suddenly more aircraft flying over my house?	<a href="https://youtu.be/jVEXJID4mlw">https://youtu.be/jVEXJID4mlw</a>	3 July 2019	2,100
Why can't all flights land and depart over Moreton Bay?	<a href="https://youtu.be/ZZISWw1mp4A">https://youtu.be/ZZISWw1mp4A</a>	3 July 2019	350
How will the new runway make Brisbane Airport's runway system the most efficient in Australia?	<a href="https://youtu.be/E5-MIUOD_m4">https://youtu.be/E5-MIUOD_m4</a>	21 June 2019	2,773
What happens to the cross runway 14/32 when the new runway opens?	<a href="https://youtu.be/TYbAApfala0">https://youtu.be/TYbAApfala0</a>	19 June 2019	901
Will there be a new terminal when the new runway opens?	<a href="https://youtu.be/ERa55nwgr60">https://youtu.be/ERa55nwgr60</a>	18 June 2019	1,321
Why do some freight operations happen at night?	<a href="https://youtu.be/3_t8klG8_is">https://youtu.be/3_t8klG8_is</a>	18 June 2019	823
Which runway will be used for international flights?	<a href="https://youtu.be/aELIB3G5G84">https://youtu.be/aELIB3G5G84</a>	18 June 2019	2,007
How was the new runway funded?	<a href="https://youtu.be/4LzfdBjwDbc">https://youtu.be/4LzfdBjwDbc</a>	18 June 2019	324
Brisbane's new flight paths	<a href="https://youtu.be/e9QZ8VHcRm8">https://youtu.be/e9QZ8VHcRm8</a>	17 June 2019	1,980
Brisbane's new runway – Modes of operation	<a href="https://youtu.be/pkQsJWzTAiY">https://youtu.be/pkQsJWzTAiY</a>	14 June 2019	1,978
Brisbane's new runway – Aircraft approaches	<a href="https://youtu.be/ejSq2endvks">https://youtu.be/ejSq2endvks</a>	14 June 2019	315

## 6.16 VIDEOS CONT.






VIDEO TITLE	YOUTUBE LINK	UPLOAD DATE	NUMBER OF VIEWS
<b>Brisbane's new runway – Waypoints</b>	<a href="https://youtu.be/bv-nMmf2qYY">https://youtu.be/bv-nMmf2qYY</a>	14 June 2019	525
<b>Brisbane's new runway – Night time operations</b>	<a href="https://youtu.be/EJ2tnV6dR5o">https://youtu.be/EJ2tnV6dR5o</a>	14 June 2019	539
<b>Brisbane Airport's Mobile Information Centre</b>	<a href="https://youtu.be/q6EL-p2etW0">https://youtu.be/q6EL-p2etW0</a>	14 June 2019	1,528
<b>Why is landscaping so important around Brisbane's new runway?</b>	<a href="https://youtu.be/xFR6_61vGoA">https://youtu.be/xFR6_61vGoA</a>	28 May 2019	429
<b>Why do the new runway high intensity approach lights extend into Moreton Bay?</b>	<a href="https://youtu.be/iW3CdvC96ag">https://youtu.be/iW3CdvC96ag</a>	28 May 2019	573
<b>Why are some aircraft louder than others?</b>	<a href="https://youtu.be/QRNvZkQle5c">https://youtu.be/QRNvZkQle5c</a>	28 May 2019	383
<b>How does Brisbane differ from other cities with weather events involving fog?</b>	<a href="https://youtu.be/_JwdwZbNKI4">https://youtu.be/_JwdwZbNKI4</a>	28 May 2019	680
<b>What happened to the trees that were removed for Brisbane's new runway?</b>	<a href="https://youtu.be/V9utFaliGQM">https://youtu.be/V9utFaliGQM</a>	28 May 2019	316
<b>What determines the direction planes take off and land?</b>	<a href="https://youtu.be/6Fu_eN2eWnE">https://youtu.be/6Fu_eN2eWnE</a>	28 May 2019	1,180
<b>What is the width and length of the new runway compared to the current runway?</b>	<a href="https://youtu.be/oh8y_pU_9d4">https://youtu.be/oh8y_pU_9d4</a>	27 May 2019	661
<b>What materials are required to build the new runway?</b>	<a href="https://youtu.be/6sJz6CAJRcw">https://youtu.be/6sJz6CAJRcw</a>	27 May 2019	643
<b>Why will the new runway take eight years to complete?</b>	<a href="https://youtu.be/ledNz10b-mQ">https://youtu.be/ledNz10b-mQ</a>	27 May 2019	882
<b>Aircraft scheduling and Brisbane's new runway</b>	<a href="https://youtu.be/a8luft3jWpU">https://youtu.be/a8luft3jWpU</a>	17 May 2019	2,835
<b>Brisbane's new runway – Jet Blast Screens</b>	<a href="https://youtu.be/36Dy-XARSJk">https://youtu.be/36Dy-XARSJk</a>	13 May 2019	11,344
<b>Brisbane's new runway – Stolonisation</b>	<a href="https://youtu.be/6Xi9gpWsgAk">https://youtu.be/6Xi9gpWsgAk</a>	10 May 2019	9,873
<b>Brisbane's new runway – Recycled Water</b>	<a href="https://youtu.be/YFf4vA8xPGA">https://youtu.be/YFf4vA8xPGA</a>	8 May 2019	11,635
<b>Weather and aircraft noise</b>	<a href="https://youtu.be/a2ZnlPLsSVw">https://youtu.be/a2ZnlPLsSVw</a>	8 March 2019	383
<b>Construction of Brisbane's new runway – Landscaping</b>	<a href="https://youtu.be/ZxairOAUaog">https://youtu.be/ZxairOAUaog</a>	11 February 2019	14,961
<b>Construction of Brisbane's new runway – Pavements</b>	<a href="https://youtu.be/W_YG_TqoiZk">https://youtu.be/W_YG_TqoiZk</a>	9 February 2019	8,344
<b>Construction of Brisbane's new runway – Lighting</b>	<a href="https://youtu.be/ivb381xRDgk">https://youtu.be/ivb381xRDgk</a>	7 February 2019	3,444
<b>Construction of Brisbane's new runway – Dryandra Road Underpass</b>	<a href="https://youtu.be/e7tp-ICf3fc">https://youtu.be/e7tp-ICf3fc</a>	5 February 2019	1,699
<b>The people behind Brisbane's new runway</b>	<a href="https://youtu.be/OI91l1hzaqEI">https://youtu.be/OI91l1hzaqEI</a>	9 January 2019	7,847

VIDEO TITLE	YOUTUBE LINK	UPLOAD DATE	NUMBER OF VIEWS
<b>Building Brisbane's new runway – Airservices Australia's role in construction</b>	<a href="https://youtu.be/wvXSVB9yVmA">https://youtu.be/wvXSVB9yVmA</a>	2 January 2019	2,463
<b>The local suppliers behind Brisbane's new runway</b>	<a href="https://youtu.be/EZEvDjwu3Tg">https://youtu.be/EZEvDjwu3Tg</a>	26 December 2018	5,335
<b>Construction of Brisbane's new runway – Airfield Construction</b>	<a href="https://youtu.be/u3EfGfHr1jw">https://youtu.be/u3EfGfHr1jw</a>	17 December 2018	14,872
<b>What causes aircraft noise</b>	<a href="https://youtu.be/VEiHYHwBlfY">https://youtu.be/VEiHYHwBlfY</a>	11 December 2018	4,608
<b>Managing aircraft noise</b>	<a href="https://youtu.be/O00SXuSvbq0">https://youtu.be/O00SXuSvbq0</a>	11 December 2018	578
<b>The future of Brisbane</b>	<a href="https://youtu.be/dM8gqf2tsm4">https://youtu.be/dM8gqf2tsm4</a>	11 December 2018	21,317
<b>Building Brisbane's new runway</b>	<a href="https://youtu.be/fXYePj7b5gl">https://youtu.be/fXYePj7b5gl</a>	3 December 2018	51,855
<b>Brisbane Airport Runway Rename</b>	<a href="https://youtu.be/12psldUps7Y">https://youtu.be/12psldUps7Y</a>	30 October 2018	3,992
<b>Landing on Brisbane's new runway</b>	<a href="https://youtu.be/igxKkVhtWos">https://youtu.be/igxKkVhtWos</a>	10 September 2018	54,038
<b>Brisbane's new runway – Construction Timelapse</b>	<a href="https://youtu.be/5O03Hpe8C4I">https://youtu.be/5O03Hpe8C4I</a>	10 September 2018	62,014
<b>Construction of Brisbane's new runway – Airfield Design</b>	<a href="https://youtu.be/-hmC_dRG3JE">https://youtu.be/-hmC_dRG3JE</a>	10 September 2018	13,441
<b>The history of Brisbane Airport</b>	<a href="https://youtu.be/XebktaZwl_A">https://youtu.be/XebktaZwl_A</a>	14 August 2018	11,804
<b>Construction of Brisbane's new runway – Site Preparation</b>	<a href="https://youtu.be/ETIXljo_naA">https://youtu.be/ETIXljo_naA</a>	31 July 2018	13,813
<b>Brisbane's new runway – Project Overview</b>	<a href="https://youtu.be/kEGiP4Aizus">https://youtu.be/kEGiP4Aizus</a>	2 July 2018	84,711
<b>Brisbane's new parallel runway – Site preparation, dredge &amp; reclamation</b>	<a href="https://youtu.be/_-HYsn9CTZc">https://youtu.be/_-HYsn9CTZc</a>	18 May 2015	13,390
<b>Brisbane's new parallel runway – Wick drains</b>	<a href="https://youtu.be/TCnyTKqi4z0">https://youtu.be/TCnyTKqi4z0</a>	1 May 2015	5,956
<b>Brisbane's new parallel runway – Aerial footage</b>	<a href="https://youtu.be/dbVhslI-Wdc">https://youtu.be/dbVhslI-Wdc</a>	15 August 2014	15,970
<b>Brisbane's new parallel runway – Environment</b>	<a href="https://youtu.be/njG3iSgGsmY">https://youtu.be/njG3iSgGsmY</a>	16 June 2014	1,209
<b>Brisbane's new parallel runway – Overview</b>	<a href="https://youtu.be/gTuCbSINy7I">https://youtu.be/gTuCbSINy7I</a>	16 June 2014	9,306
<b>Brisbane's new parallel runway – Reclamation works</b>	<a href="https://youtu.be/6vodZFXIbYk">https://youtu.be/6vodZFXIbYk</a>	16 June 2014	4,152
<b>Brisbane's new parallel runway project – Charles Darwin Jan de Nul's Dredge &amp; Reclamation works</b>	<a href="https://youtu.be/e6hw_wSEVGo">https://youtu.be/e6hw_wSEVGo</a>	22 May 2014	4,795

## 6.17 Airspace magazine

Airspace magazine was an airport magazine outlining the activities at the airport, including industry news, with a tourism focus. This was distributed electronically to the community and tenant database and it was available to download from the Brisbane Airport website.

Hard copies were posted to local, State and Federal elected representatives as well as industry stakeholders.

EDITIONS			
2009	September edition	December edition	
			
2010	March edition	June edition	September edition
			



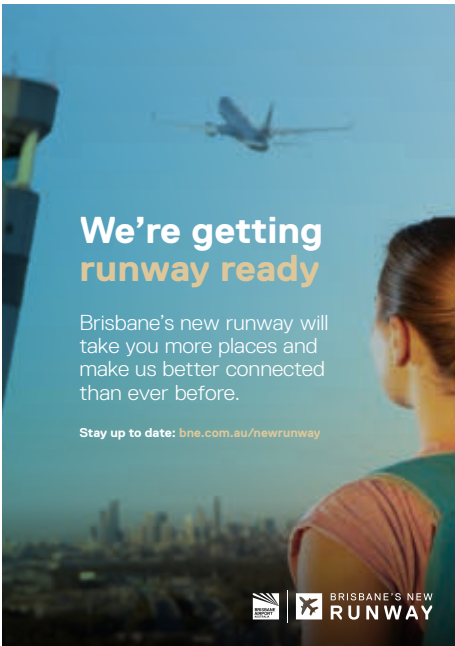
## 6.18 BNE magazine

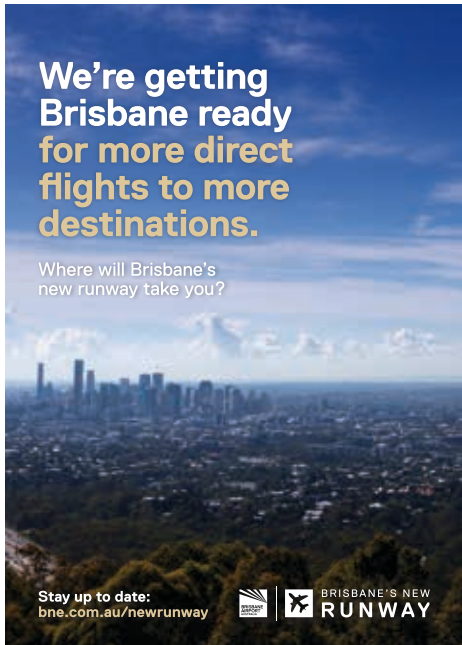
BNE magazine was an airport magazine outlining the activities at the airport with a focus on tourism, fashion style, food and the arts. It was distributed in the terminals, BAC HQ hotels across Brisbane and inflight for some airlines.

It was available to download from the Brisbane Airport website.

Between 2012 and 2020 the publication was used to feature stories and other content including full page advertising focusing on the new runway. BNE magazine had a distribution of 40,000.

Examples of the advertising is included below.

