



Brisbane Airport Corporation

# Disability Access Facilitation Plan

for visitors (July 2014)



Your Guide to Disability Access  
at Brisbane Airport

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## Objective

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

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



### Commitment

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

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

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

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

# Message from the CEO

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



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

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

This Disability Access Facilitation Plan is displayed on the BAC website at [www.bne.com.au](http://www.bne.com.au) and will be updated to reflect major changes to BAC infrastructure as we continue to develop our facilities. In addition to this plan, BAC is currently undertaking a review of our website to ensure that it is best practise in special needs access.

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

## **Julieanne Alroe**

*Managing Director and CEO  
Brisbane Airport Corporation*

# 1. Key Elements



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

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

## Terminology / Abbreviations

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

## 2. Prior to Arrival



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

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

Information to be communicated may include:

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

Such information will enable the airline or agency to make any necessary arrangements to ensure appropriate assistance is available at the airport upon check-in or arrival. Each airline has varying guidelines and procedures in place for providing assistance to passengers with disabilities. BAC recommends contacting your airline directly regarding your specific circumstances.

Passengers should note that there is no porter service or any other form of direct assistance provided external to the Terminals at Brisbane Airport.

BAC recommends that passengers requiring direct assistance to and from the car parks, taxi or public set-down and pick-up points arrange this direct assistance as part of their travel plans. Direct assistance may be provided by family, friends or paid service providers. Taxi drivers and bus drivers do not provide direct assistance to and from the Terminals.

### 2.1 Check-in

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

### 2.2 Further Information

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

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

Additional print material, including material in alternative formats is available upon request. Please contact our office on +61 (07) 3406 3000.

Additional information relating to the carriage of mobility aids is available within the Aviation Access Working Group document Carriage of Mobility Aids - Guidance Material for Passengers.

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*Website address: [www.infrastructure.gov.au/aviation/aawg/files/carriage\\_of\\_mobility\\_aids\\_for\\_passengers.pdf](http://www.infrastructure.gov.au/aviation/aawg/files/carriage_of_mobility_aids_for_passengers.pdf)*

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## 3. Kerbside Processes



People may arrive at Brisbane Airport by car, public transport or taxi. Accessible paths of travel are provided between the terminal entries and the accessible car parking bays and other accessible taxi and public transport pick-up and set-down points.

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

Travelators and escalators do not form part of the accessible path of travel and hence passengers utilizing wheelchairs and other mobility aids should not use either travelators or escalators. Lifts are provided at the International Terminal, Domestic Terminal and the Domestic Terminal Skywalk and are installed in close proximity to the travelators and escalators. People with limited mobility or who are vision impaired as well as people with heavy baggage should use the accessible lifts provided. People utilising mobility aids should also use the lifts provided.

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

### 3.1 Bus - Terminal Transfer Bus (T-bus)

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

The T-Bus service integrates with the Translink public bus service with the interchange of services located at the Airport Village bus stop. Passengers utilising the Translink bus service must consult the Translink web site at <http://translink.com.au> to confirm Translink bus time tables and connectivity.

Some airlines offer free transfers for passengers who have connecting services between the Brisbane Domestic and International Terminals, using the T-bus transfer service. Please check with your airline to confirm if they offer this service.

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

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

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*Refer to Terminal Maps located in Appendices B and C.*

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

### 3.2 Train - Airtrain and Queensland Rail

The Airtrain is a privately operated service, which connects to the Queensland Rail network and provides direct connection between the International and Domestic Terminals and Brisbane City, and the Gold Coast. Passengers travelling to destinations other than Brisbane City or the Gold Coast will need to transfer trains at one of the Queensland Rail interchange stations dependent upon their final destination.

Timetables and further details are available at [www.airtrain.com.au](http://www.airtrain.com.au), <http://www.queenslandrail.com.au/> and <http://translink.com.au>.

Passengers planning to utilise the integrated public transport network within South-East Queensland should consult the Translink Journey Planner at <http://translink.com.au>.

The terminal train stations and platforms connect directly to the Terminal buildings via a elevated walkways which can be accessed by stairs, escalators and lifts.

Access to the Domestic Terminal station is via the Skywalk, located in the central area external to the terminal buildings. People with limited mobility or with large amounts of baggage should utilise the lifts provided to access both the Skywalk and the Airtrain platform. Tickets can be purchased from within the Terminal building or at the station. Airtrain ticket counters are located within close proximity to the Qantas and Virgin Australia baggage carousels located on the Ground Floor.

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*Domestic Terminal Maps are located in Appendices B & D.*

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The International Terminal station links directly to Level 3 of the International Terminal Building with easy connection to either the arrivals (Level 2) or departure (Level 4) areas. There is no access to the Airtrain station from ground level. People with limited mobility or with large amounts of baggage should utilise the lifts provided. Tickets can be purchased directly from the Ticket office located adjacent to the International Terminal platform.

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*Refer to International Terminal Maps located in Appendices C & E.*

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### 3.3 Taxi

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

At the Domestic Terminal, the road immediately outside the terminal is for taxi pick up only. Entry to the taxi rank is under the Skywalk with a dedicated entry point for people with disabilities.

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

Taxi drop off is located on the road immediately opposite the Terminal building and is accessed by at-grade pedestrian crossings. Refer to Terminal Map.

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

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

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

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

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

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

*Black & White Cabs 133 222*

*Website: [www.blackandwhitecabs.com.au](http://www.blackandwhitecabs.com.au)*

*Yellow Cabs 13 CABS (13 1924)*

*Website: [www.yellowcab.com.au](http://www.yellowcab.com.au)*

### 3.4 Ground Transport

The meeting point for pre-arranged ground transport varies for each Terminal and service. BAC recommends that ticketing and special service requests are discussed directly with your service provider at the time of booking. Walking distances may be significant for people with limited mobility and not all service providers provide direct assistance with either baggage or wheelchairs.

Passengers requiring direct assistance with baggage should consider utilising a limousine service that offers direct assistance with transporting the passenger's baggage to and from the terminal and the limousine. Refer to the Yellow Pages at <http://www.yellowpages.com.au> for limousine company contact details.

### 3.5 Private Drop-off / Collection Points

At the International Terminal the spaces are designed No Parking with a 2 Minute Exception for the driver of the vehicle to drop off or pick-up their passengers and have a maximum stopping time period of two minutes. The driver of the vehicle must remain with the vehicle at all times. Kerb ramps and accessible paths of travel have been provided to the designated accessible set-down and pickup spaces.

The Domestic Terminal public Departures/Pick-up road has a 2 minute stopping limit allowing drivers to pick-up and set-down their passengers. Once passengers are set-down or picked-up the driver is required to immediately pull away from the kerb. Passenger pick-up is from the designated and signed pick-up zones or from the designated accessible parking bays as detailed below.

The public Departures/Pick-up Road includes six accessible spaces located under the Skywalk, clearly sign-posted and marked with the international symbol for accessibility. These spaces allow drivers and passengers with disabilities to park for up to 30 minutes for both pick-up and set-down. Valid Australian Disability Parking Permits and valid Queensland Disability Parking Permits must be displayed on the vehicle at all times.

In cases where drivers of vehicles that do not display a valid Australian Disability Parking Permit or a valid Queensland Disability Parking Permit and wish to use the designated accessible parking bays they must identify themselves to the Kerbside Officer who has the discretionary capability to allow people with disabilities but who are not passengers in a vehicle displaying a valid Permit to utilise these spaces. If the correct permit is not displayed or the Kerbside Officer does not provide approval to utilise the designated accessible parking bays then fines may apply.

The designated Public Pick-up Waiting Area is located adjacent to the Long Term Car Park building and accessed via Dryandra Road. This facility offers 30 minutes of free parking after which parking rates apply. Accessible parking bays are provided within this facility which is accessed by an accessible path of travel utilising the elevated Skywalk and the lifts provided. Seating is provided at 60 meter intervals along this path of travel.

The purpose of the Public Waiting Area is for the driver of to wait for their passenger to phone and inform the driver that they are ready to be collected from the Departures/Pick-up Road. Once the driver is informed the passenger is ready for collection then the driver should proceed to collect their passenger noting the time restrictions that apply on the Departures/Pick-up Road.

Two special use accessible parking spaces are also available on the taxi drop-off road. These spaces are closer to the terminal but are only available with prior approval. If you require the use of one of these special use bays then please call (07) 3406 3261 between 8am to 3pm Monday to Friday and at least 24 business hours in advance to discuss arrangements. If prior arrangements are not made then fines may apply.

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

Similarly seating is provided at 60 metre intervals along the accessible paths of travel to allow people with limited mobility to rest along the way.

Drivers are advised that parking officers have very little discretion in the enforcement of strict Federal laws that mandate security arrangements at airports

As such, parking officers are required to direct drivers awaiting passenger arrival to collect their passengers efficiently and within the two minute set-down period. Where drivers need to leave their vehicle or wait for longer periods (exceeding 2 minutes), then they must use one of the designated off-street car parking areas.

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

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

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*Note: The Domestic Terminal road system and its associated set-down and pick-up areas are in the final stages of construction with an anticipated completion date of September 2012. The text and locality plans contained within this Plan represent the final and complete configuration of the road system. Passengers should consult the BAC web-site <http://bne.com.au> that contains monthly traffic updates of the Domestic Terminal precinct.*

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### 3.6 Accessible Car Parking

There are a suitable number of accessible car parking various Brisbane Airport car parks, including:

#### Domestic Terminal

##### *Domestic Multi-Level Car Park P1 (PARKSHORT) (less than 4 hours)*

30 accessible car parking spaces distributed per the following;

- Nil on Level 1
- 16 on Level 2
- 4 on Level 3
- 10 on Level 4
- Nil on Level 5

##### *Domestic Multi-Level Car Park P2 (PARKLONG) (over 4 hours)*

32 accessible car parking spaces distributed per the following;

- 3 on Level 1
- 4 on Level 2
- 5 on Level 3
- 4 on Level 4
- 8 on Level 5
- 8 on Level 6

### **PARKVALET**

A Valet service is available within the PARKLONG facility.

Accessible car parking spaces are located up to 400 metre walking distances from the Domestic Terminal building. The pathway between the accessible parking spaces and the terminals is by means of the undercover elevated Skywalk. The Skywalk is accessed from Level 3 of the P1 and P2 car park buildings and access from the elevated Skywalk to the ground level terminal entry doors is by means of a lift or travelator. People with limited mobility or with large amounts of baggage should utilise the lifts provided. It is recommended that whenever possible passengers with limited mobility be set-down by drivers in the designated accessible set-down locations, prior to parking vehicles, to reduce walking distances.

### **International Terminal**

#### ***International Multi-Level Car Park***

27 accessible car parking spaces distributed per the following:

- 7 on Level 1
- 5 on each Level from 2-5

The International Multi-Level Car Park connects with the Terminal building at Level 1 via a covered walkway which provides shelter from inclement weather. Accessible lifts, escalators and travelators provide further connection with the arrivals (Level 2) and departures (Level 4) areas. People with limited mobility or with large amounts of baggage should utilise the lifts provided.

