



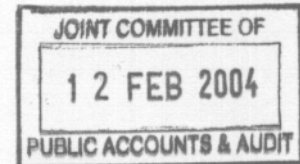
Brisbane Airport
Corporation Ltd

Submission No. 83

Our ref: AK/ak
Your ref:

Make the most of life.

10 February 2004



Mr John Carter
Inquiry Secretary
Joint Committee of Public Accounts and Audit
Parliament House
CANBERRA ACT 2600

Dear Mr Carter

Re: REVIEW OF AVIATION SECURITY IN AUSTRALIA

In response to your request of 28 January 2004 to supply information regarding the instances of, as well as the trends and penalties for, 'airport rage' and the training for ASIC holders, we are pleased to answer as follows;

Airport rage:

- We do not keep specific records on incidents of this nature, rather we record the response of the Australian Protective Service (APS) to all incidents over the whole airport. Accordingly we cannot give specific figures but it is our opinion that there has been no discernible increase, over the past three years, in the number of requests for the APS to attend the screening points to deal with unruly or unco-operative passengers.
- It should be pointed out to the Committee that the International Terminal has traditionally not been the subject of many incidents of 'airport rage' due to the attitude of the people departing and the lack of non travelling persons accompanying them. In the main, the attitude is different because the people are either excited to be going overseas, or happy that they have experienced a good time in Australia while on holiday.
- There is no doubt that 'air rage' problems are compounded at the Domestic terminal due to the numbers of meeters, greeters and fareweliers that accompany travellers. As we do not have a screening point currently in operation at this terminal, we cannot give any figures to support this contention, but would presume that both Qantas and Virgin have been requested to supply these.
- Whilst we have not noticed any increase in the nature or number of incidents regarding airport rage, we would comment that there does not seem to be any decrease either. This applies also to the instances of persons making inappropriate comments regarding the possession of weapons or explosives and it could be that there is a definite relationship between the two scenarios. It would seem that there has been no change to the attitude of some persons and that this will continue until there is a better public

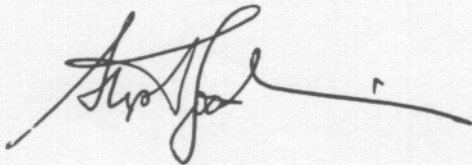
awareness of the consequences of such inane comments. Accordingly, while we would not agree that the penalties for 'airport rage' should ever be the same as for 'air rage' (the latter could have a far more serious consequence), there is, in our opinion, a definite need for a review of the penalties that can be imposed for 'airport rage'.

Security awareness training:

We do not have any specific security awareness training or material that we provide when issuing ASIC's. On application, there is a requirement for the applicant to sign that they have read and understood all the security provisions that are printed on the form. The consequences of non-compliance are also provided to them on the same form and we consider that their signature is sufficient proof that they are aware of their obligations. Additionally, we supply the opportunity annually for all airport staff to attend a security awareness briefing as part of our Emergency Exercise Program. This briefing covers all aspects of airport security and includes information from the APS, DoTaRS, AFP, airlines and ourselves as the airport operator.

We trust that this information is of assistance to the Committee and, if there is any issue that needs clarifying, we would be only too pleased to assist further.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Stephen Goodwin', with a long horizontal flourish extending to the right.

Stephen Goodwin
General Manager Operations