ISSUE DATE	VISUAL
November/ December 2018	
January/ February 2019	
March/ April 2019	
May/ June 2019	

ISSUE DATE	VISUAL
July/ August 2019	
September/ October 2019	
November/ December 2019	
January/ February 2020	
March/ April 2020	



07

# 07. PAID MEDIA

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## 7.1 Quest advertisement

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A number of advertising placements were organised to support the community events for the new runway. The following advertisements were placed:

PUBLISH DATE	EVENT
September 2009	Community forum at Morningside
November 2009	Community forum at Hamilton
March 2010	Community forum at Camp Hill
July 2010	Community forum at Morningside
March 2011	Community forum at Camp Hill
July 2011	Community forum at Hamilton
October 2011	Community forum at Coorparoo
February 2012	Community forum at Carina
May 2012	Community forum at Tarragindi
March 2013	Community forum at Bulimba
May 2013	Community forum at Murarrie
August 2013	Community forum at Ascot
September 2014	Community forum at Ascot
May 2014	Community forum at Brisbane Airport (Skygate)

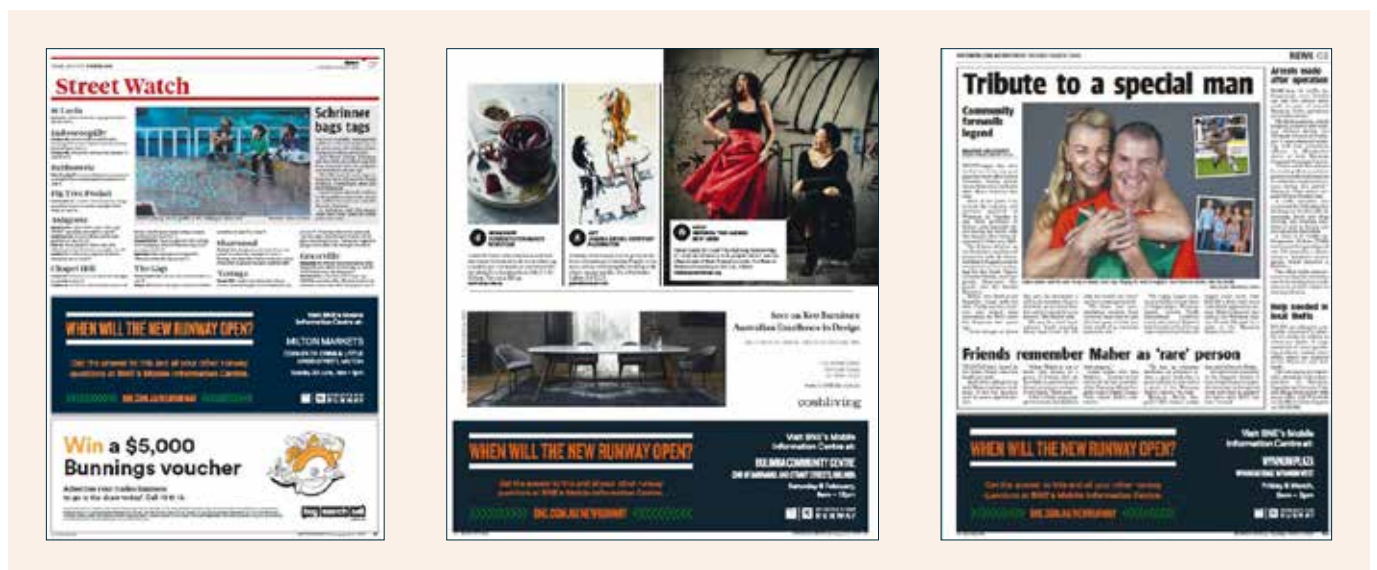


7.1 QUEST ADVERTISEMENT CONT.

To promote the locations of the mobile information centre, a medium strip advertisement was placed in Quest titles. There was a total readership of: 2,469,000.

A breakdown is provided below with supporting creative examples:

PUBLISH DATE	LOCAL NEWS PUBLICATION	READERSHIP
27/06/2019	Westside News	53,000
03/07/2019	Brisbane News	228,000
18/07/2019	Albert & Logan News	136,000
25/07/2019	Westside News	53,000
17/07/2019	Brisbane News	228,000
05/09/2019	Northside Chronicle & Bayside Star	157,000
12/09/2019	Southern Star	93,000
12/09/2019	South-East Advertiser	78,000
18/09/2019	Brisbane News	228,000
26/09/2019	South-East Advertiser	78,000
17/10/2019	Westside News	53,000
14/11/2019	Westside News	53,000
20/11/2019	Brisbane News	228,000
30/01/2020	South West Satellite	113,000
05/02/2020	Brisbane News	228,000
06/02/2020	South-East Advertiser	78,000
12/02/2020	Brisbane News	228,000
26/02/2020	Southern Star	93,000
06/03/2020	Wynnum Herald	63,000



**Distribution map:**



## 7.2 Quest advertorial

To support the advertisements, half page advertorial placements were organised updating residents on the latest airport developments, operations and activities. These were published in City News, Northside Chronicle and City North News every fortnight between 2009 – 2012

## 7.3 BMag advertorial

Half page advertisement about a range of airport initiatives with accompanying independently written editorial updating residents on the latest airport developments, operations and activities. BMag was distributed to 450,000 Brisbane households each fortnight.

Examples of articles are as follows:

7.3 BMAG ADVERTORIAL CONT.

BMAG – 19 FEB 2013

### Flight paths on display

The community will be able to have their say about airport issues at a public meeting. **Grant Stockwell reports**

**F**light paths and how they affect the community are at the centre of a public meeting on 19 March.

Brisbane Airport Corporation (BAC) is currently in the process of reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

**What:** Brisbane Airport Corporation  
**Where:** Brisbane Airport  
**When:** 19 March 2013

B MAG 18 JUNE 2013

### Airport's plan for the future

With passengers expected to almost double in 20 years, Brisbane Airport is already planning for expansion, writes **Leonie Briggs**

**N**ew terminals, more departure gates and increased train services are just some of the ways Brisbane Airport is planning for the future.

The airport is currently in the process of reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

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BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

**What:** Brisbane Airport Corporation  
**Where:** Brisbane Airport  
**When:** 18 June 2013

9 JULY 2013

### Every second counts

Brisbane Airport has a plan to make flight arrival and departures smoother. **Julie Thomson reports**

**E**very passenger matters. They want to arrive on time, board their plane and get through the airport as quickly as possible.

BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

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BAC is currently reviewing its flight paths and will be able to have their say about airport issues at a public meeting on 19 March.

**What:** Brisbane Airport Corporation  
**Where:** Brisbane Airport  
**When:** 9 July 2013

22 OCTOBER 2013

### The runway brings benefits

The new parallel runway offers huge economic benefits, writes Premier Campbell Newman



**B**risbane Airport is the public gateway for business in Queensland, and it's very pleased with the parallel runway that will get underway in the weeks ahead.

The new runway will bring huge economic benefits, create jobs and support our local jobs of tourism, construction, agriculture and especially aviation. On top of that, the airport's new runway will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

Over the past few years, my government has looked to have the construction of the runway get started as soon as possible, so that the jobs will come, but for Queensland's long-term economic benefit. The parallel runway will bring huge jobs to Brisbane and will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

By the same time, we can expect a boost to our tourism sector. Brisbane, with some 10 million visitors a year, is one of the most popular cities in the world. The number of visitors from China alone is up 10 per cent - and the runway will keep bringing business. Brisbane is an incredibly vibrant city, and the new runway will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

**Payoffs for storm season**  
It's also a good time to start preparing for the next storm season. The new runway will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

3 DECEMBER 2013

### A tour with a difference...

Getting the lowdown on Brisbane Airport is a high point for community group tours, writes Julie Thomson

**F**or those whose impressions of the Brisbane Airport are based on the images of a busy terminal, a new feature for visitors is an eye-opening experience and they are entitled to feel proud for that.

Over the past few years, my government has looked to have the construction of the runway get started as soon as possible, so that the jobs will come, but for Queensland's long-term economic benefit. The parallel runway will bring huge jobs to Brisbane and will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

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Large while through their being one of the most popular cities in the world. The number of visitors from China alone is up 10 per cent - and the runway will keep bringing business. Brisbane is an incredibly vibrant city, and the new runway will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

**IT'S A CLEAR AND CLOSE RUNWAY VIEW OF ALL THE AIRCRAFT'S MOVEMENTS FROM AN OUTVIEW ON**

Over the past few years, my government has looked to have the construction of the runway get started as soon as possible, so that the jobs will come, but for Queensland's long-term economic benefit. The parallel runway will bring huge jobs to Brisbane and will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

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6 MAY 2014

### Clearing the air

A report like a more than a series of ups and downs, as the BAC Community Information Exchange will show, writes Julie Thomson

**I** can't be more pleased than to see the BAC Community Information Exchange (CIE) report, which is a high point for community group tours, writes Julie Thomson

Over the past few years, my government has looked to have the construction of the runway get started as soon as possible, so that the jobs will come, but for Queensland's long-term economic benefit. The parallel runway will bring huge jobs to Brisbane and will give the business community the additional capacity to keep industry, commerce and consumers in Brisbane, and in the knowledge they will arrive on time.

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**AN AIRPORT**  
There is a lot to be proud of when it comes to the BAC Community Information Exchange (CIE) report, which is a high point for community group tours, writes Julie Thomson

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35 OF 35 PAGES OF THE CIE REPORT, WHICH WRITES JULIE THOMSON

## 7.4 The Australian

### Print (full page advert)

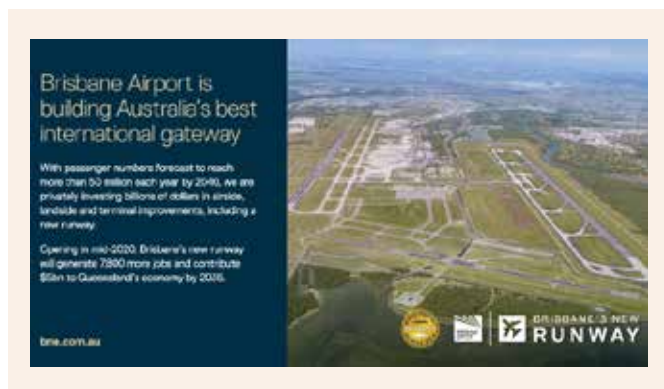
- 'The Deal' lift out
- Friday 22 March 2019
- Distribution: The Deal readership 49,000 (distributed with the Australian – readership 538,000)



## 7.5 QLD Infrastructure Report

### Print (large strip advert)

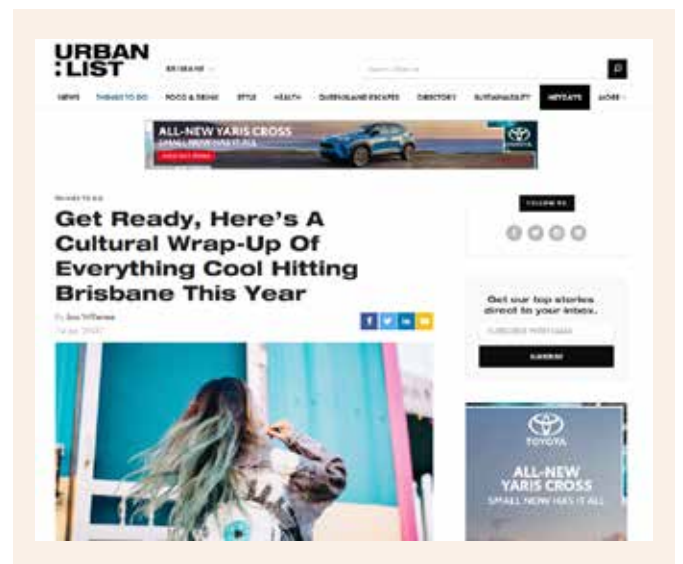
- Distributed with The Australian (Readership – 538,000)
- Friday 6 September 2019



## 7.6 Urban List

### Digital

- Article 'Get Ready, Here's A Cultural Wrap-Up of Everything Cool Hitting Brisbane This Year' (6K+ page views)
- Thursday 19 March 2020
- Link: <https://www.theurbanlist.com/brisbane/a-list/cool-things-to-do-brisbane-2020>
- Article link featured:
  - Urban List social media channels
  - Urban List email newsletter, distributed 26 March 2020 to 86K+ subscribers





## 7.7 Village News

### Print (full page advert)

**Distribution:** 50,000 across the suburbs of Kangaroo Point, Newstead, Teneriffe, Fortitude Valley, Bowen Hills, New Farm and Spring Hill.

ISSUE DATE	VISUAL
December 2018	
February 2019	
April 2019	
June 2019	

ISSUE DATE	VISUAL
August 2019	
October 2019	
December 2019	
February 2020	
March/ April 2020	

## 7.8 Letterbox drop

### 2009

- September – Community forum at Morningside
- November – Community forum at Hamilton

### 2010

- March – Community forum at Camp Hill
- July – Community forum at Morningside

### 2011

- March – Community forum at Camp Hill
- July – Community forum at Hamilton
- October – Community forum at Coorparoo

### 2012

- February – Community forum at Carina
- May – Community forum at Tarragindi
- August – Pinkenba community





7.8 LETTERBOX DROP CONT.

*Letter Box Drop*

Targeting suburbs around Benny location

Format: A5 flyer

Distribution: 226,195

DISTRIBUTION DATE	BENNY APPEARANCE (SUBURB)	DISTRIBUTION QUANTITY	CREATIVE
18/06/2019	Hamilton	11,942	
25/06/2019	Milton	15,528	
02/07/2019	Fairfield	13,051	
16/07/2019	Browns Plains	15,492	

DISTRIBUTION DATE	BENNY APPEARANCE (SUBURB)	DISTRIBUTION QUANTITY	CREATIVE
17/09/2019	Bribie Island	14,057	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
22/10/2019	Bellbowrie	3,187	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
14/09/2019	Camp Hill	37,520	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
19/11/2019	Toombul	19,515	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
16/11/2019	Toowong	14,815	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>

7.8 LETTERBOX DROP CONT.

DISTRIBUTION DATE	BENNY APPEARANCE (SUBURB)	DISTRIBUTION QUANTITY	CREATIVE
21/01/2020	Calamvale	25,338	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
04/02/2020	Bulimba	21,826	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
11/02/2020	Moorooka	3,711	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
11/02/2020	Victoria Point	17,669	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>
03/03/2020	Wynnum	12,544	<p>Q. WHEN WILL THE NEW RUNWAY OPEN? A. THE NEW RUNWAY WILL OPEN IN MID-2020.</p>

2020

**Brisbane wide letter box drop**

- Delivered to 205,000 residences
- Focused on residences under new flight paths (RNP AR & ILS) + start of ILS to current runway
- Included houses and units
- Dates: w/c 16th & 23rd 2020



