



SOCIAL

Engagement with the surrounding community is an important focus for BAC and a number of forums and events have been initiated to promote meaningful connection and discussion.

9.1 Connecting with the Community

Brisbane Airport is more than just arrivals and departures, it is part of the greater landscape of Brisbane, a host, an ambassador and a showcase for the best of Brisbane. With this in mind BAC, as the custodian of Brisbane Airport, is committed to supporting and engaging with the local community to build pride in the airport and encourage a sense of co-ownership.

As part of this commitment BAC contributes more than \$1 million in sponsorship and philanthropic donations each year in support of over 100 local community initiatives and charities.

As of 2014, Brisbane Airport's major charitable partnerships include The Royal Flying Doctor Service, Royal Automobile Club of Queensland, Careflight, Crime Stoppers and Surf Life Saving Queensland. BAC are also keen supporters of the arts culture and professional sports leagues in Brisbane as sponsors of the Brisbane Roar Football Club, Brisbane Festival, Queensland Theatre Company, Brisbane Powerhouse, Queensland Art Gallery of Modern Art, La Boite Theatre Company, Camerata of St John's and Brisbane Philharmonic Orchestra to name a few.

BAC is also proud to be regularly recognised by industry for leading the way in engaging with the community through a dedicated Community Engagement Program.

This program is dedicated to generating informed, ongoing and interactive discussion about airport development, aircraft technologies, potential impacts from increased aircraft operations and airspace management.

The program has provided a strong platform for engagement with the community throughout the period of the 2009 Master Plan. This program will continue to form the basis of how BAC engages with the community over the next five years. Key activities of the community engagement program are outlined below.

COMMUNITY INFORMATION EXCHANGES

Community Information Exchanges (CIE) are held twice per year and are coordinated by BAC with participation by Airservices Australia and major airlines. The exchanges are held throughout different areas in Brisbane in order to listen to the community voice and provide factual information to the community. They offer a unique opportunity to present members of the community with information about what BAC is doing, why it is happening and how this may affect them.

CIEs are held in many locations throughout Brisbane with a particular emphasis on suburbs aligned with flight paths. Over recent years, CIEs have been held at Carina, Tarragindi, Bulimba and Murarrie. CIEs are organised to occur during a combination of weekends and weeknights. Attendance at the CIEs can be up to 40 people at any one event, many of whom have attended more than one CIE.

Advertising of the CIEs include notices in BMag and Quest Newspapers, letters to the federal, state and local government representative offices for placement in their local newsletters, placement on the BAC website and posts on the BAC Facebook page and Twitter updates.

FESTIVALS & FAIRS

BAC attends the Morningside, Nundah, Racecourse Road (Ascot/Hamilton) and Bulimba Festivals. Similar to the CIEs, attending community fairs provides the opportunity for BAC to have a presence in the local community and to create a platform where BAC can listen, educate and where possible, provide information on plans to members of the community. BAC's presence at festivals usually takes the form of a marquee with various displays and handouts of technical material relating to topical airport issues and projects.

The BAC marquee is manned by staff experienced in explaining technical issues. From time to time at the Racecourse Road Festival, an Airside Operations Vehicle is part of the display. Doing this allows the community to learn about and more closely relate to airside operations, which is a critical part of running an airport.

BRISBANE AIRPORT COMMUNITY AVIATION CONSULTATION GROUP (BACACG)

BACACG was formed in 2009 and is a platform for community consultation to promote informed and responsive community engagement between BAC and the community on issues such as aircraft noise, delays, upcoming projects and changes.

The group, which meets quarterly, has an independent chairperson and six independent community members, each of whom has a range of interests including aircraft noise and flight paths, special needs access, land use planning, community building, local communities and small and local business. Invitations are extended to members of the community who have a particular concern allowing them the opportunity to present that concern to the group.



COMMUNITY

BAC supports over many community events and activities each year.



BAC supports a wide range of community initiatives

Members of the community, government, industry and airlines are regularly consulted on Brisbane Airport activities.

Industry stakeholders are also represented at BACACG including:

- » Airservices Australia
- » Brisbane City Council
- » Qantas Airways
- » Queensland Government
- » Virgin Australia.

Observers from the Commonwealth Government Department of Infrastructure and Regional Development, as well as an observer representing the Member for Griffith, also attend.

From time to time site visits to various major airport projects have been on the agenda of BACACG meetings.