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*Refer to Terminal Maps located in Appendices B to E. for locations of car parking, lifts, escalators and travelators*

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The accessible car parking spaces are located in convenient locations near lifts and connections to the building entries.

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

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

### 3.7 Tactile Ground Surface Indicators

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

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

Directional tactile ground surface indicators are installed sparingly throughout Brisbane Airport. BAC is aiming for a consistent approach to the application and installation of tactile ground surface indicators throughout airport facilities and in line with the requirements of the Premises Standards and the Building Code of Australia.

### 3.8 Direct Assistance

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

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

BAC provides the infrastructure for the airlines to conduct their business, it is the responsibility of the airlines to provide assistance from the check-in counters to the aircraft and from the aircraft to the baggage reclaim area. Passengers utilising direct assistance must clearly advise the person providing direct assistance with regard to their mode of ongoing travel. This is to ensure that direct assistance is provided to the correct terminal exit.

The airport operator ie Brisbane Airport Corporation has no legislated obligation to provide direct assistance where accessible infrastructure is provided. Passengers should refer to Section 2 of this plan with regard to direct assistance not being available external to the terminals.

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*Please refer to Appendix A for links to relevant airline information and Section 6 : Direct Assistance.*

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## 4. Security Screening



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

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

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

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

### 4.1 At the Screening Point

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

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

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

Body scanners operate as a primary screening procedure at Brisbane Airport with passengers selected to undergo a body scan on a random basis.

While a “no opt out” policy applies, people with disabilities and older people may, in certain circumstances, be cleared by alternative screening methods.

Information relating to the use of Airport Body Scanners is available at <http://www.travelsecure.infrastructure.gov.au/bodyscanners/index.aspx>.



### 4.2 Prohibited Items

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

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

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

### 4.3 International Passengers

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

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

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

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

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### 4.4 Special Circumstances

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

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

#### Medical Implants

Passengers with medical implants, such as pacemakers, insulin pumps or cochlear implants, must be careful when passing through airport security. These passengers are advised to request separate screening in order to avoid the walkthrough metal detector.

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

#### Artificial Limbs / Prosthesis

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

#### Walking and Visual Aids

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

#### Wheelchairs

Security staff are familiar with the movement of passengers requiring a mobility aid and these passengers will be met directly. All items carried by the person in their wheelchair are required to be cleared using the X-ray equipment. Any additional items will be visually inspected.

If the passenger is able to stand but not walk, the person can be cleared with the use of a hand-held metal detector. However, if the person is unable to move from the wheelchair, the security officer will outline the procedure for a pat-down search. This can be undertaken by an officer of the same sex and a private search room is available for use.

#### Assistance Animals

Assistance animals will be subject to screening prior to entry to the sterile area at the screening point. Standard operating procedures apply to the screening of assistance animals and screening point operators at BAC controlled screening points have been provided with training with regards to the screening of assistance animals. These processes may involve a pat-down search or a search with a hand held magnetic wand of the assistance animal's harness.

# 5. Airport Terminals



## 5.1 Arrivals and Departures

It is the responsibility of the airline to provide assistance if required while you transit through the airport and prior to boarding your flight, passengers are advised to notify their airline or agent at the time of purchasing their ticket to allow them to make any necessary arrangements prior to your arrival.

Passengers should note that there is no porter service or any other form of direct assistance provided external to the terminal buildings. Passengers requiring direct assistance must make their own prior arrangements for the provision of direct assistance external to the terminals' entry doors.

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

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## 5.2 Check-in

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

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

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

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

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*Refer to Section 6: Direct Assistance for further information regarding our Brisbane Airport Ambassadors.*

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Currently, there are no wheelchair-accessible check-in counters, however passengers requiring special assistance, including older persons and those with a disability are advised to notify their airline at the time of purchasing their ticket and prior to their arrival, in order to ensure the necessary assistance is provided. BAC provide Airport Ambassador’s to assist passengers with information during peak periods but this service is for landside information, that is, prior to entering the Customs-controlled area.

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

### 5.3 Self Check-in

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

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

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

The BAC Airport Ambassadors are volunteers who provide assistance to passengers by means of information services only. BAC Airport Ambassadors do not provide direct assistance with passengers’ baggage or with passengers’ mobility devices.

### 5.4 Waiting Areas

A large proportion of your time at the airport will be spent waiting, either for your departing flight, or arriving flights of friends or family. A number of rest areas are provided throughout the terminal buildings for your comfort. These are located adjacent to transport drop-off and collection areas, within check-in areas, and throughout the boarding gates. Priority seating is provided at the BAC operated boarding gates for the use of passengers with disabilities and limited mobility, as well as passengers travelling with young children and unaccompanied minors. This seating is identified by means of printed head rest covers.

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

### 5.5 Public Toilet Facilities

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

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*These locations are indicated on the Terminal Maps included in Appendix C.*

---

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

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

As part of BAC's ongoing commitment to the provision of accessibility facilities for all, BAC has audited each accessible facility located throughout Brisbane Airport with the intent to upgrade facilities in line with the requirement and timetables contained within the Premises Standards as the Standards relate to Public Transport Buildings.

Disability Access Management Plans have been developed for both the Domestic and International Terminals. These plans identify all required upgrade works and target dates for the implementation of the identified improvements.

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*Refer to Section 9: Expected Improvements.*

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### 5.6 Baby Change

Baby change facilities and dedicated parenting rooms are located in various locations throughout the terminals and provide a valuable resource for parents to perform many functions. Facilities include private feeding rooms and change benches.

Baby Change facilities equipped with microwave ovens are available on Level 2, Level 3 and Level 4 of the International Terminal and post security screening at the Domestic Terminal near Gate 38.

For your own convenience BAC recommends passengers travelling with infants travel with their own portable bottle heater.

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

---

*Refer to Section 8: Expected Improvements.*

---

### 5.7 Drinking Fountains

There are drinking fountains throughout both the Domestic and International Terminals for your convenience, including accessible drinking fountains throughout the International Terminal.

### 5.8 Flight Information and Displays

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

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

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

Passengers should note that the public address systems at the Domestic Terminal are airline specific. This means that airline announcements made in one airline's area cannot be heard throughout the remaining sections of the Domestic Terminal. For example Jetstar or Virgin Australia announcements cannot be heard in the Qantas area of the terminal.

The FIDS located within the International Terminal have the capacity to provide emergency warning information in the event of an incident within the terminal.

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*Refer Section 4.16 : Evacuation from terminals for further information regarding Emergency Response.*

---

### 5.9 Assistive Listening Systems and Hearing Loops

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

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

People who wear hearing aids fitted with a T-switch<sup>4</sup> will be able to hear any announcements with the least amount of distortion, and minimal background noise and interference.

The Domestic Terminal is split into three discreet areas that are operated independently by Qantas, Virgin Australia and BAC. The BAC operated Central Area Terminal is provided with hearing loops throughout Levels 1 and 2 and the Level 2 Satellite Area. Hearing loops are also provided to all Parent Rooms and Toilets within the BAC Operated Central Terminal Area.

Hearing loops are also provided within areas of the Qantas and Virgin Australia Domestic Terminal areas.

---

*Refer to Section 9: Expected Improvements for further details regarding the accessibility audit.*

---

## 5.10 Public Telephones

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

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

- Instructions in five languages,
- Adjustable volume control,
- Hearing aid coupler,
- Long handset cord,
- Call charge rates displayed on the signage on the inside of the pay phone booths, and
- Credit card payment facilities.

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

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

## 5.11 Internet Kiosks

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

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

## 5.12 Directory Boards and Signage

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

Directory boards are not currently installed within the Domestic Terminal. Projects currently in progress will deliver directory boards and enhanced wayfinding signage consistent with the DTB Disability Management Plan.

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*Refer to Section 9: Expected Improvements for further details regarding the accessibility audit.*

---



### 5.13 Access to / from Aircraft

Smooth and uninterrupted access to and from aircrafts is facilitated by the provision of ramps, stairs and aerobridges.

Passengers with limited mobility or other disabilities can request assistance from airline crew for boarding and disembarking. As noted previously, passengers requiring assistance are advised to notify the relevant airline or agent at the time of booking with confirmation prior to travel to allow appropriate assistance to be provided at the time of boarding or disembarking from the aeroplane

Aerobridges are not provided to all aircraft parking positions or those provided may be temporarily unavailable. Where aerobridges are not available passengers are required to descend stairs from the upper level of the terminal to the ground level apron area.

Lifts are available from the terminal boarding lounge to the apron level but they can only be accessed by airline staff. Passengers who are unable to access stairs must make this known to the airline at the time of booking so that access via the lifts can be arranged if necessary.

Devices are available for lifting passengers onto and off an aircraft and airline crew will assist passengers in boarding or disembarking from the aircraft that are not provided with aerobridges.

The design and function of lifting devices can vary from airline to airline, particularly between domestic carriers, however in the majority of cases will generally allow for the passenger to remain in the airline wheelchair.

#### *Passengers who use wheelchairs*

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

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

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

#### *Battery-powered wheelchairs and mobility aids*

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

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

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



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

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

### **Guide Dogs and Assistance Animals**

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

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

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

Passengers with assistance animals planning travel on international flights must check restrictions and regulations regarding boarding, disembarking, transit, inoculation and quarantine of their animal. Information regarding Australian quarantine regulations can be found on the AQIS website at <http://www.daff.gov.au/aqis>.

Toilet and watering facilities for assistance animals are available in both the International Terminal and Common User Area of Domestic Terminal. The International Terminal facility is located in the Level 3 Departures Hall while the Domestic Terminal facility is located on Level 2 of the terminal adjacent to the exit from the Common Use Area.

Both facilities are located in the Sterile Areas of the terminals after the security screening point. This allows people travelling with assistance animals to services the needs of their animal without needing to leave the Sterile Area or exit the building. The intent is to reduce the risk of people travelling with assistance animals missing their connecting flights and to reduce the need to fast the assistance animal prior to travel.

The toilets contain a fully plumbed artificial grassed area for the animal to defecate as well as a water bowl. The facilities are provided with operated doors and hand washing facilities and are designed to meet the accessibility requirements of AS-1428.1(2009). Guide Dogs Qld provided expert design input from the user group.

These facilities are the first of their kind at an Australian airport and represent BAC's commitment to meet and exceed Best Practice disability access outcomes.

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

For all other countries, refer to the local authority.

### 5.14 Terminal Transfers

BAC aims to provide facilities that are accessible to all members of the community. This commitment extends beyond the terminal buildings. Several options for transportation between terminals is available, detailed in Section 3: Kerbside Processes.

### 5.15 International Flights and Border Security Areas

Passengers travelling on international flights will be subject to security screening and border security processes. These processes are detailed in Section 4: Security Screening.

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

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

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

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Passengers with specific enquiries regarding International Border Security procedures are advised to contact the Australian Customs Service at <http://www.customs.gov.au> or Australian Quarantine and Inspection Service at <http://www.daff.gov.au/aqis>.

