

BRISBANE INTERNATIONAL CRUISE TERMINAL

ACCESS MANAGEMENT PLAN – PASSENGER BOARDING BRIDGES

JUNE 2022



Access Management Plan – Passenger Boarding Bridges

1.0 Introduction

1.1 Legislation Overview

Disability Discrimination Act (DDA) Requirements

The Disability Discrimination Act (DDA) was enacted in 1993 and has brought a significant change to building design and construction. No longer is the provision of access for people with disabilities a moral obligation but it is now a legislative requirement.

The Disability Discrimination Act provides protection for everyone in Australia against discrimination based on disability. It is a means of ensuring that people with disabilities are treated as equally as those people without a disability and includes the provision of goods and services, access to building and employment.

The DDA includes disabilities which people:

- Have now or previously existed but no longer exist;
- May exist in the future;
- Are imputed to a person.

“Disability” for the purposes of this Management Plan is defined in accordance with the DDA. It includes a disability that is:

- Physical;
- Sensory;
- Intellectual;
- Neurological;
- Learning Disabilities;
- Physical Disfigurement;
- The presence in the body of disease causing organisms.

The DDA also covers a person being discriminated against because:

- They are accompanied by an assistant, interpreter or reader;
- They are accompanied by a trained animal (guide dog);
- They use equipment or aids (i.e. hearing aids).

The DDA also protects relatives, friends, carers and co-workers if they are discriminated against because of a person’s disability.

Disability Standards for Accessible Public Transport (DSAPT) Requirements

In 2002, the Disability Standards for Accessible Public Transport (DSAPT) was released providing a staged time-frame for operators and providers to bring their conveyances, premises and infrastructure in line with the Standards. On 1 May 2011, The Disability (Access to Premises -

Buildings) Standards 2010 came into force under the DDA where Part H2 – Public Transport Buildings applies to regular transport buildings as defined in the DSAPT.

The purpose of the *Disability Standards* is to remove discrimination to passengers on the basis of disability from public transport services. The *Disability Standards* provide national requirements that public transport providers and facility operators must meet in order to comply with the *Disability Discrimination Act 1992*.

The *Disability Standards* apply to Conveyances, Premises and Infrastructure.

- *Conveyances* includes the vessels used for the transport of passengers
- *Premises* are structures, buildings that an operator provides for passenger use as part of a public transport facility. "*Premises to which the standards apply*" means premises to which Part H2 of the Access Code (refer Schedule 1 of the Premises Standards) applies that are either a new building or an affected part of a building, within the means of the Premises Standards; or an existing public transport building that is still in use under Part 3.1 of the Premises Standards.
- *Infrastructure* is any structure or facility that is used by passengers in conjunction with traveling on a public transport service (passenger bridge)

Definition Public Transport Service DSAPT 1.23

(1) A public transport service is an enterprise that conveys members of the public by land water or air.

(2) A public transport service includes:

(a) community transport conveyances that are funded or subsidised by charity or public money and that offer services to the public; and

(b) foreign aircraft and vessels that carry passengers to, from or in Australia and that offer services to the public.

DSAPT Part 33 Compliance

DSAPT Section 33.3 Equivalent Access

(1) of the DSAPT states that compliance can be achieved in either of two ways:

(a) *applying relevant specifications in the standards before the target dates; or*

(b) *using methods, equipment and facilities that provide alternative means of access to the public transport service concerned (but not using separate or parallel services) with equivalence of amenity, availability, comfort, convenience, dignity, price and safety.*

(2) *This may include direct assistance over and above that required simply to overcome discrimination.*

DSAPT Section 33.4 and 33.5

Operators and providers must demonstrate that equivalent access provides public transport without discrimination "as far as possible" and must consult with passengers with disabilities who use the service, or with organizations representing people with disabilities about any proposal for equivalent access.

DSAPT Section 33.6 Direct Assistance

(1) Nothing in the standards prevents operators and providers from offering assistance directly to passengers.

(2) If these standards have not been fully met, direct assistance maybe a means of providing equivalent access.

(3) In addition to compliance with other provisions of these Standards, direct assistance to passengers is required if:

(a) it is necessary to provide equivalent access to a services; and

(b) direct access can be reasonably provided without unjustifiable hardship.

DSAPT Guidelines Division 33.2 Equivalent Access

33.6 Meaning of equivalent access

(1) 'Equivalent access' refers to alternative methods of assisting passengers with disabilities to use public transport where there are unavoidable constraints on unassisted access.

33.7 Methods of providing equivalent access

(2) The Disability Standards are intended to remove discrimination form public transport services. They do not impose particular technical solutions where other methods are equally effective and appropriate.

DSAPT Guidelines Division 33.3 Direct Assistance

33.8 Provision of direct access

When providing direct assistance, an operator or provider will be regarded as giving equivalent access to the public transport when assistance is provided to that person in a way that gives an equivalent level of access to the service.

2.0 Policy Statement

2.1 Brisbane International Cruise Terminal Policy Statement

The Brisbane International Cruise Terminal (BICT) is owned and managed by the Port of Brisbane Pty Ltd (PBPL). We have a commitment to providing services to the public seeking such services on an equal basis and as part of our focus on customer service, is the improved provision of facilities and services for people with disabilities, with this commitment reflected in the following Access Management Plan – Passenger Boarding Bridge. This plan has been formulated in response to the Disability Discrimination Act 1992 (DDA) and the Disability Standards for Accessible Public Transport (DSAPT) in regards to the Passenger Boarding Bridge (PBB).