In addition, guest speakers have been invited to present information.

Records of each meeting are posted on the BACACG website with a BACACG annual report produced each year which synthesises the outcomes of all the meetings.

BRISBANE AIRPORT AREA ROUND TABLE (BAART)

The BAART is an integrated planning coordination forum comprising federal, state and local government planning agencies. It also provides input into BACACG meetings, providing updates on the progress of planning issues including aircraft noise, airspace management and surface transport. The intent of the BAART is to encourage two-way sharing of planning issues across the three levels of planning agencies.

AIRPORT DISCOVERY CENTRE

The Airport Discovery Centre (previously known as Experience Centre) is located in a very public and accessible place next to Woolworths in the Skygate precinct. The centre was originally opened in 2010 to provide a single location on the airport where the community can come to view and learn about information on the airport's operations.

The information panels and screens include historic airport footage, flight path information and information on managing growth and various airport activities. The information in the Airport Discovery Centre is also replicated in an online format and can be accessed from BAC's website.

The Airport Discovery Centre is regularly visited by primary schools under school excursion programs.

AIRPORT AMBASSADOR PROGRAM

BAC, along with Southern Queensland Tourism, developed this initiative as a way to give information and customer service to the travelling public. The Ambassadors are volunteers (many are retirees) who roam all levels of both terminals providing assistance and information as well as suggestions about tourist attractions. The Ambassadors work a minimum of one four hour shift per week and commit to twelve months with the program.

This is an invaluable service that is managed by Southern Queensland Tourism on behalf of BAC.

AIRPORT TOURS

BAC currently offers airport tours to community groups and school children. The tours take approximately one hour and incorporate key landside areas of Brisbane Airport. The tour is conducted by the Community Relations Officer who talks to the group about various airport activities and projects underway.

BRISBANE PLANE SPOTTERS AREA

Brisbane Airport has a dedicated viewing area for the community to view and photograph aircraft that are manoeuvring in the airfield. The current viewing area which is located in the Airport North precinct will be affected by the construction works associated with the New Parallel Runway (NPR). Consequently, an alternative viewing area with views of the airfield will be required. Possible locations for this could include western sections of the Airport East precinct or locations in the Airport North precinct.

9.2 Connecting with Industry

BAC participates in a range of industry working groups and technical associations as an effective means to keep informed on development and challenges facing the aviation industry. Participation in industry forums provides BAC with the opportunity to share technical knowledge with other industry stakeholders. Some of the key industry forums BAC participates in and contributes to, include:

Airport Capacity Enhancement (ACE) Project

The ACE Project is a national program that was commissioned by Airservices Australia in collaboration with airports and industry stakeholders to address the growing demand at Australia's major airports. The goal of the ACE Project is to identify opportunities to improve efficiency and to increase the utilisation of existing airfield, airspace and infrastructure in order to increase runway capacity.

Australian Airports Association (AAA)

The AAA is the national voice for Australian airports through representing the interests of over 250 airports and aerodromes, from regional landing strips to major international gateway airports. BAC plays an active role in the AAA including representation on the board and executive as well as participation in a range of technical working groups.

Australian Strategic Air Traffic Management Council (ASTRA) and Future Air Traffic Management Requirements Working Group (FARWG)

ASTRA was established by a number of industry and government stakeholders to plan and coordinate the implementation of the future air traffic management system. The role of ASTRA is to develop a whole-of-industry position on the development, implementation and periodic review of the Australian Air Traffic Management Strategic Plan and related technologies and procedures; to assist with coordinating the activities of all stakeholders in the implementation of the Australian Air Traffic Management Strategic Plan; and provide government and industry with well considered strategic industry advice on air traffic management related matters.

The FARWG forms one of the working groups of the ASTRA Council with the focus on considering issues

including the flexible use of airspace, user preferred trajectories, national demand and capacity issues, as well as integrated data exchange.

Capacity and Services Improvement Forum (CASIF)

Airservices Australia has established CASIF with participation of airlines as well as Brisbane, Sydney and Melbourne airports to set and review arrival capacity. This capacity takes into account operational limitations in terms of runways (length and layout configuration) as well as meteorological conditions.

Runway Demand Management Scheme (RDMS)

The RDMS, managed by Airport Coordination Australia, was introduced at Brisbane Airport in 2012. The purpose for the RDMS is to maximise the safe and efficient operation of the main runway until construction of the NPR is completed and becomes operational. Until then, all operations to Brisbane Airport are required to apply for and be allocated a runway slot prior to operation.