### 5.16 Evacuation from Terminals

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

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

When notified to evacuate, all building occupants must make their way to the nearest exit and follow the direction of building wardens (identified by white and red helmets) and uniformed staff. No one will be permitted re-entry to the building until it is safe to do so, everyone will be directed to evacuation areas.

Airport security staff and airline crew will be the first priority to re-enter the buildings followed by other airport staff and passengers. This will ensure that systems are re-activated to process passengers.

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

## 6. Direct Assistance



### 6.1 Airline Responsibility

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

Airline provided assistance may commence upon the passenger's arrival at the terminal entry doors, or from check-in, depending on the arrangements confirmed with the airline prior to travel. Similarly assistance upon arrival may extend to baggage collection and the terminal exit doors.

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*Refer to Section 2: Prior to Arrival regarding the extent of information which should be communicated to the airline or agent at the time of booking. Further to this, passengers are advised to ask if any restrictions apply for carry-on and checked baggage, including requirements for transportation of prams, strollers, wheelchairs and other similar equipment, and the preferred time of arrival prior to flight departure.*

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

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### 6.2 Assistive Equipment

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

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

### 6.3 Airport Ambassadors

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

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

Airport Ambassadors are unable to provide direct assistance to passengers with disabilities, including assistance transferring from their own wheelchair to the airline wheelchair, or heavy lifting. This is the responsibility of the airline.

Ambassadors volunteer during peak periods, including:

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

### 6.4 Airport Operators

Visitors from the European Union and other Legislations should note that Australian regulations do not obligate the airport operator, Brisbane Airport Corporation (BAC), to provide direct assistance either internally or externally to the terminal where accessible infrastructure has been provided. Passengers should ensure that their travel plans allow for the lack of airport or airline provided direct assistance external to the terminal entry and exit doors.

### 6.5 Information and Assistance Enquires

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

- Reception Hours 6:00 - 17:00
- Contact Number +61 7 3406 3066
- 24 hour recorded information - +61 7 3406 3000

# 7. Service Delivery



## 7.1 Staff Skills & Training

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

## 7.2 Security Environment

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

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

## 7.3 Consultation

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

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

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*Refer to Section 8.2: Enquires and Feedback regarding this process.*

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### 7.4 Performance Monitoring

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

BAC performance is monitored through:

- Compliance to the Airports Act 1996 Airports Regulations Quality of Service monitoring requirements;
- Airports Council International Quality of Service surveys and peer comparisons; and
- A comprehensive complaints monitoring and reporting system.

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

## 8. Communication Strategies



BAC aims to provide appropriate and relevant information to enhance access to Brisbane Airport. Information about Brisbane Airport can be accessed through a number of mediums outlined.

This facilitation plan is part of BAC's commitment to providing a high level of service which exceeds standard practices.

### 8.1 Further Information

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

Telephone: +61 7 3406 3000

Helpline (24 hours): +61 7 3406 3000

Facsimile: +61 7 3406 3111

Email: [info@bne.com.au](mailto:info@bne.com.au)

An automated 24 hour help line is available. Should this helpline not provide the required level of information please leave your details and your call will be returned during business hours.

#### **Brisbane Airport Corporation Pty Limited**

ABN: 54 076 870 650

ACN: 076 870 650

11 The Circuit, Brisbane Airport,  
Queensland 4007, Australia

#### **Postal address:**

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

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*Website: [www.bne.com.au](http://www.bne.com.au)*

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This plan and further Terminal Guides are available for download at [www.bne.com.au](http://www.bne.com.au). Hard copies and additional print material, including material in alternative formats are available upon request. Please contact our office on +61 (07) 3406 3000.

### 8.2 Enquires and Feedback

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

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*Feedback can be emailed to:  
[feedback@bne.com.au](mailto:feedback@bne.com.au)*

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### 8.3 Complaints

Please contact BAC reception between 8.30am and 5.00pm, Monday to Friday, or email: [feedback@bne.com.au](mailto:feedback@bne.com.au).



## 9. Expected Improvements



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

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

BAC has recently completed the installation of Assistance Animal Toilet Facilities at both the International and Domestic terminals as well as the upgrade of a number of accessible toilets and parent rooms at the International Terminal. This is the first stage of a project to upgrade all accessible toilets to conform to AS-1428.

Projects in planning or early delivery include additional hearing augmentation and lifts at the International Terminal. Upgrades to existing stairs, lifts, escalators and bus stops at the International Terminal are also in the planning stages.

Work is currently underway at both the International Terminal and Domestic Terminal Common User Area to upgrade the Departures and Arrival Areas. Both projects will incorporate accessible building elements.

### 9.1 Future Developments

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

BAC has committed around \$4.2 billion toward infrastructure over the next 20 years, including the recently delivered International Terminal Expansion Project the Northern Access Road Project, the Domestic Terminal Car Park and the Domestic Terminal Access Project. Preliminary site works for the third runway has commenced while future projects include new terminals and industry precincts.