PBPL will provide facilities and services that are accessible to all members of the community, including passengers and visitors with special needs or disabilities. We will work closely with our cruise line partners to ensure everyone's accessibility needs are met through continually reviewing our services to better reflect our customers' requirements.

This plan will assist all staff to be responsive to the needs of people with disabilities and as such will be reviewed on a regular basis, ensuring that the Plan is a living document reflecting the Brisbane International Cruise Terminal site, facilities and services, along with changing community expectations. This Plan will be read in conjunction with the "Accessible Services – Information for passengers and visitors with a disability or assistance needs".

2.2 Access to premises, employment, goods and services

As part of orientation to this premise BICT will provide Induction Training to all staff that will include, however is not limited to:

- review of all policies and procedures, including this plan;
- a tour of the work area and building
- an introduction to sign in/out procedures
- an explanation of local amenities
- introduction to fellow employees
- introduction to health and safety representatives; first aiders and fire wardens
- introduction to occupational health and safety policies and procedures
- description of work place hazards and risk control measures
- an explanation of the location and use of fire-fighting equipment
- details of emergency evacuation plan (including people with a disability), exits and escape routes.

3.0 Site Access

3.1 Background

The cruise lines provide most of the on-ground staff to operate the facility including staff to assist passengers and provide services such as arrival and baggage drop/collection and check-in as well as roaming staff throughout the facility.

Therefore, any passenger requiring additional assistance is asked to directly contact their cruise line in advance to **discuss their specific needs prior to arriving** at the Brisbane International Cruise Terminal.

This information will also be included on the BICT website and located in “Accessible Services – Information for passengers and visitors with a disability or assistance needs”.

3.2 Vessel Embarking / Disembarking

Each vessel docking at the Brisbane International Cruise Terminal (BICT) will be provided with an information pack regarding the following site conditions to advise potential passengers with disabilities in order to ascertain if assistance with vessel embarking/disembarking will be required at the terminal.

Once through check-in and immigration access to the vessels is via the Elevated Passenger Walkway (EPW). The elevated passenger walkway provides safe access for passengers to and from the terminal building. It connects to the cruise ship via one of two passenger boarding bridges.

All passengers are required to travel the length of the walkway, which is a maximum distance of 270 metres and is approximately 3.5 metres wide. The walkway is provided with handrails on each side for the first 156m and a single hand rail on the final 112m.

Due to the length of the walkway, there are seated rest stops provided at each junction where the walkway turns. Rest stops are located at approximately every 60 metres, starting from the building. There are five rest stops located at 60m, 120m, 180m, 240m and 270m from the walkway's start point (the building).

The Passenger Boarding Bridge (PBB) is a specialised piece of equipment which enables passengers to transit from the terminal building elevated walkway to the vessel in a secure and comfortable manner.

The gradient of the boarding bridge tunnels may vary depending on the vessel's passenger loading point and tidal influences. The bridge tunnels will automatically adjust to achieve the most optimum gradient throughout the bridge. On most occasions the tunnels will be <1:14 however there may be instances when this gradient is <1:8.

The distance through the bridge is a maximum of 55m. The width throughout the bridge ranges from 1000mm at the ramp which connects to the ship, between 1400mm-1800mm throughout the tunnels, and 1400mm at the ramp which connects to the terminal building elevated walkway.

There are handrails throughout much of the bridge however these are not continuous. The floor finish is an epoxy coating with anti-skid properties and there are transitioning ramps internally within the bridge. The bridge is glazed so can be viewed from the vessel and the EPW. Rest seating is provided at the midway landing point of the PBB.

All passengers must use the passenger boarding bridge to embark or disembark the vessel.

Passengers who require assistance to use the PBB via the EPW should notify a cruise staff member prior to using it, this is likely to occur prior to visiting the terminal.

3.3 Passengers with disabilities requiring assistance to embark and disembark the vessel

BICT is committed to providing access for passengers with disabilities and has developed the following plan to enable facilitation of a passenger with special needs to access cruise vessels.

The following information is also provided on the BICT website and in the document “Accessible Services – Information for passengers and visitors with a disability or assistance needs”.

Any special requirements for passengers should be known before getting to this point however the additional below information will ensure a smooth transition to/from the vessel.

BICT staff are required to be aware of this plan however the implementation will be provided by cruise vessel staff.

- The vessels contain a number of wheelchairs. Trained cruise line staff will accompany and assist passengers using wheelchairs when embarking or disembarking through the vessel and terminal.
- A sign at the start of the PBB advising distance will be provided to inform passengers of the length and if they require assistance.
- Should a passenger have travelled part way through the PBB and discover they need assistance, an operator will go and stand with the person to assist until a wheelchair is brought from the vessel or terminal for them. There are two fold-down seats mid-way, if required.
- PBPL will also have a wheelchair available on the Elevated Walkway, if required.

Communication and feedback

4.1 Complaints or enquiries

BICT welcomes feedback, concerns or suggestions from passengers, staff and visitors to the facility about how we can continue to improve our service.

Feedback can be provided via our online form, email or telephone – details are provided below. Please note that PBPL will respond to enquiries during business hours, Monday to Friday 8:30am to 5:00pm.

Website online form: www.portbris.com.au/contact/

Email: bict@portbris.com.au

Telephone: +61 7 3258 4888

Postal address: Locked Bag 1818, Port of Brisbane, QLD 4178