The effectiveness of the RDMS is reviewed via a Local Coordination Committee each scheduling season to review the performance of the previous season, preview the upcoming season and discuss possible enhancements to the RDMS.

Technical Noise Working Group (TNWG)

The TNWG was established to consider technical aspects of aircraft noise and operational issues at Brisbane Airport. Coordinated by Airservices and with participation of major airlines and BAC, the TNWG undertakes technical investigations of legitimate noise issues and potential improvement opportunities raised at BAC's primary engagement forums including BACACG and BAART.



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1 Volunteer Airport Ambassadors assist visitors.

2 BAC is involved in many community fairs and events.

3 Interactive display at the Airport Discovery Centre.

4 BAC established a relationship with the Real Estate Institute of Queensland in 2013.

A phone App for Brisbane Airport was launched in 2013



In addition, the TNWG is also responsible for aspects of aircraft noise at Brisbane Airport including:

- » Maintaining an awareness and currency of industry initiatives in airspace management and sustainable airport operations
- » Reviews of global noise abatement developments and procedures for possible integration into Brisbane Airport strategies
- » Consider any trends or influences on Brisbane Airport noise complaint data.

RELATIONSHIP BUILDING

The Airport Community

While the core operation of Brisbane Airport is aviation, its major focus is the people who form the airport community.

Every day during 2013 around 58,000 people visited Brisbane Airport and that number is expected to rise to 165,000 per day by 2034.

On any one day the airport population can encompass inbound and outbound passengers, staff of on-airport businesses and airlines, people meeting

and greeting, transport providers, construction workers, delivery personnel, security and customs staff, freight shippers, delivery drivers and shoppers, among others.

Beyond the physical land boundaries, local residents have a direct and indirect relationship with the airport and so are considered integral members of the airport community, as are elected representatives and officers from all levels of government who have responsibilities to constituents and legislation.

Every member of the extended airport community recognises the importance of the efficient operation, management and accessibility of Brisbane Airport.

CONNECTING, COMMUNICATING, ENGAGING

Recognising the diversity of the airport community and understanding the broad nature of topics of interest within that community, BAC has established a number of channels through which it can provide both topic specific and general information, receive feedback, exchange ideas and answer questions.

These channels are designed to encourage participation. From traditional community meetings through to social media platforms, BAC has broadened its outreach and feedback program to provide everyone with a method of communication that is most comfortable to them.

9.3 Master Plan Engagement

Connecting the airport community to the master planning process was integral to BAC's engagement commitment and while it is a statutory requirement under the Airports Act, BAC went well beyond those standards in order to stimulate and harness the ideas and inputs of those with an interest in the sustainable development of the airport.

In the 15 months leading up to a formal 2014 Preliminary Draft Master Plan public comment phase, BAC initiated a number of innovative strategies designed to achieve broad reach and secure valuable input.

Most notably, BAC convened a series of visioning workshops with key industry stakeholders. The purpose of the visioning workshops was to inform BAC's thinking and to reflect the outcomes of the workshops in key aspects of the 2014 Preliminary Draft Master Plan.

OBJECTIVES OF THE MASTER PLAN ENGAGEMENT PLAN

Corporate

- » Satisfy Australian Government expectations about the quality, quantity, reach and reporting processes linked to Master Plan stakeholder engagement, while also providing opportunities to assist in meeting Government requirements for engagement on the NPR
- » Fulfil BAC's corporate commitment to actively engage with its community, business, industry, aeronautical and government stakeholders in an inclusive way
- » Continue to build BAC's public reputation as a responsible organisation that seeks to responsibly manage the balance between the economic benefits to the airport with environmental impacts.

ENGAGEMENT

- » Develop an understanding among stakeholders about the purpose and process of the Master Plan
- » Educate and inform stakeholders about the content of the Master Plan
- » Proactively engage with government representatives, industry stakeholders and the community during the initial engagement phase to discuss and develop opportunities and resolve issues and constraints in a constructive way
- » Provide sufficient opportunities/activities for stakeholders to receive information and provide feedback on the Master Plan

- » Ensure materials developed to support the Master Plan engagement are clear and consistent in their messages
- » Respect the rights of stakeholders to voice their opinions and to have those opinions considered in the master planning process
- » Nurture a cooperative, information-led relationship between BAC and stakeholders.