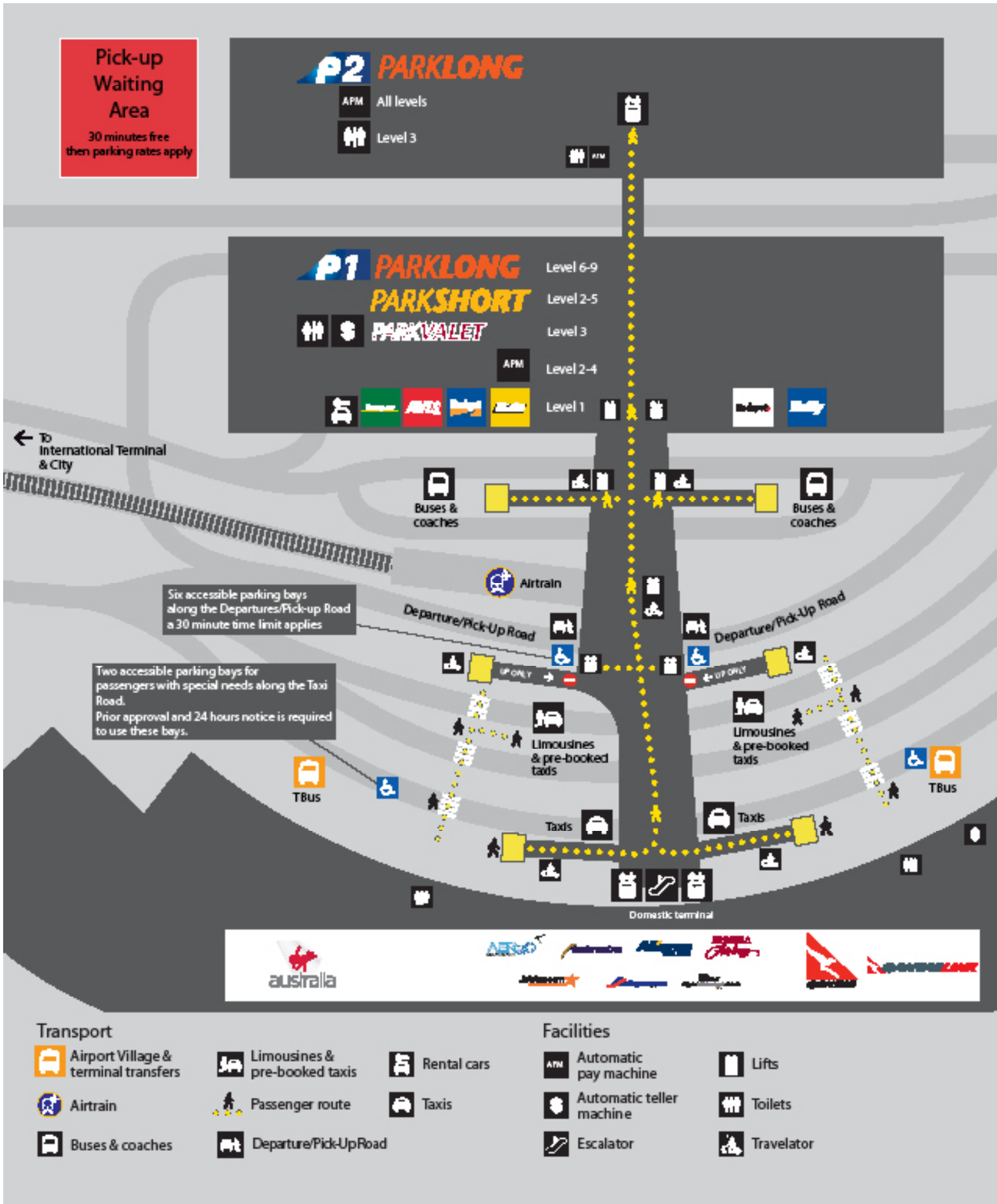
# Appendix A

Airlines Operating from Brisbane Airport

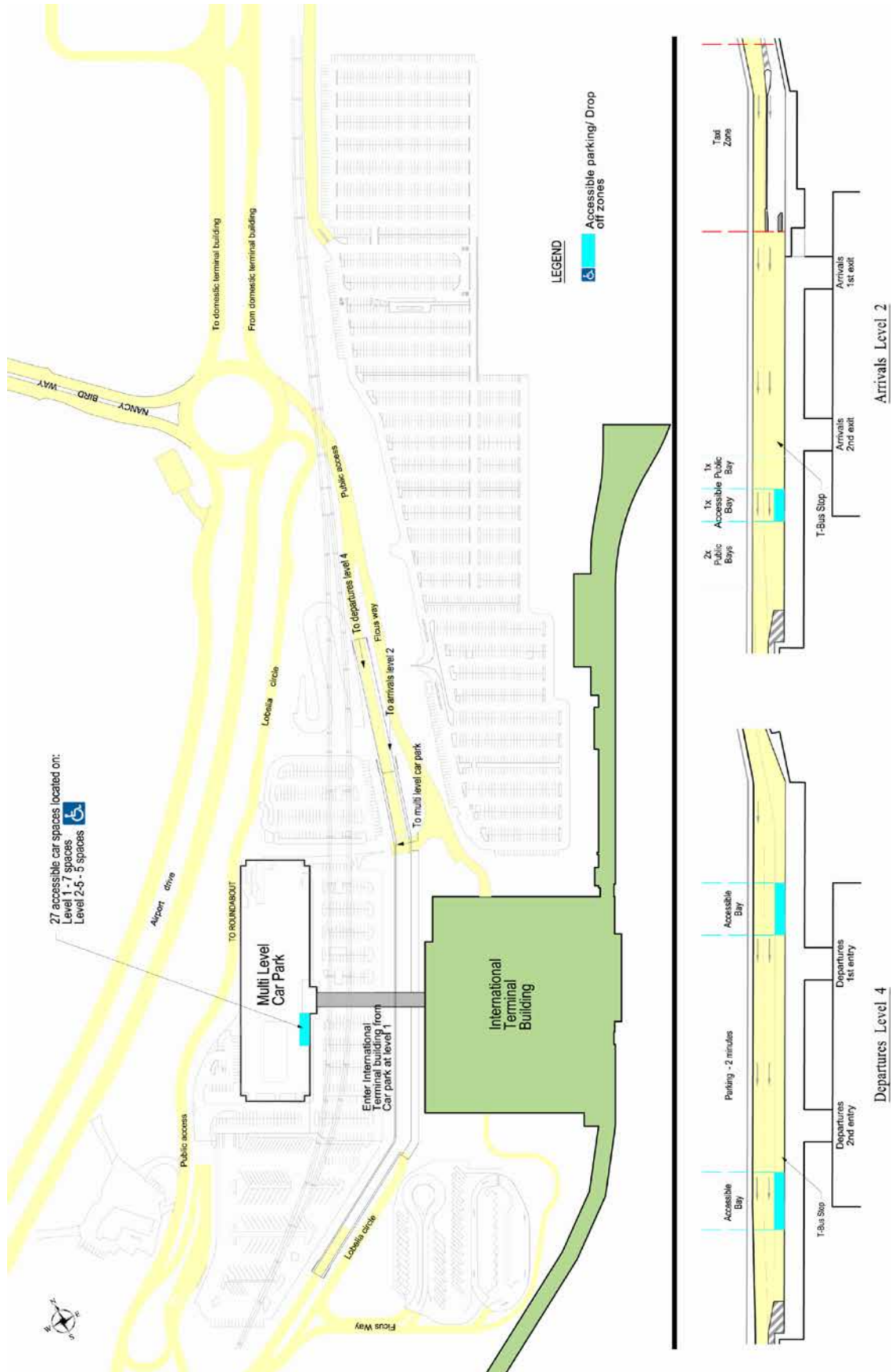
## Disability Access Facilitation Plan

	<a href="http://www.aeroplan.com.au">www.aeroplan.com.au</a>		<a href="http://www.jetstar.com">www.jetstar.com</a>
	<a href="http://www.aircalin.com">www.aircalin.com</a>		<a href="http://www.koreanair.com">www.koreanair.com</a>
	<a href="http://www.airnz.com.au">www.airnz.com.au</a>		<a href="http://www.malaysiaairlines.com.au">www.malaysiaairlines.com.au</a>
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	<a href="http://www.airpacific.com">www.airpacific.com</a>		<a href="http://www.pacificblue.com.au">www.pacificblue.com.au</a>
	<a href="http://www.airvanuatu.com">www.airvanuatu.com</a>		<a href="http://www.qantaslink.com.au">www.qantaslink.com.au</a>
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	<a href="http://www.cathaypacific.com.au">www.cathaypacific.com.au</a>		<a href="http://www.singaporeair.com.au">www.singaporeair.com.au</a>
	<a href="http://www.china-airlines.com">www.china-airlines.com</a>		<a href="http://www.skytrans.com.au">www.skytrans.com.au</a>
	<a href="http://www.csair.com/en/">www.csair.com/en/</a>		<a href="http://www.flysolomons.com">www.flysolomons.com</a>
	<a href="http://www.emirates.com">www.emirates.com</a>		<a href="http://www.thaiairways.com.au">www.thaiairways.com.au</a>
	<a href="http://www.etihadairways.com">www.etihadairways.com</a>		<a href="http://www.tigerairways.com">www.tigerairways.com</a>
	<a href="http://www.evaair.com">www.evaair.com</a>		<a href="http://www.virginaustralia.com">www.virginaustralia.com</a>

# Appendix B



# Appendix C






















Parking and Access to International Terminal

## Brisbane Airport

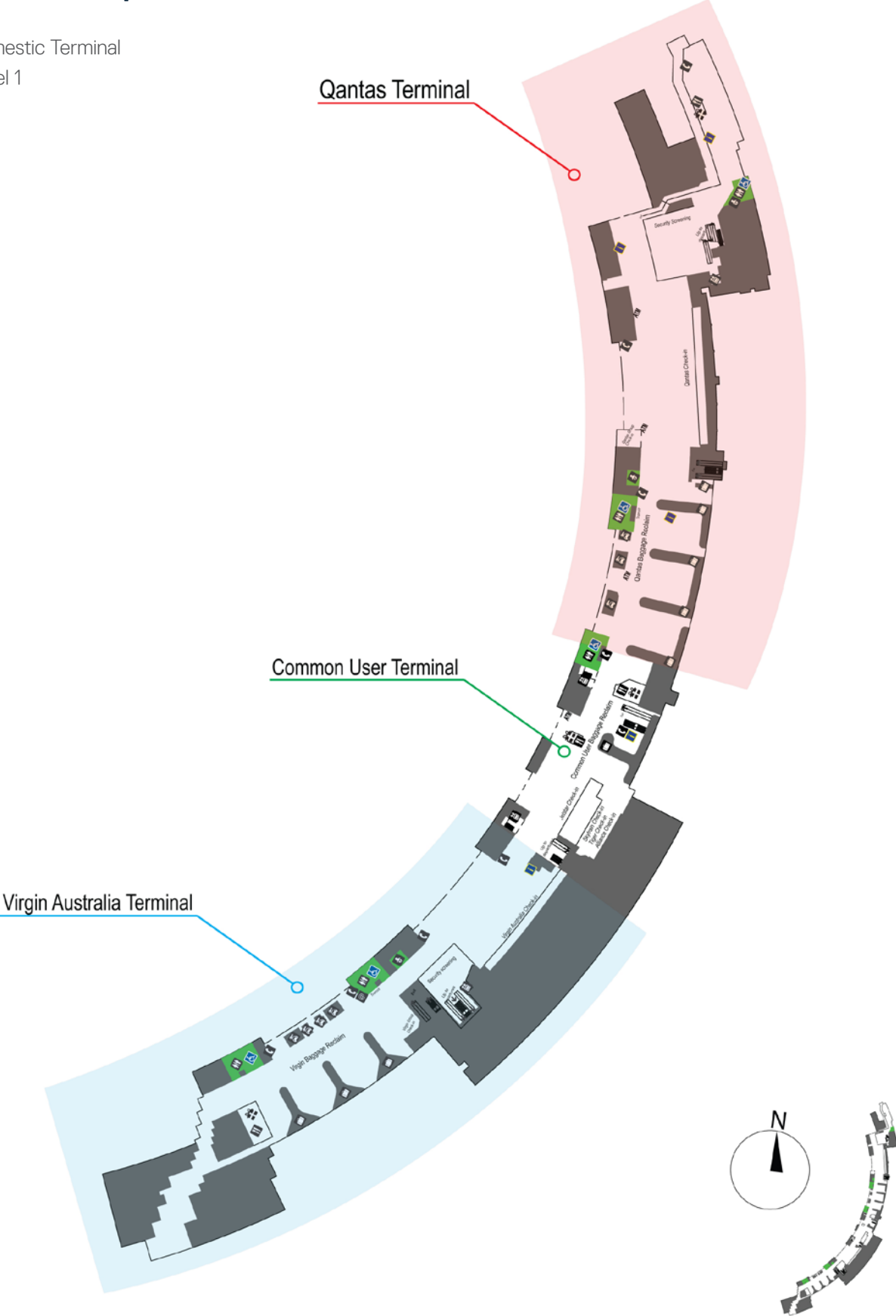
Key to Symbols

International Terminal

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

# Brisbane Airport

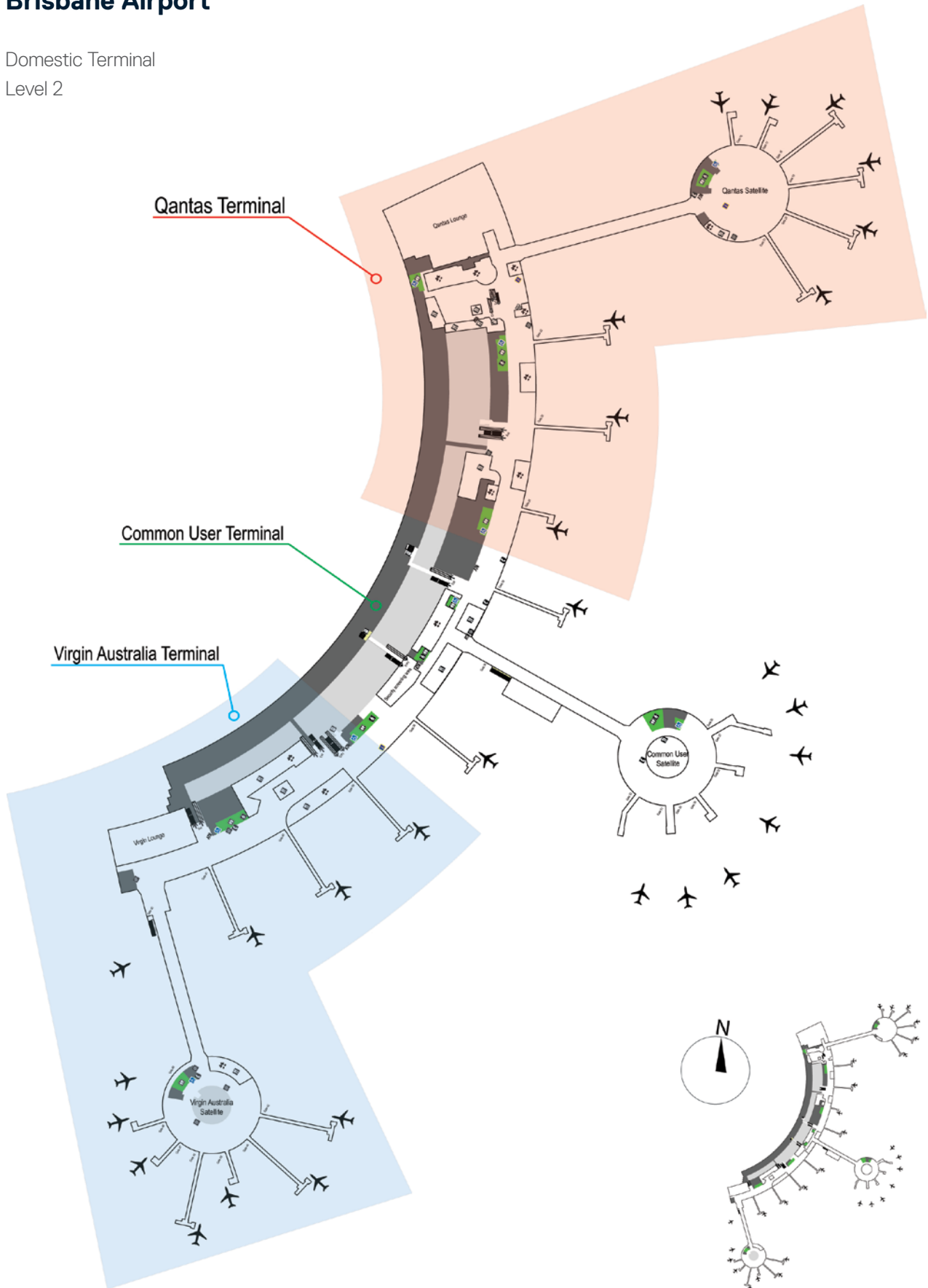
Domestic Terminal  
Level 1





# Brisbane Airport

Domestic Terminal  
Level 2



## Brisbane Airport

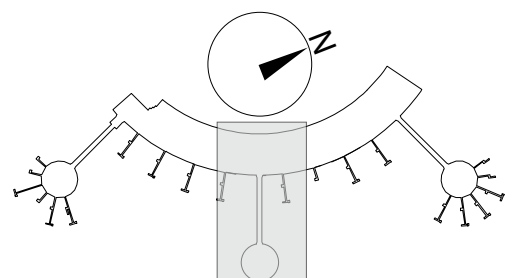
Domestic Terminal  
Level 1 - Central Area