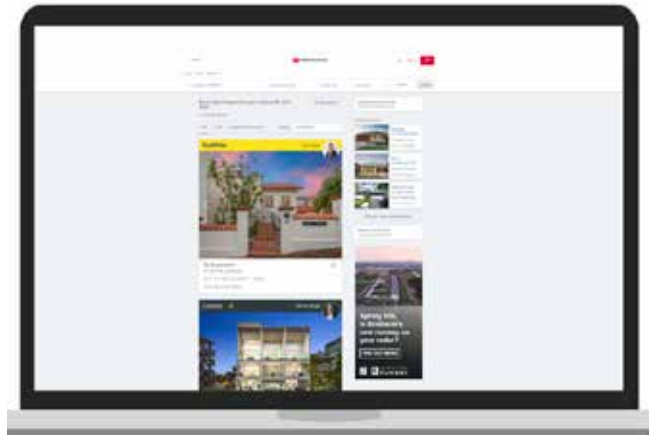
**Distribution maps:**



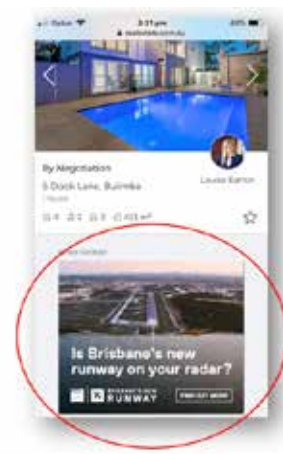
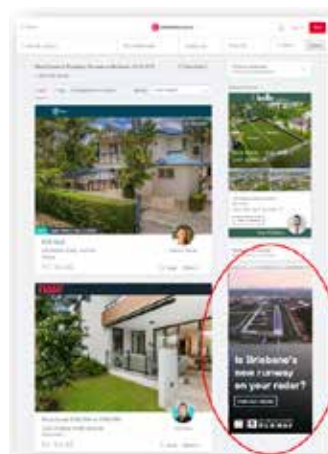
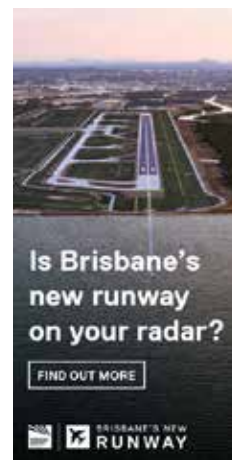
## 7.9 Realestate.com.au

### DISPLAY ADVERTISING (ALL TARGETED TO SPECIFIC POSTCODES UNDER NEW FLIGHT PATHS)

- Dynamic half page advertisement (with dynamic suburb field as per Spring Hill example below)
  - Impressions: 3,184,020
  - Clicks: 6,533
  - Click through rate: 0.21% (3 x industry benchmark)



- MREC, Leader board, Half Page, Mobile Banner, Homepage Billboard, Photo Skyscraper, Map Skyscraper (desktop and mobile)
  - Impressions: 7,359,770
  - Clicks: 4,681
  - Click through rate: 0.06% (industry benchmark is 0.04%)



## SPONSORED EDITORIAL

- Article #1 (with video): What does Brisbane's new runway mean for property?
  - <https://www.realestate.com.au/news/what-does-brisbanes-new-airport-runway-mean-for-property/>
  - Date: 10th July 2019
  - Page views: 15, 311
  - Dwell time on article: 113 seconds
  - Facebook amplification – 285 reactions, 170 comments, 42 shares



- Article #2: Aviation infrastructure: What are the effects on property?
  - <https://www.realestate.com.au/news/aviation-infrastructure-what-are-the-effects-on-property/>
  - Date: 1st September 2019
  - Page views: 7,566
  - Dwell time on article: 77 seconds
  - Facebook amplification – 151 reactions, 37 comments, 21 shares



- Article #3: 9 things to consider if you're buying in Brisbane this year
  - <https://www.realestate.com.au/news/9-things-to-consider-if-youre-buying-in-brisbane-this-year/>
  - Date: 3rd February 2020
  - Page views: 44,644
  - Dwell time on article: 156 seconds
  - Facebook amplification – 203 reactions, 204 comments, 36 shares



## 7.10 Billboards

### On airport billboards and signage

- Mega site billboard on side of BNE P2 car park
- 3 x Airport Drive billboards
- 1 x Nancy Bird Way billboard
- Skygate bus stop billboard
- Skywalk digital billboard
- Domestic Terminal portrait digital billboards
- 16 x Domestic Terminal baggage carousel screens (15 second video), 450K-500K impressions
- Domestic Terminal digital screen – Level 1
- Domestic Terminal digital screen – Level 2
- International Terminal digital screens – Level 3
- International Terminal digital screens – Level 4
- BNE Service Centre digital screen
- Banner on BNE WIFI sign in form



### Out of home

**Dates:** July & October 2019  
**Format:** Large format billboard (static and digital)  
**Impressions:** 4,429,300





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## Location of billboards

### Static billboards

#### July:

- Breakfast Creek Road, Newstead
- Sherwood Railway Station, Sherwood
- Bennetts Road, Norman Park
- Wynnum Road, Cannon Hill

#### October:

- Vulture Street, Woolloongabba
- Wynnum Road, Cannon Hill (x2)
- Ipswich Road, Annerley Digital billboards

### Digital billboards

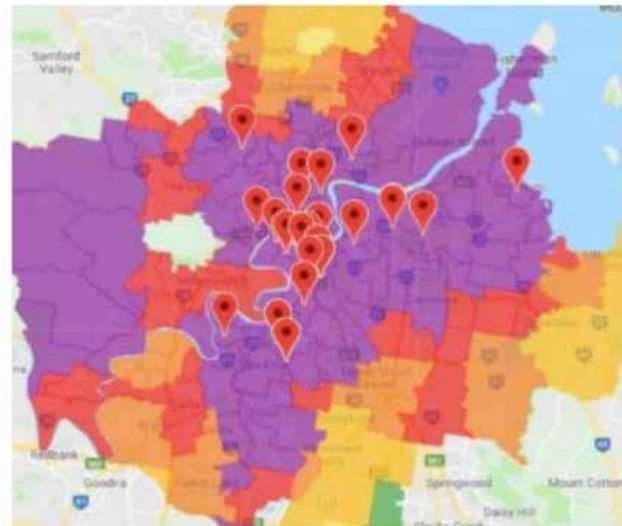
#### July & October:

- 1145 Ipswich Road (Outbound), Moorooka
- 1145 Ipswich Road (Inbound), Moorooka
- Gladstone Road (Outbound), Highgate Hill
- 252 Logan Road (Outbound), Stones Corner
- Wynnum Road (cnr Container Street), Cannon Hill
- 548 Ipswich Road, Annerley
- 289 Shafston Avenue (Cnr Wellington Rd), Kangaroo Point
- Bowen Bridge Road (Cnr O'Connell Terrace) (Outbound), Herston
- Beaudesert Road (Inbound), Moorooka
- Annerley Road (Cnr Stanley Street), South Brisbane
- 222 Ipswich Road, Woolloongabba
- 201 Leichhardt Street (Cnr Henry Street), Brisbane (Spring Hill)

**Dates:** April 2013

**Format:** Bus stop signage

Courier Mail New Runway funding



7.10 BILLBOARDS CONT.

**Dates:** July & October 2019  
**Format:** Bus stop signage  
**Number of sites:** 62  
**Impressions:** 5,524,700



**Locations:**

- Brisbane CBD
- Bulimba
- Balmoral
- East Brisbane
- New Farm
- Teneriffe
- Woolloongabba
- Spring Hill
- Herston
- South Brisbane
- Milton
- Hawthorne
- Norman Park
- Hamilton
- Ascot
- Annerley
- Moorooka
- Tennyson
- Wilston
- Grange
- Bardon
- Wynnum West
- Carina
- Fairfield
- Yeronga
- Sherwood
- Fig Tree Pocket



**On airport billboards and signage**

- Skygate bus stop billboard
- Domestic Terminal digital screen – Level 1
- Domestic Terminal digital screen – Level 2
- International Terminal digital screens – Level 3
- International Terminal digital screens – Level 4
- BNE Service Centre digital screen
- Banner on BNE WIFI sign in form

## 7.11 Radio advertisements

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### Radio – Australian Traffic Network

<b>Stations:</b>	Nova, Hit105, MMM, 97.3, 96.5, 4BC, 4KQ, Macquarie Sports Radio, River 94.9
<b>Dates:</b>	3rd September – 2nd November 2018
<b>Format:</b>	10 second adverts
<b>Total spots:</b>	487
<b>Reach:</b>	1,363,000 people aged 18+ heard the message over 9 times
<b>Script:</b>	<i>“Brisbane’s new runway will take you more places and make us better connected than ever before. Find out how Brisbane Airport is getting runway ready at <a href="http://BNE.com.au/newrunway">BNE.com.au/newrunway</a>”</i>

### Radio

<b>Channels:</b>	Hit105, Triple M
<b>Format:</b>	10 second and 15 second adverts
<b>Spots:</b>	565
<b>Script:</b>	<i>“Is Brisbane’s new runway on your radar? A change on the ground means a change in flight paths above. Find out more at <a href="http://BNE.com.au/newrunway">BNE.com.au/newrunway</a>”</i>

### Radio

Promoting key Benny activations in central locations

<b>Format:</b>	Live Reads
<b>Stations:</b>	4BC, Triple M, 97.3FM
<b>Spots:</b>	14

## 7.12 Cinema Advertising

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<b>Dates:</b>	13th February – 12th March 2020
<b>Campaign:</b>	Zero Mutuals
<b>Format:</b>	30 second video shown pre-movie plus on screens in cinema lobby
<b>Impressions:</b>	34,366
<b>Cinemas:</b>	<ul style="list-style-type: none"><li>• Palace Barracks</li><li>• New Farm</li><li>• Palace James Street</li><li>• Event Cinemas Chermiside</li><li>• Reading Newmarket</li><li>• Blue Room Cinebar</li><li>• Event Cinemas Indooroopilly</li><li>• Graceville Regal Twin</li><li>• Southbank</li><li>• United Cinemas Eldorado</li><li>• Balmoral Cineplex</li><li>• Dendy Coorparoo</li><li>• Dendy Portside</li><li>• Toombul</li><li>• Hoyts Stafford</li><li>• Event Cinemas Myer Centre</li><li>• The Elizabeth Picture Theatre</li><li>• Hawthorne</li><li>• Event Cinemas Carindale</li></ul>

## 7.13 Search advertising

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### Search

<b>Objective:</b>	Assist those wanting to find out more.
<b>Dates:</b>	March 2019 – March 2020
<b>Impressions:</b>	49,120
<b>Clicks:</b>	14,047

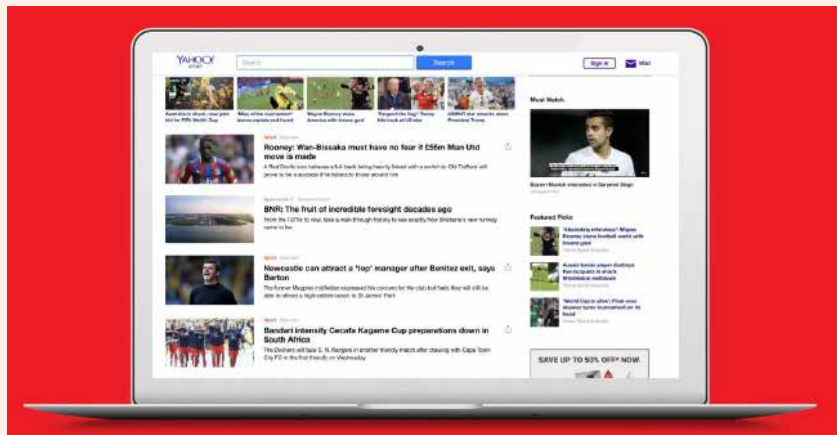
## 7.14 Native articles on premium publishing sites

**Objective:** Assist those wanting to find out more.

**Dates:** June 2019 – March 2020

**Impressions:** 33,918,689

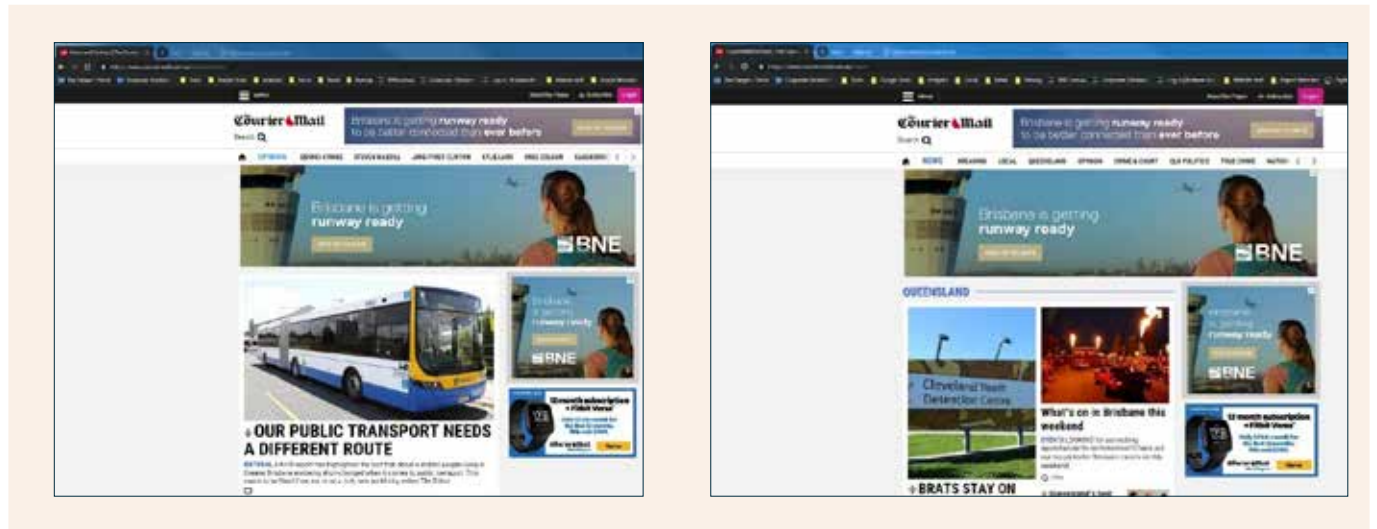
**Clicks:** 106,967



## 7.15 News Corp Future campaigns

### Future SEQ

Courier Mail digital advertising



## Future Aviation

**Dates:** 21 October – 1 November 2019

### Courier Mail advertising:



- 7 x Medium Strip advertisements to be used throughout the campaign period across The Courier-Mail and The Sunday Mail
- 1 x couriermail.com.au homepage buyout (desktop only: truskin/mrec roadblock & leaderboard)
- 2 x social posts with client tagged on The Courier-Mail Facebook page
- 2 x Full Page advertisements in (QBM) QLD Business Monthly magazine (1 Nov – bespoke edition)
- Run of site digital display across couriermail.com.au

### Creative:



**Is Brisbane's new runway on your radar?**  
A new runway on the ground means a change in flight paths above.

Find out more: [bne.com.au/flightpaths](http://bne.com.au/flightpaths)

**We're getting Brisbane ready for more direct flights to more destinations.**

Find out more: [bne.com.au/newrunway](http://bne.com.au/newrunway)




**We're getting ready**



**Queensland is growing, so our airport needs to grow too.**

Key projects include:  
Brisbane's new runway, on track to open in mid-2020 giving BNE the best growth capacity in Australia.