PHASES OF ENGAGEMENT

There were two primary phases in the Master Plan engagement program:

Phase 1

Engagement activities undertaken during the development of the Master Plan and in the lead up to the public comment stage (January 2013 – March 2014)

Phase 2

Engagement activities undertaken during the course of the public comment stage (March – May 2014)

APPROACH TO ENGAGEMENT

In planning, BAC understood its approach to and conduct of stakeholder engagement around the Master Plan would not only contribute to improved planning outcomes, but also would contribute to the strengthening of its professional and corporate reputation within the community.

Consequently, a two-way communication strategy, providing stakeholders with the opportunity to participate, was implemented throughout the development of the Master Plan.

Based on experiences from the 2009 Master Plan, greater collaboration with government stakeholders was sought from the outset of the master planning process.

The establishment of a Working Group framework facilitated this engagement. Working Groups were convened to focus on four key areas

– Ground Transport, Land Use, Noise and Environment.

These Working Groups provided a platform to discuss and develop opportunities and work through the planning approach in a constructive way.

The objectives for stakeholder engagement were achieved through:

- » Effective information distribution
- » Effective information collection
- » Effective information exchange.

By keeping communication channels open and forwarding relevant information in a timely manner, stakeholders remained a part of the overall engagement.

Underpinning this approach was adherence to the following communication principles:

- » Keep all information as simple as possible without sacrificing integrity
- » Select formats suitable to the wide range of stakeholders
- » Make information available in a timely way using proven methods
- » Provide adequate channels for stakeholder feedback
- » Ensure feedback flows through to the Master Plan team for consideration in preparing reports and in developing management and mitigation strategies.



ENGAGING

The community was invited to comment on the Master Plan.

THE ENGAGEMENT PROGRAM – PHASE 1

Engagement Tools

A number of Master Plan-focused tools and activities were undertaken during Phase 1 of the engagement program as outlined in Table 9.1:

TABLE 9.1: MASTER PLAN PHASE 1 ENGAGEMENT ACTIVITIES

Tool	Topics	Channels	Targeted Stakeholder/s	Statistics
1800 Freecall Info Line	» 2014 Master Plan: responding to all queries about contents, timing, inputs etc.	» 1800 number placed on all Master Plan information materials » BAC website » Pull-up banners	» All stakeholders	25 calls were made to the 1800 freecall number. 85 phone calls to stakeholders from the 1800 number were made
Airport News	» General information about the 2014 Master Plan and inviting inputs and feedback	» BAC website » Email distribution	» All on-airport stakeholders » BAC staff	The Master Plan was mentioned 6 times across 15 editions of Airport News. Distribution to approximately 1,220 people
Bmag	» General information about the 2014 Master Plan and contact details	» Letterbox distribution	» All stakeholders	The Master Plan was mentioned in two editions of Bmag which was distributed to approximately 420,000 homes across Brisbane
BNE Magazine	» General information about the 2014 Master Plan and contact details	» BAC website » Distribution of printed copies of the magazine	» All stakeholders	BNE carried an article about the Master Plan in its December 2013 edition. 30,000 copies of this edition were distributed
Briefings	» 2014 Master Plan: inputs, content, timing	» Direct engagement through meetings and presentations	» Elected representatives (Local, State, Commonwealth)	45 individual briefings were provided to elected representatives
Briefings	» 2014 Master Plan: inputs, content, timing	» Direct engagement through meetings and presentations	» Departmental officers (Local, State, Commonwealth and utility providers)	» Topics briefed included: » Land use planning » Environment » Transport » Utilities
<p>The following government departments were involved in briefings and presentations or participated in Working Groups:</p> <ul style="list-style-type: none"> » Brisbane City Council » Department of Transport and Main Roads (Qld) » Department of Environment and Heritage Protection (Qld) » Department of State Development, Infrastructure and Planning (Qld) » Airservices Australia (Commonwealth) » Department of Environment (Commonwealth) » Department of Infrastructure and Regional Development (Commonwealth) » Australian Customs and Border Protection Service (Commonwealth) » Aircraft Noise Ombudsman (Commonwealth) » Department of Agriculture, Fisheries and Forestry (Qld). 				
Briefings	» 2014 Master Plan: inputs, content, timing	» Direct engagement through meetings and presentations	» Business organisations	Briefings were provided to business organisations including on-airport businesses and airline operators including: » Tourism and Events Queensland » Australasian Airports Real Estate Conference » Airbiz
Briefings	» 2014 Master Plan: inputs, content, timing	» Direct engagement through meetings and presentations	» Airline operators	Five meetings with domestic and international airline operators and airports