### Domestic Terminal Common User Terminal (Level 1)

- |                     |                        |
|---------------------|------------------------|
| Toilets             | ATM ATMs/cash machines |
| Accessible Facility | Car rentals            |
| Parents room        | Train                  |
| Telephone           | Lift                   |
| Retail              | Baggage collection     |
| Internet            | Toilet facilities      |
| Information         | Restricted areas       |
| Food & beverage     | Public areas           |

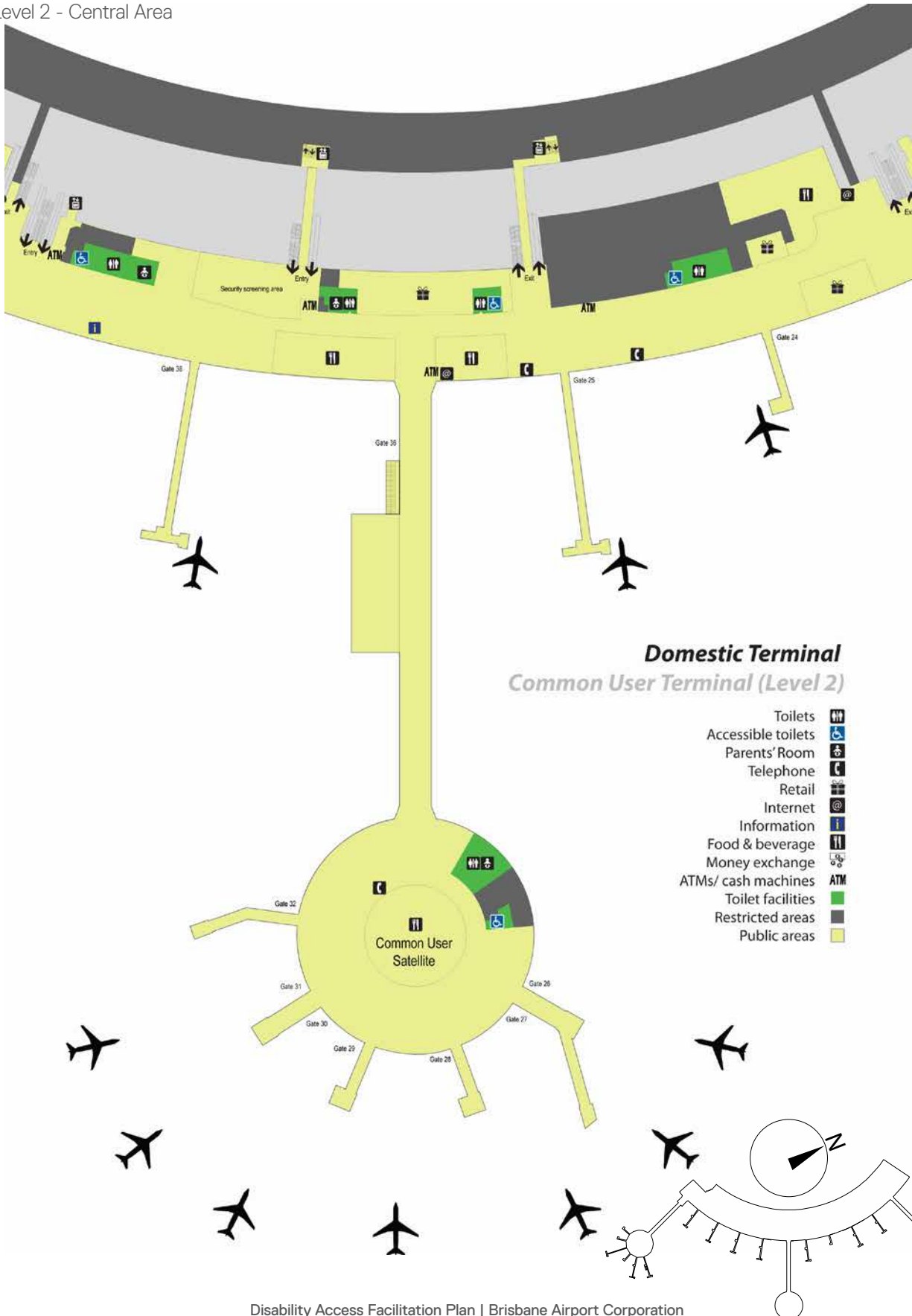
**NOTE:**

THIS AREA IS CURRENTLY UNDER CONSTRUCTION TO PROVIDE GREATER AREAS FOR CHECK-IN QUEUING AND BAGGAGE COLLECTION.



## Brisbane Airport

Domestic Terminal  
Level 2 - Central Area

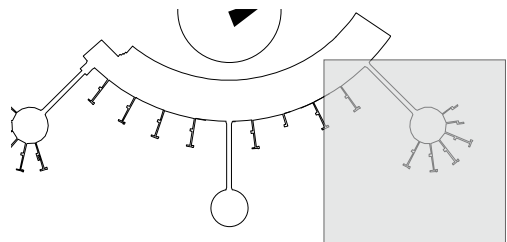
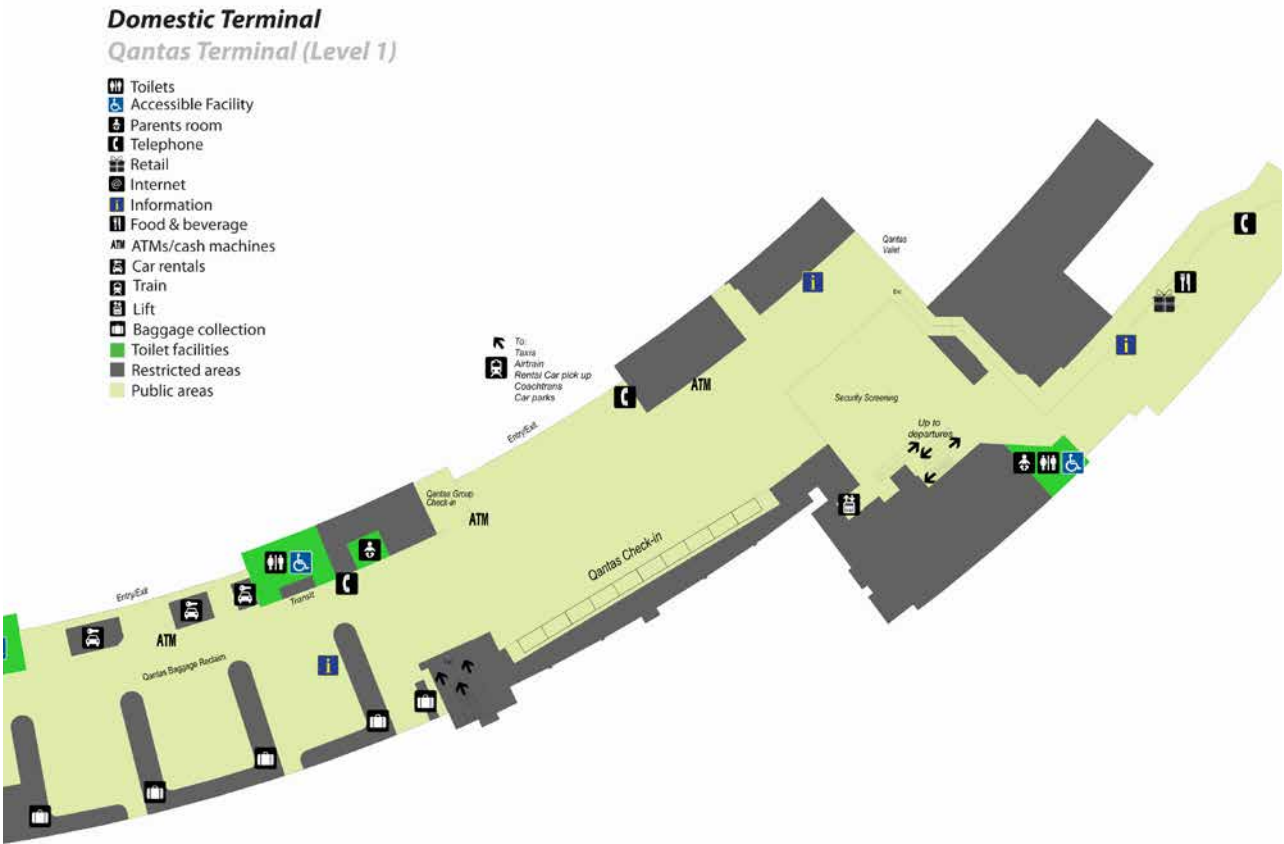