A Domestic Terminal redevelopment, which upgrades our biggest terminal for a better travel experience.

BNE Auto Mall, an Australian-first automotive retail destination with its own professionally designed performance track.

**Find out more at [bne.com.au/corporate](http://bne.com.au/corporate)**








08

# 08. EARNED MEDIA

## 8.1 Media releases and media events

Below is a list of distributed media releases and media events which were about or referred to Brisbane's new runway

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION	DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
18/09/2007	MEDIA RELEASE: Announcement of EIS Approval	54 print 56 radio 21 television 6 online stories	12/03/2011	MEDIA RELEASE: Better planning on the radar for airport online centre	ABC Radio 612 ABC Radio Triple M B105 4KQ Ch 10 Ch 7 Early news Ch 9 Early news Courier Mail Gold Coast bulletin ABC Online
21/11/2008	MEDIA RELEASE: Brisbane Airport reports strong results	ABC Radio 612 ABC Radio Triple M B105 4KQ Ch 10 Ch 7 Early news Ch 9 Early news Courier Mail Gold Coast bulletin ABC Online	23/05/2011	MEDIA RELEASE: Brisbane Airport response to Climate Commission report: infrastructure will withstand rising sea levels	ABC Radio 612 ABC Radio Triple M B105 4KQ Ch 10 Ch 7 Early news Ch 9 Early news Courier Mail Gold Coast bulletin ABC Online
8/04/2009	MEDIA RELEASE: New finance to help meet Brisbane airport growth	ABC Radio 612 ABC Radio Triple M B105 4KQ Ch 10 Ch 7 Early news Ch 9 Early news Courier Mail Gold Coast bulletin ABC Online	19/08/2011	MEDIA RELEASE: Brisbane Airport, Brisbane's newest suburb	BC Radio 612 ABC Radio Triple M B105 4KQ Ch 10 Ch 7 Early news Ch 9 Early news Courier Mail Gold Coast bulletin ABC Online
15/07/2010	MEDIA RELEASE: Brisbane Airport unveils Experience Centre	ABC Radio 612 ABC Radio Triple M B105 4KQ Ch 10 Ch 7 Early news Ch 9 Early news Courier Mail Gold Coast bulletin ABC Online	14/01/2013	Radio Caller: Why are people against the new runway	4BC

## 8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
23/01/2013	Capacity and Airport performance	4BC Radio 612 ABC Radio Triple M B105 4KQ Ch 10 Ch 7 Early news Ch 9 Early news Courier Mail Gold Coast bulletin ABC Online
18/02/2013	Airport dispute puts runway on hold	Courier Mail 4BC 4KQ Mix 97.3
19/02/2013	Funding the runway	4KQ 4BC Ch 10 Ch 9 Courier Mail
20/02/2013	BAC bosses clip wings on growth	Courier Mail
21/02/2013	Proven funding model the way to go	Courier Mail
22/02/2013	Funding of the new runway	Courier Mail 4BC
23/02/2013	Stack'Em, Rack'Em and Pack'Em	Courier Mail
4/03/1013	Plane Crazy	Courier Mail
4/03/2013	Airport's reputation nose dives	Courier Mail
5/03/2013	Delays are hurting the QLD economy	612 ABC Radio 4BC Courier Mail
5/03/2013	State eyes regional airports to tackle Brisbane delays	Courier Mail
5/03/2013	Do you think Brisbane needs a second runway	Courier Mail

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
6/03/2013	Loophole stings airport users	Courier Mail
6/03/2013	Rudd denies blame in runway fiasco	Courier Mail
6/03/2013	Airport warned to deliver runway: Build it or lose it	Courier Mail
7/03/2013	Runway funding	4BC 612 ABC Radio
7/03/2013	Rudd has a lot to answer for	4BC
7/03/2013	Airport ignored own advice about runway	Courier Mail
8/03/2013	MEDIA RELEASE: Clearing the air – Julieanne Alroe shares the facts about funding the airport's new runway	
8/03/2013	BAC plans show air of desperation	Courier Mail
8/03/2013	Rudd bows out on bid for runway	Courier Mail
14/03/2013	MEDIA RELEASE: BNE re-opens cross runway	4BC Gympie Times Ch 10 612 ABC Radio Courier Mail
20/03/2013	Runway still up in the air	Courier Mail
21/03/2013	Flying high with lies. Runway promises a comedy of errors	Courier Mail
21/03/2013	Surely they weren't serious	Courier Mail
22/03/2013	Brisbane steps up runway cash fight	The Australian
22/03/2013	Carpark spends soars as runway plan idles	Courier Mail
22/03/2013	Mum tired of the long wait	Courier Mail



DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
25/03/2013	BAC told of way to cut delays	Courier Mail
26/03/2013	Push on for city height restriction rethink	Courier Mail 4BC Ch 10 Ch 9 Ch 7
1/04/2013	Holding Pattern	Courier Mail Ch9 ABC News
5/04/2013	Board holds the keys	Courier Mail
6/04/2013	Runway may miss deadline	Courier Mail
9/04/2013	System fails to change pattern	Courier Mail
10/04/2013	Media statement: BNR Funding	Ch 9 Ch 7 Sky news Triple M
10/04/2013	Flight Tax	Courier Mail
11/04/2013	Runway funding	4BC B105 Hot tomato Mix 92.7 Nova 106.9 River FM Triple M Ch 9 Sky news
11/04/2013	Would you be happy to pay a landing charge at Brisbane Airport for a new runway	Courier Mail
12/04/2013	Brisbane Airport Skytrax award	612 ABC Radio
12/04/2014	Time to get real about the need for a second runway at Brisbane Airport	Courier Mail
14/04/2013	Runway Funding	4BC

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
14/04/2013	Royal launch to Runway Ruckus	Courier Mail
22/04/2013	Changes in the Air	Courier Mail
27/04/2013	BAC Book plug runway	Courier Mail
1/05/2013	ACCC Quality findings	612 ABC 666 ABC 4BC Radio National Nova 106.9 Brisbane Times ABC News 24 Ch 10 SBS
7/05/2013	Late arrivals plummet as people power takes off	Courier Mail
7/05/2013	Second runway key to success	Courier Mail
10/05/2013	Branson Backs runway Push	Courier Mail 4BC Ch 7
22/05/2013	Airport arrival times look up	Courier Mail
14/06/2013	Time to act on Infrastructure	Courier Mail
15/06/2013	Will to build wont do as we have no way to pay	Courier Mail
19/06/2013	Blue Print Expansion	4BC
19/06/2013	Virgin Australia and BAC funding deal	4BC 612 ABC Radio 4kZ 4KQ Mix 97.3 Brisbane Times Bayside Bulletin Perth Now Travel Weekly
20/06/2013	Flying High	Courier Mail

## 8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
20/06/2013	Funding deal has runway Virgin on Take Off	Courier Mail
20/06/2013	Virgin jumping the runway gun	The Australian
20/06/2013	Virgins BAC deal cements runway	The Australian
20/06/2013	Competitor puts heat on Qantas	Courier Mail
20/06/2013	Runway lift off is closer	Courier Mail
21/06/2013	Qantas in holding pattern	Courier Mail
27/06/2013	MEDIA RELEASE: New Master Plan to guide billions in future investment	
1/07/2013	Parallel Runway Crucial says PM Rudd	4KQ News.com.au Courier Mail Today Show
5/07/2013	Runway model wont fly	Courier Mail
9/07/2013	Jeff Seeny New Runway	612 ABC
22/07/2013	Airport Delays increase	Courier Mail 4BC 612 ABC News.com.au
24/07/2013	Airport Delays whats being done	Courier Mail News.com.au
24/07/2013	MEDIA RELEASE: BNE Airport Discovery Centre Reopens and Skygate	
22/08/2013	Air noise on agenda	Courier Mail
22/08/2013	New Flights, more delays	Courier Mail 4BC 612 ABC

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
27/08/2013	Brisbane Airport Update	612 ABC Radio
12/09/2013	Flashback: Parallel runway to cut Jet noise	Courier Mail
13/09/2013	Strip delayed but on track	News.com.au Courier Mail
10/10/2013	MEDIA RELEASE: BAC Green lights New Parallel Runway	AAP News Wire Courier Mail Gold Coast Bulletin 4BC 4KQ 612 ABC Mix 97.3 B105 Zinc FM 91.1 FM Triple M B105 Nova 106.99 Hot Tomato ABC Tropical North Brisbane Times News.com.au Inside Retailing Online Lismore Northern Star ABC Online Yahoo 7 Today Show Sunrise Sky News ABC News 24 7 News Ch 9 Ch 10
10/10/2013	Campaign gave wings to action on runway	Courier Mail
11/10/2013	Qantas baulks at funding runway	Australian Financial Review

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
11/10/2013	Second runway to go ahead without Qantas on board	The Australian
11/10/2013	New runway is game changer	Courier Mail
11/10/2013	Air unfair as flyers land runway fees	AAP Newswire
11/10/2013	Landing fees to fund second runway	The Age Sydney Morning Herald
12/10/2013	Runway brings flights over affluent	Courier Mail
12/10/2013	Brisbane Airport finally gets a new runway. Is it about time	Courier Mail
12/10/2013	BAC could have built a runway years ago	Courier Mail
12/10/2013	Project runway felt in suburbs	Courier Mail
14/10/2013	Flight path residents attract very little sympathy	Courier Mail
14/10/2013	No sympathy for wealth wingers	Courier Mail
16/10/2013	Aircraft Noise new runway	612 ABC
16/10/2013	Lift off for long-sort plan	South East Advertiser
16/10/2013	Runway showdown. Air noise crusade goes on	South East Advertiser
16/10/2013	Take a number	City North News
16/10/2013	Joyce stands firm: Qantas wont pay for second runway	Brisbane Times
17/10/2013	Funding of the new runway	4BC
24/10/2013	Business bags idea for curfew	Courier Mail

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
24/10/2013	Aviation and Business groups against Curfew	4BC Eglobalmedia
24/10/2013	Brisbane Airport Curfew could damage Tourism	Australian Financial review
25/10/2013	Airport Noise Analysis	Australian Financial review
31/10/2013	Confidence returns to Sunshine state	The Australian Financial Review
October 2013	MEDIA RELEASE: Dredging and Reclamation contract announcement	all TV channels and most other local radio and print media
4/11/2013	Brisbane Curfew will make things worse	The Australian
5/11/2013	Airport curfew will const 1.3B by 2029	Brisbane Times 4BC
7/11/2013	Brisbane's second runway	612 ABC
9/11/2013	Brisbane Airport Curfew	4BC
10/11/2013	Rudd calls for night curfew	Courier Mail
11/11/2013	Plane stupid	Courier Mail
11/11/2013	Rudd breaks silence on noise	Courier Mail
11/11/2013	Curfew at Brisbane Airport	4WK 612 ABC
13/11/2013	Rudd stands firm on costly airport curfew bid	South East Advertiser City South News
14/11/2013	Deloitte finds Rudds Curfew would cost \$13 billions and at the expense of 7000 jobs	Courier Mail
20/11/2013	Rudd flies away glad he aimed at runway	Courier Mail

## 8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
20/11/2013	Curfew free airport boom for economy bust for locals	South East Advertiser
21/11/2013	Curfew would cost city	City North News
4/12/2013	Brisbane Airport Upgrade	Ch 9 Ch 10 ABC news 24
18/12/2013	Leave Brisbane Airport Alone	4BC Ch 10
1/1/2014	Flights fill airspace over New Farm	Village News
22/01/2014	Numbers fly high	Courier Mail
7/03/2014	Dredging the new runway	4CA
19/03/2014	MEDIA RELEASE: Right Decision for Queensland	AAP Newswire News.com.au Ch 9 Ch 7 Ch 10 ABC News 612 ABC 4BC River FM
19/03/2014	Airport wins fight against night flights	Courier Mail
20/03/2014	Airport wins fight against night flights	4BC 612 ABC
20/03/2014	Ditching of flight curfew hailed as a runway success	Courier Mail
31/03/2014	MEDIA RELEASE: BNE welcomes input for Master Plan	4BC 612 ABC 4KQ Triple M ABC Online Brisbane Times Ch 9 Ch 7

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
6/05/2014	MEDIA RELEASE: Dredging to build second Brisbane Airport runway begins in weeks	Brisbane Times Ch 9 Ch 7 Ch 10 ABC News 24 612 ABC
7/05/2014	Dredging to build second Brisbane Airport runway begins in weeks	ABC News 24
16 May 2014	Interview with Paul Coughlan: New Runway	4BC
22/04/2014	New runway to help flight delays	Ch 10 Ch 7 Ch 9 Nova 106.9 B105 4BC 612 ABC Courier Mail
29/04/2014	How Brisbane Airport will become the most efficient in Australia	ABC Online
2 June 2014	Media coverage of dredge arrival	Channels 2, 7, 9, & 10, local ABC and commercial radio
06/2014	MEDIA RELEASE: Joint efforts make Brisbane runway efficiency world class	
9/2014	A day in the life of the Charles Darwin	Channels 9, 7, 10
9/2014	Flashback Dredging	Channel 7 Sunday night news
17/09/2014	MEDIA RELEASE: BNE Projects Win at Engineering Excellence Awards	

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
30/10/ 2014	Final Wick Installation	Channels 9, 7, 10, ABC
8/12/2014	MEDIA RELEASE: Final sand-pump on Brisbane's New Parallel Runway site	Ch 7
01/02/2015	Doubling Up – Brisbane Airport's new \$1.3 billion parallel runway project takes shape	Australian Aviation
1/02/2015	Mentions BAC building a second runway. "Thats a significant mark of confidence"	Sunday Herald Sun, Melbourne
03/02/2015	MEDIA RELEASE: BNE Welcomes approval of Master Plan	
3/02/2015	The Federal Airport has announced a 20-year plan for the Brisbane Airport	612 ABC
3/2/2015	Federal Government has given a go signal to pursue the multi-billion-dollar upgrade	612 ABC
3/02/2015	Brisbane Airport's \$4 billion expansion plan gains federal approval	Yahoo News Australia
3/02/2015	Brisbane Airport expansion plan gains approval	ABC Online
4/02/2015	BNE welcomes approval of Master Plan	EGlobal Travel Media