Tool	Topics	Channels	Targeted Stakeholder/s	Statistics
Community Exchange	<ul style="list-style-type: none"> » General information about Master Plan as part of larger briefings about all of airport activities and initiatives 	<ul style="list-style-type: none"> » Invitation delivered by letterbox drop to relevant communities 	<ul style="list-style-type: none"> » Community exchanges are held quarterly at locations within close proximity of Brisbane Airport. 	<p>In the period January 2013 to March 2014 four Community Exchanges were held at:</p> <ul style="list-style-type: none"> » Bulimba (12/3/13) » Hemmant / Murarrie (4/5/13) » North (15/6/13) » North (9/11/13)
Community Focus Groups	<ul style="list-style-type: none"> » Introduce the 2014 Master Plan » Seek feedback on community requirements – infrastructure, services, facilities 	<ul style="list-style-type: none"> » Individual round-table focus groups 	<ul style="list-style-type: none"> » Community 	<p>3 x focus groups comprising 39 attendees drawn from areas north, south and central to Brisbane Airport</p>
Enquiry Email	<ul style="list-style-type: none"> » 2014 Master Plan: delivering information about the Master Plan and responding to email queries about contents, timing, inputs etc. 	<ul style="list-style-type: none"> » Enquiry Email address placed on all Master Plan information materials » BAC website » Pull-up banners 	<ul style="list-style-type: none"> » All stakeholders 	<p>11 email enquiries relating specifically to the Master Plan have been managed</p>
Fact Sheets	<ul style="list-style-type: none"> » About the Master Plan » About the 2014 Airport Environment Strategy » Master Plan Construction Activity » About the 2014 Ground Transport Plan » Aircraft Noise 	<ul style="list-style-type: none"> » BAC website » Emails to stakeholder database » Inclusion of printed material in information kits » Give-aways at festivals, community meetings and fairs 	<ul style="list-style-type: none"> » All stakeholders 	<p>10,000 copies of the fact sheets have been printed</p>
Festivals	<ul style="list-style-type: none"> » General information about the 2014 Master Plan and how to be involved 	<ul style="list-style-type: none"> » Banner Display » Questionnaire » Distribution of cards with contact details 	<ul style="list-style-type: none"> » Community 	<p>BAC displayed information about the Master Plan at the following festivals:</p> <ul style="list-style-type: none"> » Bulimba Festival (25 August 2013) » Nundah Festival (8 September 2013) » Racecourse Road Festival (15 June 2013)
Master Plan pages on BAC website	<ul style="list-style-type: none"> » General information about the Master Plan and how people can be involved » Fact sheets » Media statements » Contact details 	<ul style="list-style-type: none"> » InternetFacebook » Twitter » Email to stakeholder database » Pull-up banners 	<ul style="list-style-type: none"> » All stakeholders 	<p>9,744 Master Plan page views with an average of 1 minute / page view</p>
Media Release	<ul style="list-style-type: none"> » 2014 Master Plan: inputs, content, timing and contact details 	<ul style="list-style-type: none"> » Print media » Radio » Television » Magazines » Trade media » Facebook » Twitter 	<ul style="list-style-type: none"> » All stakeholders 	<p>Three media statements containing information about the Master Plan were distributed to approximately 300 media representatives per release</p>
Projects Update	<ul style="list-style-type: none"> » 2014 Master Plan overview 	<ul style="list-style-type: none"> » BAC website » Email to stakeholder database » Inclusion in printed material in information kits » Give-aways at festivals, community meetings and fairs » Displayed at head office 	<ul style="list-style-type: none"> » All stakeholders 	<p>Distributed on 1/6/13</p>

TABLE 9.1: MASTER PLAN PHASE 1 ENGAGEMENT ACTIVITIES (CONTINUED)