### Domestic Terminal Common User Terminal (Level 2)

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

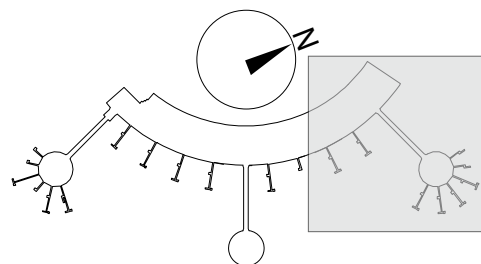
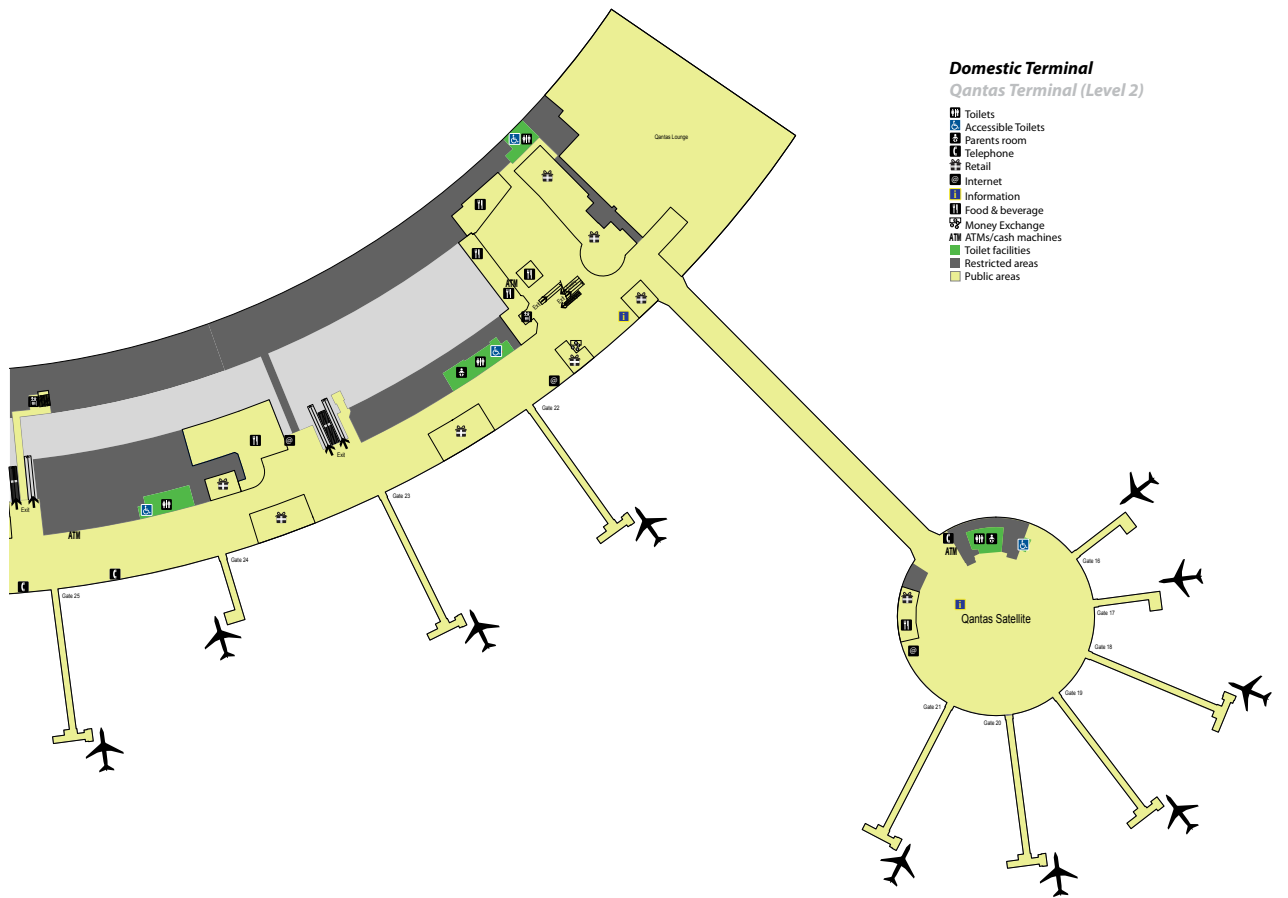
# Brisbane Airport

Domestic Terminal  
 Level 1 - QANTAS Terminal



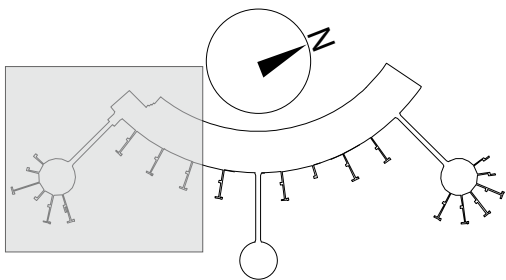
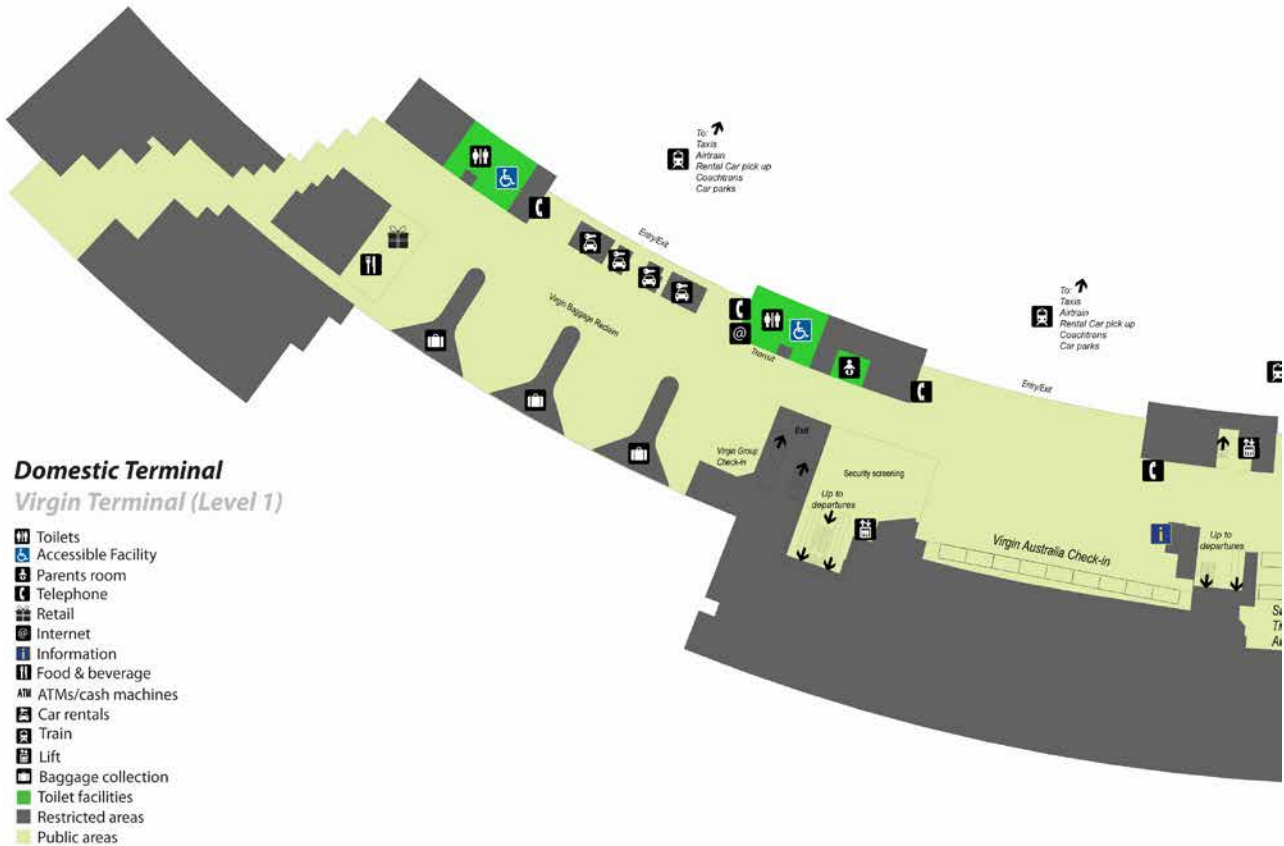
# Brisbane Airport

Domestic Terminal  
Level 2 - QANTAS Terminal



# Brisbane Airport

Domestic Terminal  
 Level 1 - Virgin Australia Terminal

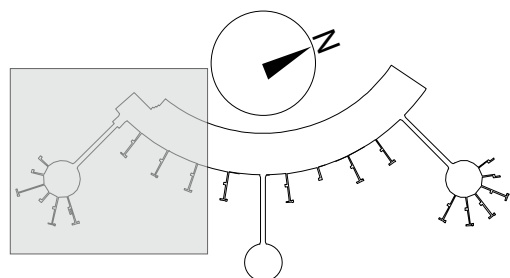
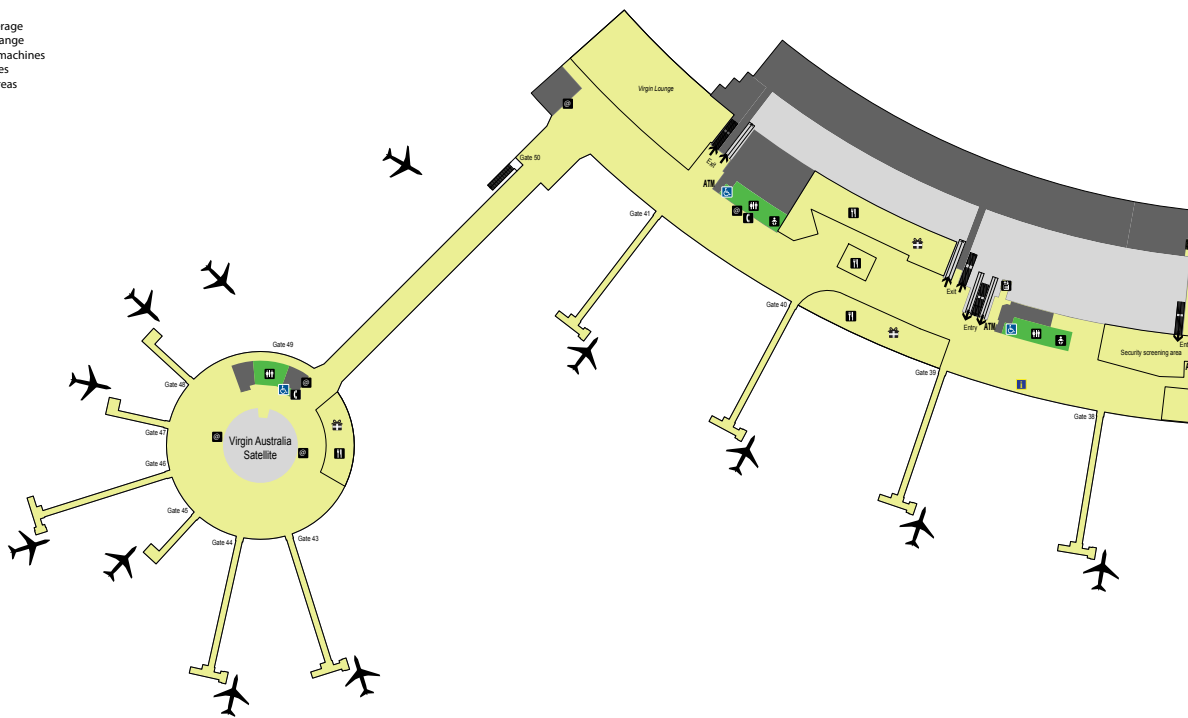