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
4/02/2015	Helen Clarke interview – Government has given the go signal for multi-billion dollar upgrade. Development of Airport & Construction of Runway	612 ABC Brisbane
5/02/2015	Brisbane Airport's Master Plan receives government approval	Australian Aviation Magazine
11/02/2015	Brisbane Airport's new \$1.3 Billion parallel runway project takes shape	Australian Aviation, National
12/2/2015	Airport Growth	City North News
12/02/2015	Airport Growth – Infrastructure, Masterplan, Terminal expansion, New Parallel runway.	Fast Lane – Airport Growth
March 2015	Dredging and Reclamation follow up	Ch 9
19/03/2015	The \$3.8b decade-long redevelopment of Brisbane Airport is underway	Ch 9, Brisbane Afternoon News
19/3/2015	Construction of Brisbane's second runway has reached a milestone	Ch 9 Brisbane National News
20/03/2015	Caller Bill talks about the dredging and mentions that the Brisbane Airport Corporation...	4CA AM Cairns
20/04/2015	If we can get a new runway built imagine what we can do for your brand.	Newspaper Media

## 8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
28/04/2015	Brisbane Airport Corporation recently put up a new runway out of dredging at Moreton Bay	4CA AM Cairns
28/04/2015	Unprecedented investment	Australian Airports
28/04/2015	Caller Bill – dredging at Moreton Bay	4CA AM Cairns
30/04/2015	Alan Jones talks about biggest expansion in history, Terminal & Runway	2GB Sydney Breakfast
29/04/2015	Leonie Vandeven – DTB Renovations, update on dredging of sand for New runway.	4BC Brisbane
12/05/2015	Booting Branson	Courier Mail – City Beat
30/05/2015	Brisbane Airport Recreating Queensland's Gateway	Feature Brisbane
May 2015	Unprecedented Investment – Australia's airports are working hard than ever to provide a seamless travel experience	Australian Aviation
00/05/2015	More than just a new terminal	Passenger World
4/08/2015	Caller William – Notes 75% chance the dredging to go ahead if the LNP remains in power.	4CA AM Cairns
17/08/2015	Pullman & Ibis Brisbane Airport sod turning – mention of BNR	Channel 10 News & Channel 7 News

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
24/08/2015	Help preserve bayside history at Tingalpa	Wynnum Herald, Quest
3/09/2015	Suite life beckon as work begins on airport hotels	City North News, Brisbane
9/09/2015	Step Change	Australian Aviation, National
9/10/2015	Bid for new terminal as tourist set to flood in	Courier Mail, Brisbane
November 2015	MEDIA RELEASE: QUT Noise study and impact to house prices	
2/11/2015	Peak traffic on Brisbane airport radar.	Australian Financial Review, Australia radar.
2/11/2015	Silver Lining to end of resources boom	Sydney Morning Herald, Sydney
23/11/2015	Prices 'immune to aircraft noise'	The Australian
1/12/2015	Letters to the Editor- Debate around expansion of Sunshine Coast Airport & the Competition it will face with the massively expanding Brisbane Airport	Letters to the Editor David Whiteman
31/01/2016	Get our city moving. Star's Queen's Wharf project is due for completion around then, as is Brisbane Airport Corporation's second runway	Sunday Mail

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
17/02/2016	launch the <b>Australian Infrastructure Plan</b> prepared for the Government by IA – Hon. Malcolm Turnbull, the Hon. Barnaby Joyce and a number of other political representatives and the Board of Infrastructure Australia	all TV channels and most other local radio and print media
18/02/2016	Off their heads – PM at the site of Brisbane's parallel runway project to launch the infrastructure Australia plan.	The Australian
19/02/2016	A successful infrastructure Australia must plan its own demise	Australian Financial Review
14/03/2016	BNE Growth and New Parallel runway Update	Ch 9
09/03/2016	Julianne Alroe chuffed that Asia's leading aviation route development conference is coming to town. The gathering will give her a chance to pump up interest in the city, where the new parallel runway starts operation in four years.	Courier Mail
18/04/2016	Crowded Skies	Courier Mail, Brisbane
20/04/2016	High Hope for Airport – Soaring above the crowd to link Queensland to the world	Courier Mail, Brisbane
21/04/2016	Caravan parks will boost tourism	Courier Mail, Brisbane

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
12/05/2016	BNE expansion set for take-off. BAC has work under way or approved for nine commercial developments incl BNR	The Australian
16/06/2016	Quirk aims to make Brisbane a New World City with the opening of Queens Wharf and completion of the second runway	Courier Mail
20/07/2016	MEDIA RELEASE: Passenger growth continues at BNE in FY16	
20/07/2016	The airport has completed detailed design of a parallel runway and will issue a tender for construction this year.	By Mavis Toh
1/08/2016	New Parallel runway Update	Ch 9
24/08/2016	Noise levels take off	Wynnum Herald, Brisbane
12/09/2016	Brisbane Airport set to attract more travellers with major developments incl BNR	Channel 7 News 4:30pm
12/09/2016	Brisbane Airport set to attract more travellers with major developments incl BNR	Channel 7 News 6:30pm
12/09/2016	Queensland Treasurer says economic activity generated by Brisbane Airport set to double its figure in the 20 years with a number of projects incl BNR	Hot FM 91.1 4BC

## 8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
October 2016	Tom Allett checked in to see the developments under way at Brisbane Airport mentioning ongoing BNR project	Aviation News Magazine
25/11/2016	Brisbane Airport has closed the tender on a \$750 million project to lay more than 100,000 tonnes of asphalt on its new 3.3km parallel runway	The Australian
14/11/2016	Brisbane on runway to Australia's gateway. Brisbane Airport will have similar capacity to Singapore when its new runway opens in three years.	Courier Mail
17/12/2016	A landmark deal with China Eastern Airlines will see new direct flights operate from Brisbane to Shanghai. With the construction to start on a second runway next year and plans to expand ITB	Channel 9 news 6:05pm
18/12/2016	Taking Flight. New air routes, increased flight capacity and a new second runway could see Brisbane surpass Hong Kong	
13/01/2017	Brisbane's new airport runway set to emerge from the sand	Brisbane Times

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
1/02/2017	MEDIA RELEASE: Dryandra Road Works Contract Announcement	Courier Mail; Brisbane Times; Travel Daily; Herald Sun; Infrastructure Magazine; EGlobal Travel Media; Brisbane Development; Channel 9 News; Channel 7 News; Australian Aviation
15/02/2017	Brisbane's new runway	Ch 7
March 2017	It's not easy being green: Reflections from Brisbane	International Airport Review
23/03/2017	Lord Mayor calls for higher buildings in Brisbane's CBD	Brisbane Times
31/03/2017	Accor's Pullman and Ibis hotels at Brisbane Airport will open in October to fill accommodation bag	Courier Mail Ch 7 Ch 9 Ch 10
3/04/2017	Completion Nears for Brisbane Airport's New Pullman & Ibis Hotels	Brisbane Development
05/2017	Brisbane: an airport that reflects the community	International Airport Review
06/2017	Influx of Australian business visitors boosts Brisbane tourism	The Hotel Conversation
1/06/2017	The Brisbane that never was: major city-shaping projects that did not get off the ground	The Brisbane Times



DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
3 July 2017	MEDIA RELEASE: Airfield Contract Award Event:	4BC Brisbane; ABC Radio; Hot Tomato; Brisbane Times; EGlobal Travel Media; WA Today; Canberra Times; ABC Brisbane News; Channel 7 News; Channel 9 News; Channel 10 News Infrastructure Magazine Roads Online
31/08/2017	The truth about airport runways: Danger, holes, cracks and crashes	Australian Financial Review
19/09/2017	Brisbane Airport in numbers: Why Australia's leading airport needs to grow quickly	ABC News
30/09/2017	In a Warming World, Keeping the Planes Running	New York Times
11/10/2017	Brisbane Airport parallel runway brings need for airspace research	Courier Mail
17/11/2017	Queensland engineering jobs outgrow those of other states	Courier Mail and Ch 7
16/03/2018	Runway star of the show	Courier Mail
16/03/2018	Gateway to Asia takes off – Conference will talk up Runway capacity	Courier Mail
16/03/2018	Brisbane Airport second runway to rival Sydney, Melbourne	Courier Mail

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
18/03/2018	Brisbane Airport hosting routes conference selling Brisbane and the runway	Ch 7
19/03/2018	Brisbane Airport selling runway benefits to airlines across the globe	ABC Radio
23/04/2018	MEDIA RELEASE: Acting Prime Minister officially opens BNE \$135 million International Terminal expansion	ABC News Ch 7 Ch 9 ABC Radio 4BC River FM Hot Tomato
23/04/2018	Work on a new runway at Brisbane Airport has reached a milestone	Ch 7
24/04/2018	Airport set for takeoff to next level	Courier Mail
1/06/2018	Airports need the freedom to grow	The Australian
19/06/2018	New runway brings new opportunities	ABC Radio
20/07/2018	Airport CEO Says new runway will put it in the league of major aviation hubs	Courier Mail
27/07/2018	The Brisbane Airport precinct is currently undergoing the fastest and most expensive expansion in the city.	Ch 7
19/08/2018	Major infrastructure projects set to transform Brisbane into a world-class destination	Courier Mail
31/08/2018	Infrastructure Boom hits Brisbane	Australian Financial Review

## 8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
4/09/2018	Projects which will become the icing on the cake for Brisbane	Thepropertyupdate.com.au
6/09/2018	MEDIA RELEASE: Brisbane's new runway achieves critical construction milestone	Ch 10 Ch 9 Ch 7 9news.com.au Courier Mail
7/09/2018	Brisbane's new runway achieves critical construction milestone	Infrastructurermagazine.com.au Globaltravelmedia.com.au
10/09/2018	BNE set for take Off	Travel Daily
12/09/2018	Premiers Vision for the State	Ch 10
13/09/2018	Tourism Development and Infrastructure is linked	ABC Radio
9/10/2018	Short term pain for long term gains	Courier Mail
14/10/2018	Airports enjoy Runway Success	Courier Mail
14/10/118	Brisbane Airport will see a plane taking off every 40 seconds in peak periods	Courier Mail
15/10/2018	Brisbane, Gold and Sunshine Coast and Toowoomba Wellcamp Airports bound to take off	Courier Mail
18/10/2018	Sky traffic plan nears completion	City North News
25/10/2018	What tourism businesses need to do next: industry experts report	Courier Mail
11/2018	Comment: New flight paths New runway	Village News

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
08/11/2018	Brisbane's new runway update – Interview with Paul Coughlan	ABC Radio
09/11/2018	Airports gear up to invest \$20.6 Billion	The Australian
15/11/2018	Virtues of a second runway, Flight paths and the community – Interview with Gert Jan de Graff	ABC Radio
16/11/2018	Aerial Images reveal Australia's major infrastructure projects	News.com.au
1/01/2019	A look through the crystal ball	Courier Mail
8/01/2019	Regions crucial to success	Courier Mail
10/01/2019	MEDIA RELEASE: BNE's on-time performance ranked amongst world's best	Courier Mail
10/01/2019	BNE worlds best for on time performance and new runway will improve experience even more	4BC
11/01/2011	Brisbane Airport is on track to double its flight capacity by mid 2020 with the opening of new runway	2GB
20/02/2019	Brisbane Airport Update – New runway, new Flight Paths	ABC Radio
28/02/2018	How the new \$1.3B Brisbane Airport Runway will change the city	Courier Mail

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
28/02/2018	Preparing Brisbane for Double the planes and passengers	Ch 9
1/03/2019	The High Flyers – Second Runway setting up the City for a significant Future	Courier Mail
1/03/2019	Brisbane hits the big time	Courier Mail
14/03/2019	Tourism is paving the way for our state to bloom	Courier Mail
22/03/2019	Brisbane's \$12B infrastructure spend pulls in the tourists	The Australian
29/03/2019	Controlling 11,000 flights a day	The Australian
1/04/2019	Changing Paths – The new flight paths and increased noise Brisbane's second runway will generate	Ch 9 Ch 7
3/04/2019	Behind the scenes look at training the ATC for the new flight paths for Brisbane's new runway	Ch 7
8/04/2019	Flashback: Cribb Island for Brisbane Airport and new runway	Ch 7
4/07/2019	MEDIA RELEASE: Asphalt pour on new runway	Ch 7 Ch 9 Ch 10
2/08/2019	MEDIA RELEASE: International visitation continues to soar for BNE in FY19	
6/08/2019	Channel 9 News live weather crosses	Ch 9

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
22/10/2019	Runway Success + High Time	Courier Mail
22/10/2019	Runway lands jobs Bonanza	Courier Mail
23/10/2019	Investment in industry allows State to spread its wings	Courier Mail
23/10/2019	Billions roll in on back of runway	Courier Mail
23/10/2019	Ticket to fame and fortune	Courier Mail
24/10/2019	Time is of the essence	Courier Mail
23/10/2019	Progress with Altitude	Courier Mail
23/10/2019	Millions of reasons to develop a gateway	Courier Mail
26/10/2019	Vision for airport takes off	Courier Mail
27/10/2019	Travel as good as it gets	Courier Mail
28/10/2019	Brisbane's spray-on super-lawn one of the largest jobs out there	Courier Mail
28/10/2019	Airports Australia's unsung success stories	Courier Mail
28/10/2019	Flight path interest rises	Courier Mail
30/10/2019	How the role of a world class airport improves our lives	Courier Mail
1/11/2019	Skys the limit	Courier Mail Queensland Business Monthly
1/11/2019	Growing a fruitful alliance	Courier Mail Queensland Business Monthly
1/11/2019	Q/A Gert-Jan de Graaff	Courier Mail Queensland Business Monthly