Tool	Topics	Channels	Targeted Stakeholder/s	Statistics
On-line community survey	» Encouraging input to the 2014 Master Plan through a questionnaire	» Email to stakeholder database » BAC website	» All stakeholders	236 questionnaires were returned to BAC
Personalised Letters	» Outlining start of work on the 2014 Master Plan – inviting queries, seeking input and offering briefings » Outlining progress on Master Plan – inviting queries, seeking inputs and offering briefings	» Mail » Email	» Elected representatives (Local, State, Commonwealth) » Relevant government ministers (State and Commonwealth) » On-airport tenants	98 letters were sent to government stakeholders 137 letters were sent to on-airport tenants 3 letters to Directors-General regarding Vision Workshops
Pull-Up Banners	» 2014 Master Plan and sources of further information and how to be involved	» Display at BAC head office » Display at all community forums	» All stakeholders	3 pull-up banners were produced and displayed at various venues
Staff Notices	» General information about the 2014 Master Plan and contact details	» Email distribution	» BAC staff	Information on the Master Plan was issued in 2 editions of Staff Notices. Staff Notices is sent to 250 staff members
Stakeholder database	» The database is considered a communication tool as well as a channel for issuing information about the Master Plan	» Individual emails sent to all database registrants	» All people who have elected to register with BAC for updates on the 2014 Master Plan	640 people on the BAC stakeholder database
Vision Workshops	» Participation in planning for the 2014 Master Plan » Contribution of ideas, concepts and initiatives to be considered for adoption in the 2014 Master Plan	» Individual round-table vision workshops	» Local, State and Commonwealth departmental officers » Ground Transport Operators » Airport Freight Industry » Airport Ambassadors » Ground Service Providers » Airline Operators	Six vision workshops were held. Approximately 100 people drawn from the various groups listed here attended the workshops. Minutes of all Vision Workshops were kept and distributed to attendees.
Website	» Like the stakeholder database, the website is considered a communication tool as well as a channel for issuing information about the Master Plan	» All BAC material references the website or for on-line material provides live links	» All stakeholders	9,744 Master Plan page views with an average of 1 minute / page view
Working Groups	» Participation in planning for the 2014 Master Plan including inputs to chapter development and infrastructure requirements	» Individual round-table working group meetings	» Local, State and Commonwealth departmental officers	Four Working Groups were established: 1. Ground Transport 2. Land Use and Development 3. Environment 4. Aircraft Noise Each Working Group met three times during the development of the Master Plan
Brisbane Airport Area Round Table (BAART)	» Introduce and update on progress of 2014 Master Plan	» Quarterly meeting	» BAC-chaired group of community, industry and government stakeholders	Five meetings of BAART held between January 2013 and March 2014
Brisbane Airport Community Aviation Consultation Group	» Introduce and update on progress of 2014 Master Plan	» Quarterly meeting	» Independently chaired group of community, industry and government stakeholders	Five meetings of BACACG held between January 2013 and March 2014

9.4 The Engagement Program – Phase 2

PUBLIC COMMENT PERIOD

This formal phase of the engagement program aligned with the release of the 2014 Preliminary Draft Master Plan for public comment. During this phase BAC built on the engagement activities undertaken in Phase 1, using many of the same tools and channels to maximise stakeholder reach.

BAC ensured stakeholders understood that during this phase they could make formal comment on any element of the Master Plan and that any comment would be considered in the development of the draft document that was forwarded to the Australian Government for approval after the public comment period.

Phase 2 comprised:

- » Community access to the Preliminary Draft Master Plan in a number of locations and formats
- » Distribution of a compact, companion document that summarised the major outcomes of the Master Plan
- » Distribution of the Current and Future Flight Path and Noise Information booklet
- » Distribution of information on the public comment period, its timing and purposes and explaining how comments could be lodged
- » Reported on outcomes of the public comment period.

CONNECTING PEOPLE BUILDING OPPORTUNITIES

BAC is firmly committed to a policy of genuine engagement and aspires to creating an environment where individuals and groups feel comfortable in raising ideas, opportunities, issues and concerns in the knowledge that BAC will treat such comments seriously and in a spirit of cooperation and shared interest.

While engagement necessarily intensifies around the development of the airport's most important planning instrument, actively communicating with the vast airport community is year-round practice that is amplified through its many direct community and industry sponsorships and community building events, initiatives and festivals.

The theme of the 2014 Brisbane Airport Master Plan is 'Connecting People Building Opportunities' and through its comprehensive approach to engagement and relationship building BAC strived to bring this theme to life.



COOPERATION

BAC is committed to active, genuine stakeholder engagement.