# Brisbane Airport

Domestic Terminal  
Level 2 - Virgin Australia Terminal

## Domestic Terminal Virgin Terminal (Level 2)

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

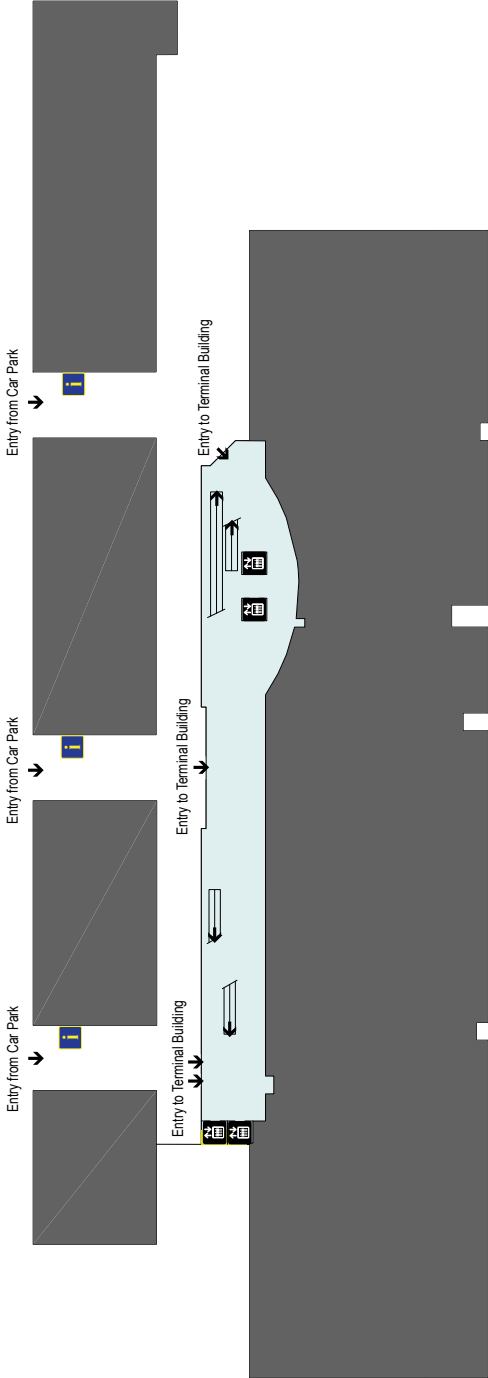


# Brisbane Airport

International Terminal  
Level 1 - Entry from Car Park

## International Terminal (Level 1)

-  Information
-  Lift
-  Restricted areas

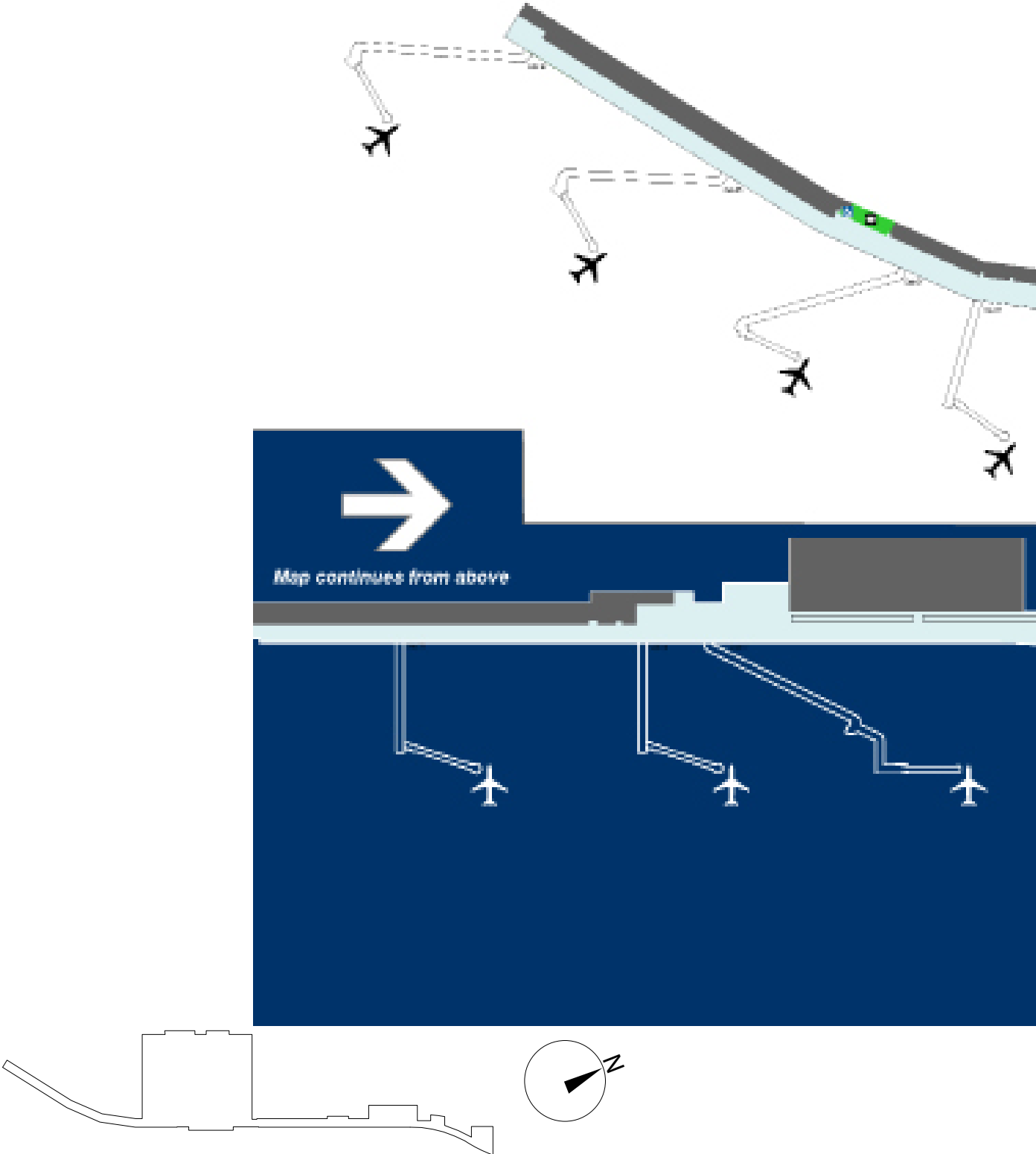


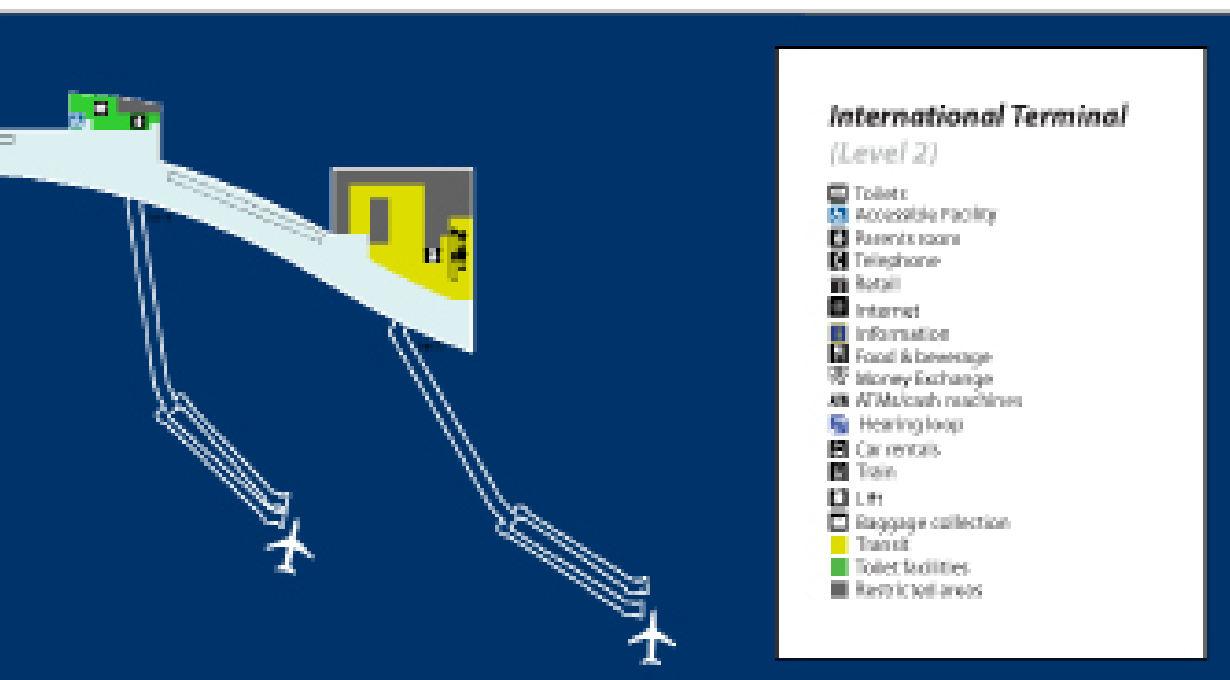
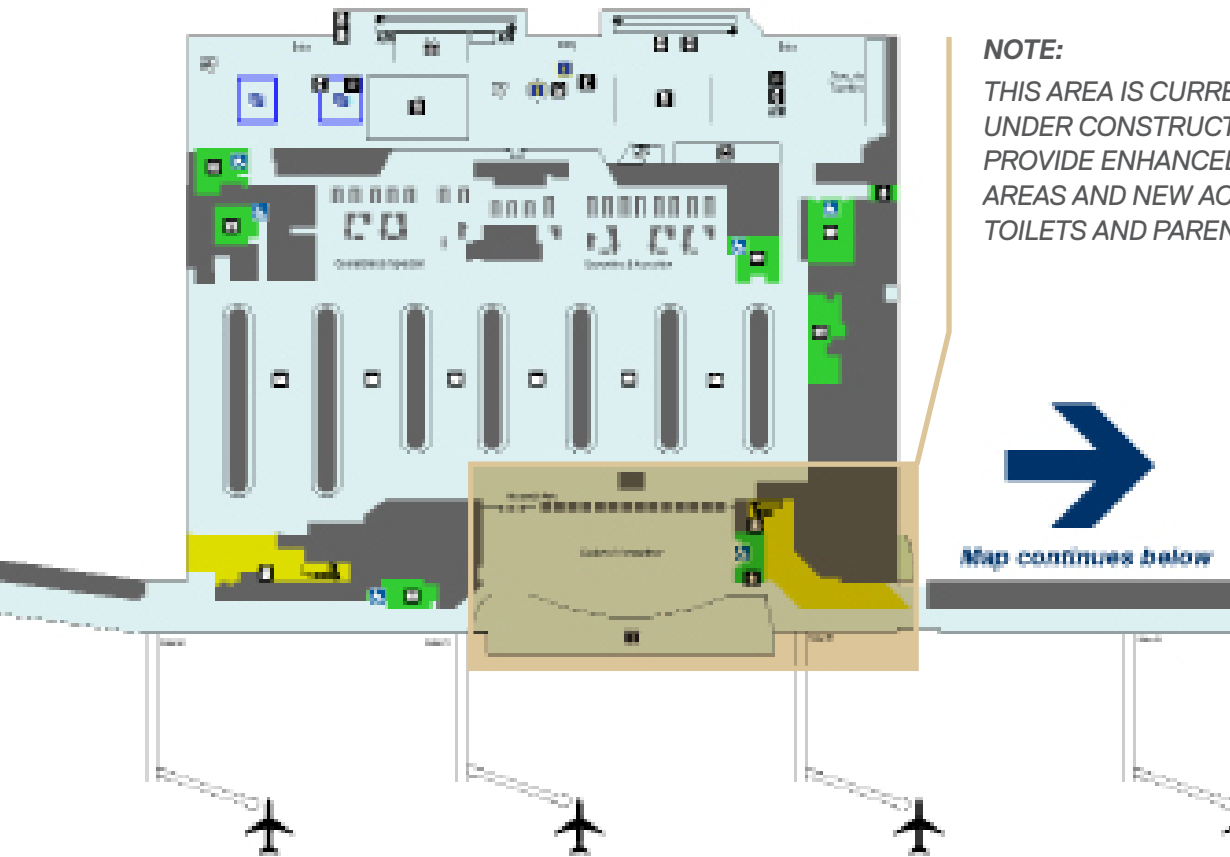