## 8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
2/11/2019	Ready, set, take off	Courier Mail
21/11/2019	MEDIA RELEASE: Brisbane Airport named Capital City Airport of the Year	
9/01/2020	Brisbane's infrastructure plans 2020	The Real Estate Conversation
11/01/2020	YBBN 01L / 19R Opening	Airport Aviation
22/01/2020	Brisbane Airport records strongest growth but set to take off in 2020	Brisbane Times
23/01/2020	Brisbane Airport Growing but facing head winds	Courier Mail
05/02/2020	BRISBANE AIRPORT BREAKS RECORDS; LOOKS AHEAD TO 2020 MILESTONES	Australian Aviation
21/02/2020	MEDIA RELEASE: Brisbane's new runway launch date announced	Courier Mail Herald Sun Ch 9 Ch 7 Airside International Brisbane Times E-Global Travel Media International Airport Review
24/02/2020	<b><u>ACCC report finds passengers benefiting from airport investments</u></b>	International Airport Review
24/02/2020	<b><u>Airports still raking in profits, despite weaker passenger growth</u></b>	The Australian
25/02/2020	<b><u>Brisbane Airport's new runway gets launch date</u></b>	Brisbane Infrastructure Magazine

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
16/03/2020	Former police pup Ozzie finds new career protecting Brisbane Airport planes	Brisbane Times
28/03/2020	MEDIA RELEASE: COVID-19 halts Brisbane's new runway community events	Ch 7 Ch 9 Ch 10 ABC News Brisbane Times Courier Mail
07/04/2020	MEDIA RELEASE: BNE keeps front door to Queensland open while working towards recovery	Ch 7 Ch 9 Brisbane Times Courier Mail
07/04/2020	BRISBANE AIRPORT MAKES SPACE FOR GROUNDED AIRCRAFT	Australian Aviation
09/04/2020	Brisbane Airport images emerge of grounded planes	Courier Mail
29/04/2020	New \$1.3bn runway idle as airports stall	The Australian
30/04/2020	MEDIA RELEASE: Brisbane's new runway practical completion,	Ch 7 Ch 9 Ch 10 ABC News Brisbane Times Courier Mail 4BC Nova 106.9
30/04/2020	Brisbane's new billion-dollar airport runway finishes without fanfare	Brisbane Times
01/05/2020	WORK QUIETLY FINISHES ON BRISBANE AIRPORT'S \$1BN RUNWAY	Australian Aviation

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
4/05/2020	\$1.1bn Runway Signals New Start for Brisbane Airport	Urban Developer
13/05/2020	MEDIA RELEASE: Exercise Southern Cross	Ch 7 Ch 9 Ch 10
17/05/2020	Brisbane Airport's new runway reaches practical completion	ACI
18/05/2020	MEDIA RELEASE: Changes in the sky as new flight paths go live	Ch 7 Ch 9 Ch 10 ABC News Brisbane Times Courier Mail
18/05/2020	The recovery and growth track: Brisbane's new runway reaches completion	AIRLINESAIRPORTS & AVIATIONAUSTRALIA
18/05/2020	BRISBANE AIRPORT UNVEILS NEW FLIGHT PATHS AHEAD OF RUNWAY OPENING	Australian Aviation

DATE	MEDIA RELEASE/ EVENT	OUTLETS/ DISTRIBUTION
23/05/2020	MEDIA RELEASE: Flight Check 'Touch & Go'	Ch 7 Ch 9 Ch 10 ABC News Brisbane Times Courier Mail 4BC
5/06/2020	AMI moves to new Brisbane facility ahead of airport expansion	Cargo News
12/06/2020	MEDIA RELEASE: Time capsule to mark historical runway launch	Brisbane Times Courier Mail 4BC
19/06/2020	MEDIA RELEASE: John Hansford Bridge Opening	Ch 7 Ch 9 Brisbane Times
3/07/2020	MEDIA RELEASE: Brisbane Airport's home carrier to be the first jet to depart from new runway	Ch 7 Ch 9 Ch 10 ABC News Brisbane Times Courier Mail 4BC



8.1 MEDIA RELEASES AND MEDIA EVENTS CONT.

comment



MIKE O'CONNOR  
mike@parkinpr.com.au

If you are unfamiliar with the term decibel you might care to acquaint yourself with it.

A decibel is a measure of noise and according to official Australian standards, an aircraft noise level of 70 decibels is one that can disturb conversation, television viewing or telephone conversations.

Brisbane's second runway is due to open in mid-2020 (see page 7) meaning new flight paths directing much larger numbers of aircraft over Newstead-Teneriffe-New Farm than at present.

According to the Brisbane Airport Corporation, a departing Airbus A380 passing overhead will generate 75 decibels of noise and a Boeing 787 Dreamliner 71 decibels.

It will be possible for the airport to direct both arriving and departing

traffic over Moreton Bay, obviously the best option for inner-city dwellers. There is, of course, a catch.

Using this option limits operations to between 10 and 25 aircraft per hour, depending on weather conditions.

Routing departing and arriving aircraft over the city and Teneriffe-Newstead-New Farm rather than the bay increases the operating capacity to 50 aircraft per hour so expect this to be the case during normal operating hours which are regarded as 6am-10pm.

It will be at night and at weekends when there are fewer aircraft movements that the Moreton Bay option will be primarily employed.

That there will be an impact on residents is beyond doubt and it will increase as the city grows and aircraft movements grow with it.

Contact the BAC for more information and Federal Member for Brisbane Trevor Evans MP to voice your concerns.

Once the new flight paths are in operation, complainants have recourse to the Aircraft Noise Ombudsman.

I have a feeling, however, that while the new flight paths have yet to be approved, it's being regarded as a done deal and that residents will be expected to close the window and turn up the telly.

EXCLUSIVE: Airport warned to deliver runway

# BUILD IT OR LOSE IT

BRISBANE Airport Corporation could be forced to build the much-needed parallel runway against its will.

Federal Transport Minister Anthony Albanese has ordered his department to monitor the progress of the runway. Airport chiefs yesterday reacted to The Courier-Mail's Brisbane Late Again campaign by promising to

tweet forecasts of problems that could affect flights. Almost 20 per cent of arrivals into the airport between 5-8pm last night were late with an average delay of 22 minutes.

News 11 P6-7

## If you don't build it, he will come

### Minister orders checks to ensure runway is built

Exclusive

Daryl Passmore

BRISBANE Airport's owner could be strong-armed into building a

parallel runway as the Federal Government prepares to step into the growing row about the much-needed facility.

Federal Transport Minister Anthony Albanese last night told The Courier-Mail he had asked his department to monitor the Bris-

bane Airport Corporation's progress in building the parallel runway.

His move comes after the BAC insisted it would down tools after completing the first phase of construction unless airlines agreed to collect millions of dollars from



## Flight path residents attract little sympathy

BRISBANE's new flight paths are being met with little sympathy from residents living in the affected areas. The Courier-Mail's Brisbane Late Again campaign has highlighted the impact of the new flight paths on residents living in the affected areas.

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## Ditching of flight curfew hailed as runway success

BRISBANE Airport's abandoned night-time curfew plan has been welcomed by industry groups as a boost for Australia's economy.

But federal Labor MP Terri Butler has slammed the move and warned that residents in her south Brisbane electorate faced excessive aircraft noise.

The Abbott Government yesterday formally rejected a flight curfew between 11pm and 6am after a review initiated by former PM Kevin Rudd.

"A curfew at Brisbane Airport would have had an on-going impact on the Brisbane

economy, not to mention the tourism industry," Infrastructure Minister Warren Truss told the forum.

Tourism and Transport Forum chief Ken Morrison said the airport directly contributed \$13.4 billion to the economy and "it would make no sense to constrain its growth".

Mr Rudd, who has campaigned for an airport curfew, declined to comment yesterday, but his successor in Griffith, Ms Butler, claimed the Government had ignored complaints about aircraft noise in the area.

STEVEN SCOTT

### Quest News

## Winners and losers from new Brisbane flight paths

Brisbane suburbs that have rarely been exposed to aircraft noise will have scores of daily flights overhead with next year's opening of Brisbane Airport's second runway. ARE YOU AFFECTED?



# Curfew would cost city

## BUT FEEDBACK MIXED ON OPERATING HOURS

**Peta Fuller**

BRISBANE airport's operating hours have been praised as an economic boon, despite one councillor outlining the impact of living under the flight path.

Brisbane City Council's LNP majority voiced its support to keep the airport curfew-free with a motion in council last week.

Finance, economic devel-

opment and administration chairman Julian Simmonds said it helped to grow tourism and business. "We know the around-the-clock operation is something that sets this city apart from other state capitals in Australia," he said. "It is one of our key economic development advantages over other capital cities."

Sydney, Adelaide, Coolangatta and Essendon have

11pm-6am airport curfews.

Morningside ward Councillor Shayne Sutton said the second runway would raise flight numbers significantly and Brisbane homes, many of them more open Queenslanders, were less insulated than average Sydney homes.

What are your thoughts?  
Email comments to  
[peta.fuller@news.com.au](mailto:peta.fuller@news.com.au)





## 8.2 Publications

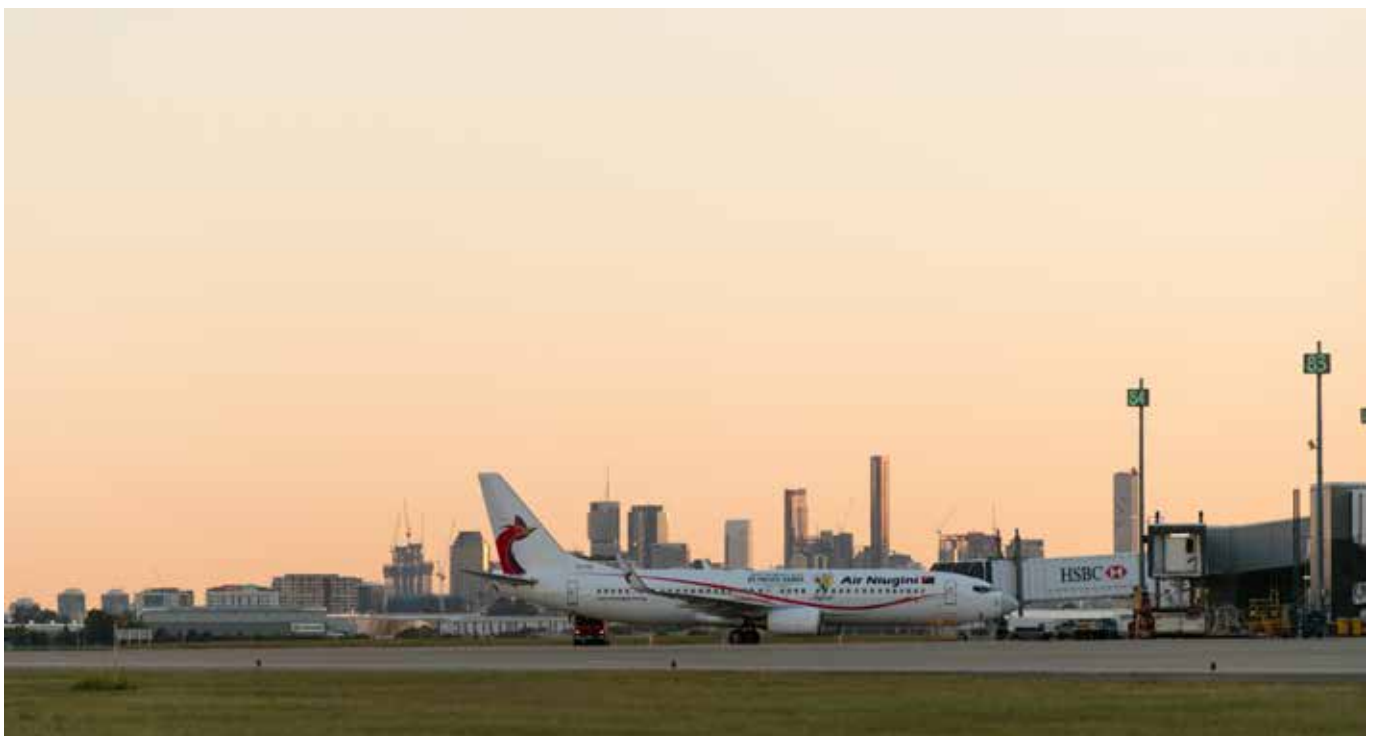
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- 2013 May Brisbane Relief Australia Aviation Article
- 2013 May Love and War BNR Australia Aviation Article
- 2013 June A Brisbane Curfew Calamity Australian Aviation
- 2014 February Putting the Kibosh on a Brisbane Airport Curfew – Australian Aviation
- 2014 March Big Ripples in a big pond A Brisbane Airport Curfew – Australia Aviation
- 2014 May BNE Releases draft Master plan for comment – Australian Aviation
- 2014 Australian Aviation article
- 2014 Airport World article
- 2016
  - Highway Engineering Magazine
  - Queensland Planner Magazine
  - CREATE Engineering Magazine
  - Engineering for Public Works Magazine
  - 2016 ICAO Environmental Report
- April 2017 – 2017 – 2018 Infrastructure Association of Queensland (IAQ) Annual Yearbook article

## 8.3 Media Briefings

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To complement project milestones, proactive briefings were regularly arranged with members of the media. BAC also responded to any media enquiries which arose at any stage around the project, flight path concerns and any other emerging stories.



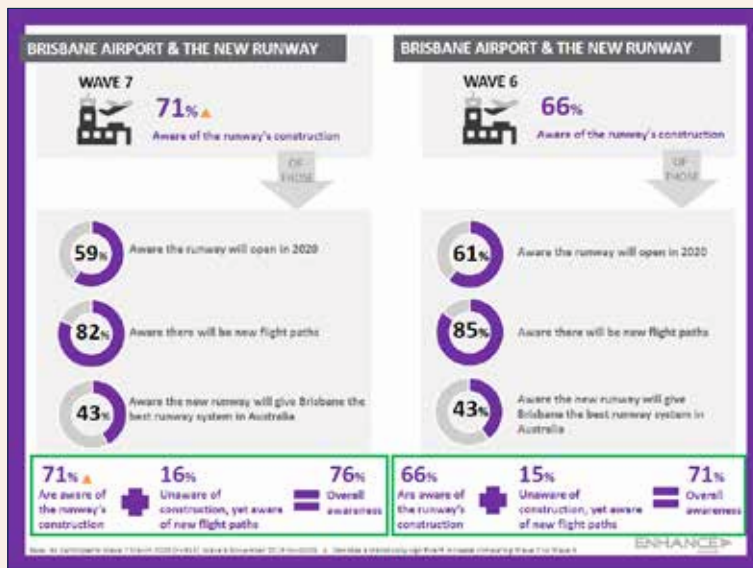
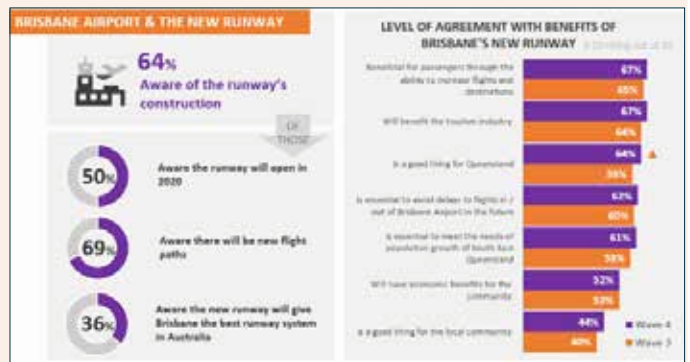


09

# 09. RESEARCH

Before disseminating information to the Brisbane community, BAC conducted extensive research, including understanding the demographics and sentiment of the public impact of the new runway project. Some of this research is listed below:

- Curfew research
- Enhance research (7 waves)
- Focus groups for FPT
- Colmar Brunton airport employees census





10

# 10. MASTER PLANS

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The Master Plan Process ran parallel to the new runway communication activities. They provided timely opportunities to provide the community information about the new runway and the flight paths. Each Master Plan included a public comment period where submissions could be made regarding the runway impacts. Below is a breakdown of the activities undertaken during the 2009, 2014 and 2020 Brisbane Airport Master Plans.