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### Brisbane Airport

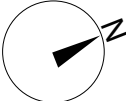
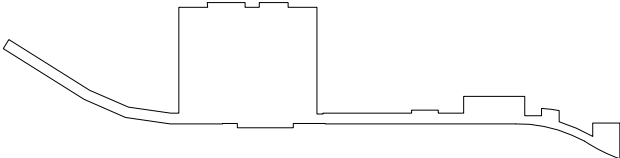
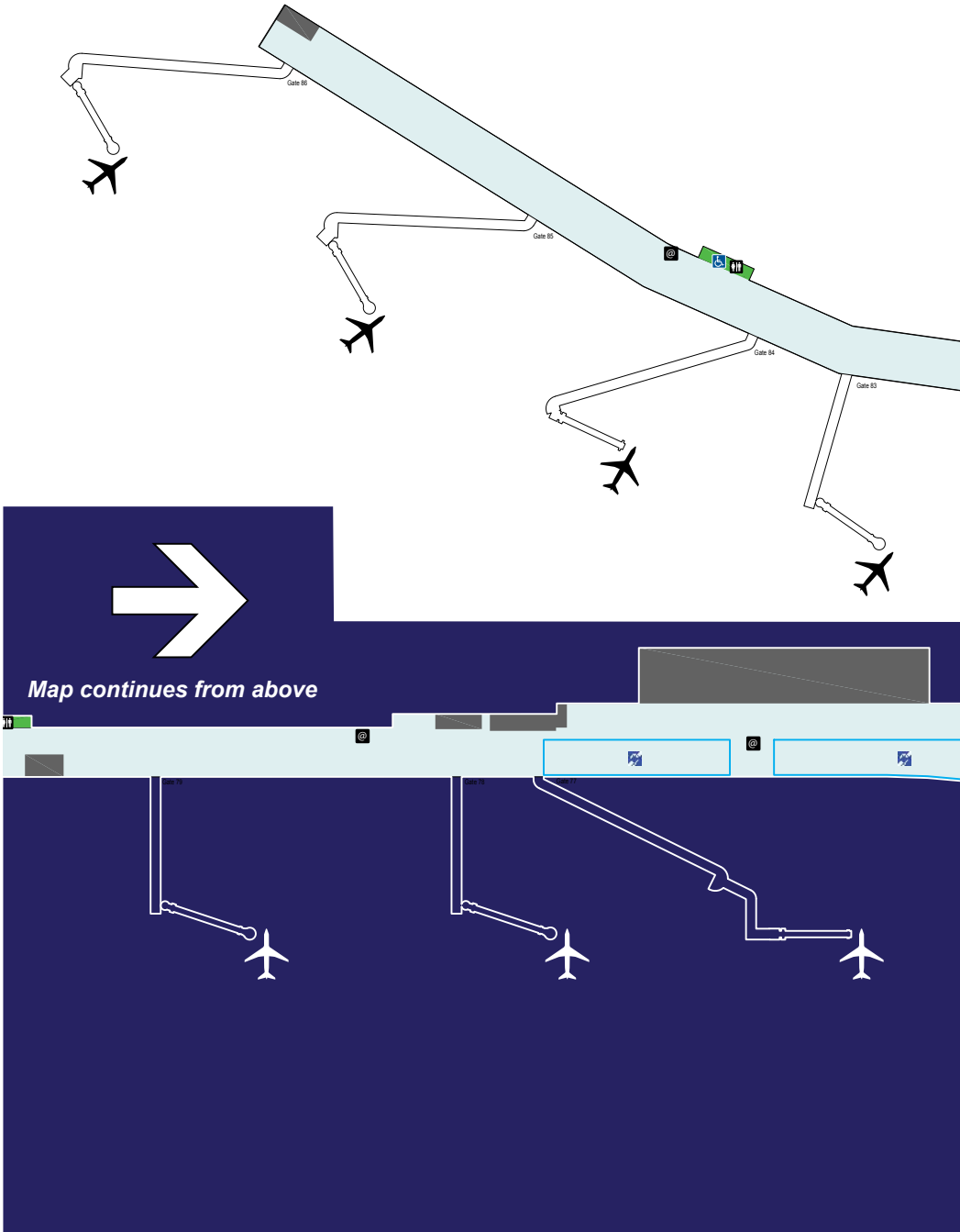
International Terminal  
Level 2 - Arrivals

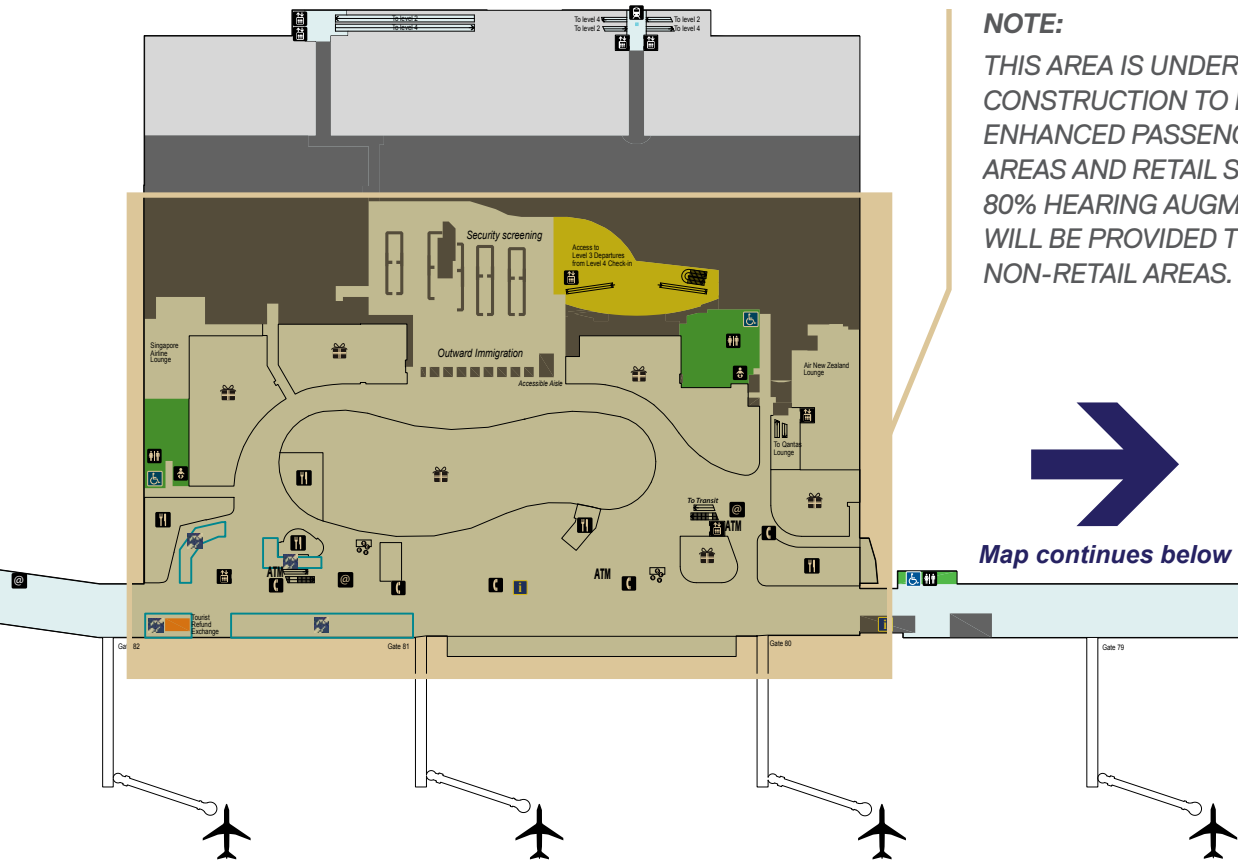




### Brisbane Airport

International Terminal  
Level 3 - Departures





**NOTE:**  
 THIS AREA IS UNDER CONSTRUCTION TO PROVIDE ENHANCED PASSENGER DWELL AREAS AND RETAIL SPACES. 80% HEARING AUGMENTATION WILL BE PROVIDED TO THE NON-RETAIL AREAS.



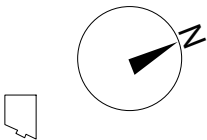
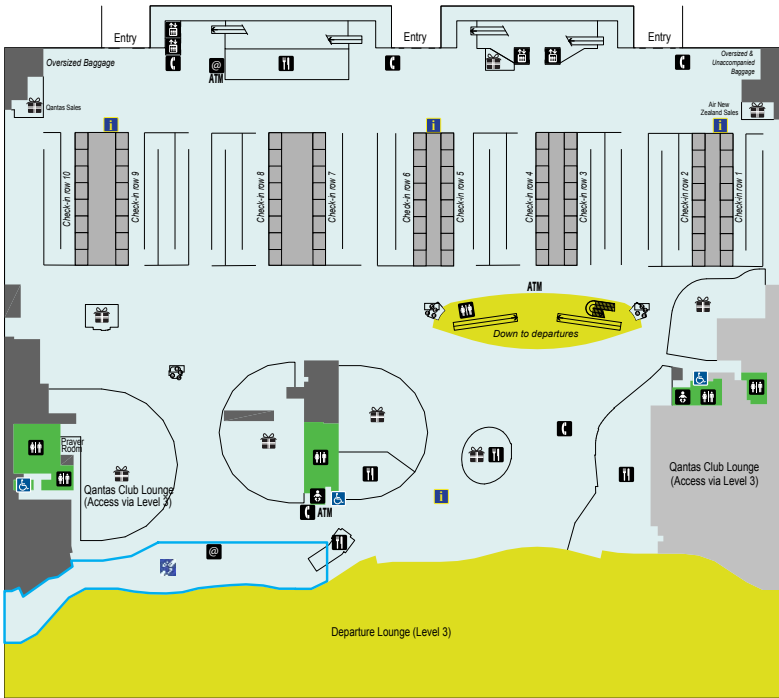
Map continues below

**International Terminal (Level 3)**


















- Toilets
- Accessible Facility
- Parents room
- Telephone
- Retail
- Internet
- Information
- Food & beverage
- Money Exchange
- ATMs/cash machines
- Hearing loop
- Train
- Lift
- Toilet facilities
- Restricted areas
- Transit
- Public areas

# Brisbane Airport

International Terminal  
Level 4 - Check-in & Retail Precinct



## **International Terminal (Level 4)**

-  Toilets
-  Accessible Facility
-  Parents room
-  Telephone
-  Retail
-  Internet
-  Information
-  Food & beverage
-  Money Exchange
-  ATM ATMs/cash machines
-  Hearing loop
-  Train
-  Lift
-  Toilet facilities
-  Restricted areas
-  Transit
-  Public areas