## 10.1 2009 Master Plan

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The Master Plan process for the Draft Brisbane Airport Master Plan 2009 afforded the opportunity to update the public on the BNR. The Draft Master Plan discusses the BNR approvals, layout, staging and revised program (Refer to the *Brisbane Airport Draft Master Plan 2009*, Chapter 7 – Sections 7.2.4-7.2.5, pages 95-104). The public comment period when the preliminary Draft Master Plan was on display was from January to March 2009.

### Brisbane Airport 2009 Preliminary Draft Master Plan

The Preliminary Draft Master Plan itself was an important engagement tool. BAC provided access to the document in various formats, in many locations (printed and electronic) so that stakeholders could select to view the document through the means most suitable to them.

The document was available in printed form at:

- Selected offices of Australian, State and Brisbane City Council elected representatives
- Office of Brisbane Airport Corporation, 11 The Circuit Brisbane Airport
- The Queensland State Library
- Local libraries in the Greater Brisbane area
- Community information sessions.
- The document was available in electronic format:
- On Brisbane Airport's website at [www.bne.com.au](http://www.bne.com.au)
- On CD Rom.

In addition, copies of the document, along with supporting information materials, were distributed to senior officers of relevant local, state and federal departments.

#### Engagement Outcomes

- 60 copies of the Preliminary Draft Master Plan were distributed to the offices of elected representatives

- 30 copies were distributed to local, state and federal departmental officers
- 34 copies were distributed to state and local libraries
- 27 copies were distributed to key industry groups, airlines and airport tenants

### Supporting information

#### Summary Booklet

A summary of the Preliminary Draft Master Plan was prepared to provide stakeholders with an overview of the document in a concise form. A "plain English" style of writing was used in the preparation of the document. The Summary Booklet was forwarded free of charge on request and was made available at community information sessions, at Brisbane City Council libraries and online.

#### Flight Path and Noise Information Booklet

This document was prepared specifically to support the engagement around the Environmental Impact Statement and Major Development Plan (EIS/MDP) for the new runway. First published in November 2006, this booklet combines flight paths and N70 noise contours providing a clear picture of the then current 2005 flight paths, as well as future flight paths and their expected noise impacts for 2015 – with and without the BNR and 2035 – with the BNR. While not related specifically to the Preliminary Draft Master Plan or required under the Airports Act, BAC considered its availability during this public comment period as an essential tool in providing the community with an understanding of flight paths, noise impacts and aircraft movements likely to come into effect in conjunction with the Master Plan. This booklet was forwarded free of charge on request and was distributed to stakeholders at engagement forums and activities.

#### Transparent Noise Information Package (TNIP)

Like the Flight Path and Noise Information Booklet, this computer software program was made available to support the BNR EIS/MDP. During the public comment period for the Preliminary Draft Master Plan, the package further supplemented information on flight paths and likely noise impacts.

#### Posters

A poster announcing the availability of the Preliminary Draft Master Plan was prepared and distributed to all key stakeholders as part of a larger package comprising the Preliminary Draft Master Plan, Ground Transport Plan, Summary Booklet and Flight Path and Noise Information Booklet.

## 10.1 2009 MASTER PLAN CONT.

**Information Kits**

Information kits made up of the Preliminary Draft Master Plan Summary Booklet, the Flight Path and Noise Information Booklet, the CD comprising an electronic copy of the Preliminary Draft Master Plan and a BAC brochure entitled, "Building Queensland's Airport City" were distributed throughout the public comment period. The kits were sent out on request from stakeholders through the Brisbane Airport Major Projects Information Line and email, and were distributed at shopping centre displays held during the period and at functions, community fairs and events attended by BAC.

**Engagement outcomes**

331 information kits were distributed during the course of the public comment period, including:

- 69 as a direct result of enquiries to BAC;
- approximately 162 at shopping centre displays;
- approximately 100 via events and activities organised or attended by BAC representatives.

**Communication activities****Enquiry Email**

The enquiry email was an important contact point for queries from members of the public which related to the submission and public comment phase.

**Engagement Outcomes**

- 55 emails were received and responded to during the public comment period

**BAC'S Website**

BAC's website was an important source of information about the Preliminary Draft Master Plan in the lead up to and during the public comment period. It provided access to information about the Preliminary Draft Master Plan and incorporated the capacity to download all documents, find out about community information sessions, learn how to lodge formal submissions and provided contact details for the project team. The Preliminary Draft Master Plan was highlighted on the home page of BAC's website, with information accessed in one easy click.

**Engagement Outcomes**

- 4,462 web hits during the public comment period

**Free Call Information Line**

BAC's Freecall Major Projects Information Line (1800 737 075) was established in September 2005. Since then the information line has been staffed five days a week (9am to 5pm), with message bank active out of hours. The Enquiry line was used to answer questions from the public and also has been used

specifically for the purposes of speaking with stakeholders during major project developments and most recently, as part of the Preliminary Draft Master Plan.

**Engagement Outcomes**

- 27 calls were made to the Freecall Major Projects Information Line during the public comment period.

**Media Activity**

A media release was prepared to announce the commencement of the public comment period. This release was distributed to key media in South East Queensland and nationally.

**Engagement Outcomes**

- 7 media articles, TV and radio interviews with BAC personnel about the Master Plan were generated.

**Print advertising**

A number of advertising/editorial placements were organised to support the public comment period. The following publications were used for print advertising:

- The Courier-Mail (formal public notice about commencement of public comment period)
- Quest Community Newspapers (City North News, Northside Chronicle, City News, South East Advertiser).

The Quest Community Newspapers have a combined reach of around 273,000 households.

Topics covered in the advertisements included:

- Release of Preliminary Draft Master Plan for public comment;
- overview to content of Preliminary Draft Master Plan and advice on how to access the document;
- times, dates and locations of shopping centre displays / community forums;
- imminent closure of public comment period.

**Engagement Outcomes**

- 5 advertisements/editorials were placed in various publications during the public comment period.

**Database Alerts**

BAC established a community and stakeholder database in September 2005. Since then, this database has been used to distribute important information to stakeholders, including information about Major Development Plans, on-airport construction and the release of the Preliminary Draft Master Plan.

## Engagement Outcomes

- On 5 January 2009 an alert was sent to the entire BAC stakeholder database about the release of the Preliminary Draft Master Plan for public comment, including links to BAC's website for information downloads as well as the ability to respond with specific queries;
- 1 February 2009 Information about the availability of the Preliminary Draft Master Plan was included in BAC's February Traffic Update and this was emailed to the database;
- 1 March 2009 Information about the availability of the Preliminary Draft Master Plan was included in BAC's March Traffic Update and this was emailed to the database.

## Fact sheets

A series of fact sheets were prepared to support the Preliminary Draft Master Plan ahead of and during the public comment period. The fact sheets included:

- Fact sheet 1 – Airport Master Plans
- Fact sheet 2 – Brisbane Airports – Important for our economy
- Fact sheet 3 – Aviation Growth in South East Queensland
- Fact sheet 4 – Transport Infrastructure
- Fact sheet 5 – Sustainability at Brisbane Airport.

The fact sheets were made available on BAC's website in a downloadable PDF format. Fact sheets were also provided at information sessions and at industry briefings.

## Information sessions

Community Information Sessions were held in two suburban locations in Brisbane giving community members access to a range of materials linked to the Preliminary Draft Master Plan. In addition to display boards illustrating information relevant to the Preliminary Draft Master Plan, information kits were distributed and the public was given an opportunity to discuss firsthand, issues relating to the Preliminary Draft Master Plan with BAC personnel with knowledge about the document and its contents.

Sessions were held in the following locations:

- **Cannon Hill Plaza:**
  - Wednesday 11 February 2009 (9:00am – 7:00pm, staffed between 4:00pm – 7:00pm)
  - Thursday 12 February 2009 (9:00am – 8:00pm, staffed between 11:00am – 2:00pm)
  - Saturday 14 February 2009 (9:00am – 4:00pm, staffed between 11:00am – 1:30pm)

Cannon Hill Plaza was selected as an appropriate Information Session location as the suburb experiences a high number of direct over-head aircraft movements on a daily basis.

- **Centro Toombul**

- Wednesday 18 February 2009 (9:00am – 7:00pm, staffed between 4:00pm – 7:00pm)
- Thursday 19 February 2009 (9:00am – 9:00pm, staffed between 11:00am – 2:00pm)
- Saturday 21 February 2009 (9:00am – 5:00pm, staffed between 11:00am – 1:30pm)

Centro Toombul was chosen as an appropriate information Session location because of the suburb's close proximity to Brisbane Airport and high number of direct over-head aircraft movements.

## Distribution

- 326 Summary Booklets were distributed during the information sessions
- 226 Flight Path and Noise Information Booklets were distributed during the information sessions.

## Postcard campaign

To support the shopping centre displays, 195,500 postcards were delivered to households in 53 suburbs of Brisbane advising about the release of the Preliminary Draft Master Plan and inviting interested people and organisations to attend the displays. The suburbs receiving the postcards were defined on a Federal electorate basis encompassing the seats of Lilley, Bonner, Brisbane and Griffith. These regions surround Brisbane Airport and encompass residents within a 10km radius of the airport.

## Briefings and Workshops

At the time the Preliminary Draft Master Plan was released a letter was sent to 140 stakeholders, including people within all levels of government, industry groups and airlines. A personal briefing on the Preliminary Draft Master Plan was offered to 77 elected representatives and was followed up via the BAC Major Projects Information Team.

As a result, the Master Plan team undertook a series of briefings for elected representatives, government officers and industry and community groups during the public comment period. This was preceded by stakeholder briefings and workshops held in the period leading up to the release of the Preliminary Draft Master Plan. Among the groups briefed were:

- Airport tenants
- Qantas, Virgin Blue and Air New Zealand
- BAC staff
- Pinkenba community and Nudgee community
- Brisbane North Forum
- Property Council of Australia
- Airline operators Committee
- Brisbane Airport Ground Transport Operators Forum

## 10.1 2009 MASTER PLAN CONT.

**Banners**

Banners advertising the availability of the Preliminary Draft Master Plan, including contact details, were prepared and erected in the offices of BAC. Two banners were placed in the Domestic Terminal and two banners were placed in the International Terminal. Smaller banners were also produced to support the shopping centre information days.

## 10.2 2014 Master Plan

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The 2014 Masterplan provided the opportunity to update the public on the flight paths for the new runway. This document and subsequent community engagement activities included the Current and Future Flight Path and Aircraft Noise Booklet.

### Brisbane Airport 2014 Preliminary Draft Master Plan

The Preliminary Draft Master Plan itself was an important engagement tool. BAC provided access to the document in various formats, in many locations (printed and electronic) so that stakeholders could select to view the document through the means most suitable to them.

The document was available in printed form at:

- Offices of federal, state and local government elected representatives representing constituents in South East Queensland, as well as elected representatives holding ministerial or portfolio responsibilities relevant to the operation of Brisbane Airport
- Office of Brisbane Airport Corporation, 11 The Circuit Brisbane Airport
- The Queensland State Library
- Brisbane City Council libraries in the Greater Brisbane area
- Community information sessions.

The document was available in electronic format:

- On Brisbane Airport's website at [www.bne.com.au](http://www.bne.com.au)
- On USB.

In addition, copies of the document, along with supporting information materials, were distributed to senior officers of relevant local, state and federal departments.

**Engagement Outcomes**

- 78 copies of the Preliminary Draft Master Plan were distributed to the offices of elected representatives
- 20 copies were distributed to local, state and federal departmental officers;
- 34 copies were distributed to state and local libraries;
- 12 copies were distributed to key industry groups, airlines and airport tenants;
- 143 USBs were distributed to key industry groups, airlines, community groups and local and state government representatives.

### Supporting information

**Summary Booklet**

A summary of the Preliminary Draft Master Plan was prepared to provide stakeholders with an overview of the document in a concise form. A "plain English" style of writing was used in the preparation of the document. The Summary Booklet was forwarded free of charge on request and was made available at community information sessions, at Brisbane City Council libraries and online.

**Current and future flight Path and Noise Information Booklet**

The first iteration of this document was prepared specifically to support community engagement around the 2006 Environmental Impact Statement and Major Development Plan (EIS/MDP) for the New Parallel Runway (BNR). While not related specifically to the Draft Master Plan or required under the Airports Act, BAC considered providing an updated Current and Future Flight Path and Noise Information Booklet as an essential tool in providing the community with an understanding of flight paths, noise impacts and aircraft movements at Brisbane Airport between now and 2034. For completeness, information was also presented on ultimate capacity operations, nominally calculated at 2060. The Booklet was designed primarily to illustrate, through a series of drawings known as N70s, current and future flight paths and related aircraft noise effects in a format that allows the reader to understand when and how often aircraft might fly in the vicinity of their home, combined with the likely volume of noise that could be experienced as a result of those flights.

Responding to guidelines issued by the National Airports Safeguarding Advisory Group (NASAG), BAC included in this booklet charts and tables, which provide other ways to view and understand flight paths and associated noise impacts.

This booklet was made available on Brisbane Airport's website, forwarded free of charge on request, made available for review at community information sessions, Council Ward Offices and Brisbane City Council libraries.



## Posters

A poster announcing the availability of the Preliminary Draft Master Plan was prepared and distributed to libraries and Brisbane City Council Ward Offices as part of a larger package comprising the Preliminary Draft Master Plan, Ground Transport Plan, Summary Booklet and Current and Future Flight Path and Noise Information Booklet.

A fast facts poster was also produced to outline key facts from the Preliminary Draft Master Plan. This poster was made available on Brisbane Airport's website and was displayed at community information sessions.

### Engagement Outcomes

- 83 Summary Booklets were distributed during the course of the public comment period via shopping centre displays, community events, business briefings and other events or activities organised by BAC;
- 31 Current and Future Flight Path and Noise Information Booklets were distributed during the course of the public comment period via community information sessions, community briefings, business briefings and other events or activities organised by BAC;
- 12 USBs containing all documents were distributed during the course of the public comment period via shopping centre displays, community events, business briefings and other events or activities organised by BAC;
- 5 USBs containing all documents were distributed as a direct result of enquiry to BAC;
- 108 posters were distributed for display to electoral offices and libraries.

## Enquiry Email

The enquiry email was an important contact point for queries for members of the public to submit a formal submission during the public comment period.

### Engagement Outcomes

- 13 emails were received and responded to during the public comment period
- 37 formal submissions were received via email.

## Communication activities

### BAC'S Website

BAC's website was an important source of information about the Preliminary Draft Master Plan in the lead up to and during the public comment period. It provided access to information about the Preliminary Draft Master Plan and incorporated the capacity to download all documents, find out about community information

sessions, learn how to lodge formal submissions and provided contact details for the project team. The Preliminary Draft Master Plan was highlighted on the home page of BAC's website, with information accessed in one easy click.

### Engagement Outcomes

- 8,427 web hits during the public comment period

## Free Call Information Line

BAC's Freecall Major Projects Information Line (1800 737 075) was established in September 2005. Since then the information line has been staffed five days a week (9am to 5pm), with message bank active out of hours. The Enquiry line was used to answer questions from the public and also for the purposes of speaking with stakeholders during major project developments and most recently, as part of the Preliminary Draft Master Plan.

### Engagement Outcomes

- 5 calls were made to the Freecall Major Projects Information Line during the public comment period.

## Media Activity

A media release was prepared to announce the commencement of the public comment period. This release was distributed to key media in South East Queensland and nationally.

### Engagement Outcomes

- 18 media articles, TV and radio interviews with BAC personnel about the Master Plan were generated.

## Print advertising

A number of advertising placements were organised to support the public comment period, including the following:

### • Saturday 29 March – Courier Mail, Public Notices

Topics covered in the advertisement included:

- Release of Preliminary Draft Master Plan for public comment
- Overview of content of Preliminary Draft Master Plan and advice on how to access the document

### • Wednesday 7 May – Northside Chronicle

Topics covered in the advertisements included:

- Release of Preliminary Draft Master Plan for public comment
- Times, dates and locations of community information sessions

## 10.2 2014 MASTER PLAN CONT.

- **Wednesday 14 May – South East Advertiser**

Topics covered in the advertisements included:

- Release of Preliminary Draft Master Plan for public comment
- Times, dates and locations of community information sessions

### Database Alerts

BAC established a community and stakeholder database in September 2005. Since then, this database has been used to distribute important information to stakeholders, including information about Major Development Plans, on-airport construction and the release of the Preliminary Draft Master Plan.

### Engagement Outcomes

- On 31 March 2014 an alert was sent to 649 people on the BAC stakeholder database about the release of the Preliminary Draft Master Plan for public comment, including links to BAC's website for information downloads
- On 31 March 2014 an alert was sent to 354 Airport tenants on the BAC stakeholder database about the release of the Preliminary Draft Master Plan for public comment, including links to the BAC website for information downloads
- On 7 May 2014 information about the release of the Preliminary Draft Master Plan and the Information Sessions was issued to 64 stakeholders on the BAC Master Plan database
- On 16 June 2014 an alert was issued to 64 stakeholders on the BAC Master Plan database as a reminder that the public comment period for the Preliminary Draft Master Plan was coming to an end and calling on stakeholders to have their say.

### Fact sheets

A series of fact sheets were prepared to support the Preliminary Draft Master Plan ahead of and during the public comment period. The fact sheets included:

- Fact sheet 1 – About the Master Plan
- Fact sheet 2 – About the Airport Environment Strategy
- Fact sheet 3 – Master Plan construction activity
- Fact sheet 4 – About the Ground Transport Plan
- Fact sheet 5 – Aircraft Noise.

The fact sheets were made available on BAC's website in a downloadable PDF format. Fact sheets were also provided at information sessions and at industry briefings.

### Information sessions

Community information sessions were held at Brisbane Airport's Skygate precinct as well as at two suburban locations in Brisbane. These sessions gave community members access to a range of materials linked to the Preliminary Draft Master Plan. In addition to display boards, information kits were distributed and BAC personnel with knowledge about the Preliminary Draft Master Plan attended all sessions. The community was invited to speak to the Master Plan team in-person at the following sessions:

- Thursday 8 May: Skygate Precinct at The Circuit, Brisbane Airport from 5.30pm to 7.30pm
- Thursday 15 May: Toombul Shopping Centre from 10am – 2pm and 5pm to 7pm
- Thursday 22 May: Cannon Hill Shopping Centre from 10am – 2pm and 5pm to 7pm.

Toombul Shopping Centre and Cannon Hill Plaza were selected as appropriate locations as these suburbs experiences a high number of direct over-head aircraft movement on a daily basis. Skygate was chosen to provide an on-airport session to allow employees at the precinct and the general community with an opportunity to speak with the team.

### Distribution

- 17 Summary Booklets were distributed during the information sessions
- 22 Current and Future Flight Path and Noise Information Booklets were distributed during the information sessions.

### Briefings and Workshops

At the time the Preliminary Draft Master Plan was released a letter was sent to 259 stakeholders, including people within all levels of government, industry groups and airlines. A personal briefing on the Preliminary Draft Master Plan was offered to 77 elected representatives and was followed up via the BAC Major Projects Information Team. As a result, the Master Plan team undertook a series of briefings for elected representatives, government officers and industry and community groups during the public comment period. This was preceded by stakeholder briefings and workshops held in the period leading up to the release of the Preliminary Draft Master Plan.

A business briefing was also held during the public comment period with key business bodies and associations with 11 representatives from a diverse range of industries attending. Among the groups briefed were:

- BAC staff
- Pinkenba community
- Nudgee community
- Property Council of Australia

- Limousine Association of Queensland
- RACQ
- BNE Enterprise
- Queensland Resources Council
- Queensland Industry Tourism Council
- Tourism Queensland.

### Banners

Pull-up banners advertising the availability of the Master Plan, including contact details, were prepared and erected in the offices of Brisbane Airport Corporation and at the Discovery Centre at Skygate. Smaller banners were also produced to support the community information sessions.

### Digital Display

A digital display advertising the Master Plan's availability was featured on the Skywalk pedestrian bridge. Skywalk is the main access to the Domestic Terminal and connects visitors to the two multi-level car parks, Airtrain station and the pick-up and drop-off roads in front of the terminal. Approximately 8.8 million people use Skywalk annually. The display urged members of the public to have their say on the Preliminary Draft Master Plan and provided the website address for more information. The display ran from 24 March 2014 until 20 April 2014.

### Flyer Handouts

To generate awareness of the public comment period for the Preliminary Draft Master Plan, BAC's Airport Ambassadors handed out A5 flyers to airport visitors. Two locations were chosen – Skywalk, which is the main entrance to the Domestic Terminal and the Discovery Centre at Skygate. It was determined that members of the public at these locations would have the highest level of interest in the Preliminary Draft Master Plan.

### Social Media

BAC's social media platforms were used to communicate with stakeholders, these include Twitter, Facebook and LinkedIn. Through social media BAC reached more than 30,000 followers, including:

- Twitter: 5,995
- LinkedIn: 2,499
- Facebook: 23,539

#### Twitter (Tweets)

- Date: 31 March 2014
  - Topic: Start of public comment period with link to online Preliminary Draft Master Plan
  - Statistics: 1 retweet and 1 favourite

- Date: 15 May 2014
  - Topic: Community Information Session at Toombul Shopping Centre
  - Statistics: 2 retweets
- Date: 22 May 2014-06-10
  - Topic: Master Plan Information Session at Cannon Hill Shopping Centre
- Statistics: 1 retweet and 2 favourites

#### Facebook

- Date: 2 April 2014
  - Topic: Start of public comment period with link to online Preliminary Draft Master Plan
  - Statistics: 71 likes, 5 comments and 22 shares

#### LinkedIn

- Date: 31 March 2014
  - Topic: Start of public comment period with link to online Preliminary Draft Master Plan
  - Statistics: 35 likes, 2 comments
- Date: 8 May 2014
  - Topic: Community Information Session at Skygate – topics include Master Plan
  - Statistics: 4 likes

## 10.3 2020 Master Plan

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### History of Consultation

Prior to the statutory public comment period, Brisbane Airport had directly engaged with over 1,250 people across more than 250 separate events whilst compiling the 2020 Brisbane Airport Preliminary Draft Master Plan. These events included briefings with airlines, local business groups, airport tenants, government and community representatives, plus working groups on environment, business and industry, cargo, aviation support, airline operations, ground transport and airport developments. Engagement activities were guided by the Commonwealth Government's Airport Development Consultation Guidelines and in accordance with amendments made to the Airports Act.

## 10.3 2020 MASTER PLAN CONT.

**Feedback received prior to the public comment period**

As described in detail in Chapter Three of the Draft Master Plan, BAC's program of engagement with the community and stakeholders takes a number of different forms. In addition to attendance at fairs and exhibitions, BAC is proactive in creating a variety of professional forums and working groups to ensure that all stakeholders are kept aware of future plans.

With over 250 meetings in the last two years and a long history of engagement on the plans for the new runway dating back to 2006, feedback can be difficult to summarise, however three common themes can be identified.

Questions on the new runway and new flight paths have been common and are addressed by the introduction of BNE's Mobile Information Centre (Benny), that travels across the region and invites public input plus a new dedicated online flight path tracking tool that allows residents to review the changes on a local level.

There is an ongoing interest in the continued improvement in access to the airport. The Draft Master Plan includes details of initiatives undertaken to improve services in this area since 2014 as well as maps showing the planned improvements for the next five years and beyond.

Industry and local government representatives are keen to ensure that Brisbane Airport continues to strengthen its position as a driver of the state and regional economies and the continued enablement of job creation. The Draft Master Plan outlines BAC's continued commitment to invest in this area. Individual questions or feedback on new developments or initiatives at the airport are answered as they arise, with The Draft Master Plan itself a subject of discussion over the past two years. As acknowledged by some industry respondents during the public comment period, feedback across a range of subjects has been included in the Draft Master Plan.

BAC's commitment to proactive engagement is ongoing, outside the publication timeframes of a Master Plan, with the various working groups already booked into future calendars and the Mobile Information Centre scheduled to continue to operate long after the publication of the 2020 Master Plan.

**Public Access to the Preliminary Draft Master Plan**

In line with the requirements of the Airports Act, the Preliminary Draft Master Plan was made available for public comment for the period from the 27th May to the 21st of August 2019.

The document was provided in full for download and print from the Brisbane Airport website from midday on 27 May. To ensure ease of accessibility, it was adapted for easy viewing online through the website, with individual chapters available as separate downloads.

In addition to presentation on the airport website, the printed version of the document was distributed to representatives of local, state and federal government as well as aviation industry stakeholders as follows:

- Commonwealth Senators – 8 copies
- Members of the House of Representatives – 12 copies
- State Government – 44 copies
- Local Government – 26 copies
- Airservices Australia – 1 copy
- Civil Aviation Safety Authority – 1 copy
- Department of the Environment and Energy – 1 copy
- Department of Infrastructure, Transport, Cities and Regional Development – 5 copies

Copies were also distributed to four major libraries in the Brisbane area:

- Brisbane Square Library
- Carindale Library
- Chermside Library
- Toowong Library

An advertisement in the Courier Mail contained details of the opportunity to comment on the Preliminary Draft. Face to face meetings were held with elected officials from the South East Queensland Council of Mayors, Directors of Airtrain and representatives of Government departments.

Local and national newspapers, TV and radio stations were all provided with a dossier of information for publication and broadcast, with the content of the plan attracting interest and coverage from all media

**Summary Booklet**

A 48 page summary version of the Preliminary Draft Master Plan was published simultaneously, with printed copies made available at public forums and community events to more than 400 recipients. The summary version included shorter summaries of each of the chapters of the plan, presented in the same order as the full version.

**Ongoing Engagement**

During the public comment period, BAC's programme of community engagement continued as normal and was supplemented by ongoing discussions and meetings with representatives from local, state and federal governments as well as industry stakeholders and members of local communities.

## Website

The Brisbane Airport website was the main source of information about the 2020 Brisbane Airport Draft Master Plan during the public comment period.

To facilitate easy access to the contents, the document was provided as a series of separate chapters, with the largest chapter, covering aviation operations and strategy, divided into two smaller chapters.

All chapters were downloadable and provided both in printable format and in landscape format for consumption through desktop computers. Details of the public comment period were featured on other pages with information accessed in one easy click.

From the commencement of the public comment period on May 27th, 2019, visitors to the Brisbane Airport website were able to read or download:

- The Preliminary Draft Master Plan in full
- The Preliminary Draft Master Plan by chapter
- The Preliminary Draft Master Plan Summary Booklet.

The website guided users through the process for making a submission as well as providing details of how to contact BAC either by email or on the phone.

## Website Visits During The Public Comment Period

Research shows that during the public comment period, there were 4,249 views of the Master Plan homepage at [www.bne.com.au](http://www.bne.com.au), with 3,851 of those views being unique views.

The subpage that included the specific download links for the Preliminary Draft Master Plan saw a total of 831 views during the period, 724 of which were unique views.

126 people viewed the submissions page, where website visitors were shown how to make a submission through an online form plus alternative submission methods. 110 of those visits were unique visits.

In all, the views of pages with information on the Preliminary Draft Master Plan represented a high number of 11.1% of total unique page views to the corporate area of the site during the period.

Further review demonstrated that the average time spent viewing the Preliminary Draft Master Plan web pages was just under four minutes, increasing to more than seven minutes per page spent viewing the chapter by chapter sections.

The average time normally spent on the page in the Corporate section of the Brisbane Airport website is just under two minutes, indicating a higher than average level of engagement with the Preliminary Draft Master Plan content.



