

# Security and Emergency Awareness Guide

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August 2023  
Version 3.4

# Australian Security Environment

Australia's general terrorism threat level is **POSSIBLE**. While Australia remains a potential terrorist target, there are fewer violent extremists with the intention to conduct an attack onshore.

Ideologically motivated violent extremism—and particularly nationalist and racist violent extremism—remains a threat to Australian security and its adherents will continue to engage in offensive behaviors. But nationalist and racist violent extremist groups are more likely to focus on recruitment and radicalization, rather than attack planning. ASIO remains concerned about the potential for these groups to radicalize individuals who then go on to undertake attacks, potentially without any warning.

In the online environment, violent extremists—both in Australia and offshore—will continue to produce and share propaganda intended to sow division and encourage acts of violence. While a single piece of propaganda is unlikely to be the sole catalyst for an attack, it can be amplified in online echo chambers where violent extremist ideologies can proliferate without being challenged.

CERTAIN

EXPECTED

PROBABLE

POSSIBLE

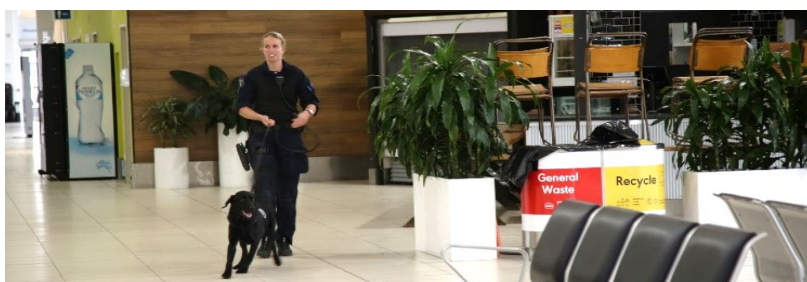
NOT EXPECTED

The National Terrorism Threat Level is regularly reviewed in line with the security environment and intelligence. The current threat level is available at <https://www.nationalsecurity.gov.au/national-threat-level/current-national-terrorism-threat-level>

The Australian Government has strengthened airside security measures apply at Australia's nine major airports:

- Adelaide,
- Brisbane,
- Cairns,
- Canberra,
- Darwin,
- Gold Coast,
- Melbourne,
- Perth, and
- Sydney.

These measures include airside security awareness training which must be provided to staff who regularly work in the Security Restricted Area at these airports.







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# Glossary

ABF	Australian Border Force
ADA	Authority to Drive Airside
AUA	Authority to Use Airside
AFP	Australian Federal Police
ARFF	Aviation Rescue and Fire Fighting
ARO	Aerodrome Reporting Officer
ASIC	Aviation Security Identification Card
ASIO	Australian Security Intelligence Organisation
ASN	Aviation Screening Notice
ATSA	Aviation Transport Security Act 2004
ATSR	Aviation Transport Security Regulations 2005
CISC	Cyber and Infrastructure Security Centre
CTU	Counter Terrorism Unit (Border Force)
DOHA	Department of Home Affairs
ETD	Explosive Trace Detection
GCA	Gold Coast Airport
HHMD	Hand Held Metal Detector
IATA	International Air Transport Association
LAGS	Liquids, aerosols and gels
Port Team	Counter Terrorism Officers (AFP)
QAL	Queensland Airports Limited (owner of Gold Coast Airport)
Law Enforcement	Queensland and/or NSW Police Services
RPT	Regular Public Transport
SCO	Security Contact Officer
SRA	Security Restricted Area
T1	Terminal One
TSP	Transport Security Program
VIC	Visitor Identification Card
WTMD	Walk Through Metal Detector
X-Ray	X-ray equipment used for goods and personal items.

# Introduction

A proactive security culture is one of the most important aspects of effective security. It is important that all airport employees, regardless of their role or employer, understand that they are an integral part in the security awareness culture at Gold Coast Airport.

It is important that everyone employed in a role at the airport understand the basic security measures, their personal obligations and what they are expected to do and how to report suspicious activity, crime or security breaches.

The information provided in this Security and Emergency Awareness Guide includes a description of certain security and safety arrangements required at Gold Coast Airport. It is hoped that the Gold Coast Airport Security and Emergency Awareness Guide will assist in helping to promote the security and safety partnership with Gold Coast Airport and all other organisations at the Airport, as well as foster a robust security and safety culture.

This guide has been designed to provide an easy induction and on-going reference tool for all persons employed at Gold Coast Airport. Information in the guide covers what you need to know to help keep you and Gold Coast Airport safe and secure.

You should read and understand the contents, so you understand the day to day operations of the airport and ensure you are prepared for a security or emergency incident should it occur. It summarizes your security responsibilities and provides you with a good reference to help prepare you for your Security Awareness Test.

As part of our corporate strategy, it is important that we maintain the highest safety and security standards in order to protect Gold Coast Airport passengers and fellow staff.



Michael Bassett  
Manager Security and Emergency Planning  
Gold Coast Airport Pty Ltd





# Airport Security Awareness

## Australian Federal Police (AFP)

The Australian Federal Police operate “Airport Watch” program at Gold Coast Airport, this initiative builds on the AFP’s close relationship with both Gold Coast Airport, the local community and holiday makers from all over Australia.

Airport Watch engages with the airport community as the 'eyes and ears' within the aviation environment to increase reporting of suspicious activity within airports and the sector.

Staff working within the airports, as well as members of public transiting through or visiting airports, can contact Airport Watch to report suspicious activity.

Contact 131 AFP immediately or as soon as possible when you see or hear the following:

- Requests for proactive, preventative police attendance in anticipation of unruly behaviour escalating e.g. when passengers denied uplift, flights cancelled, lost baggage.
- Any suspicious or unusual activity or item – trust your instincts.
- When you suspect a crime has occurred, is occurring or about to occur.
- Any intoxicated person engaging in antisocial or disruptive behaviour.
- If you or another person is at risk of physical harm.
- Any activity or situation that might threaten the safety of a person or safe operation of the airport.



**Call 131 AFP**

*In an emergency call 000*

Follow your instincts – if something doesn't seem right, report it.

# See it. Hear it. Report it!

## Active Armed Offender

Places of mass gathering such as airports are high profile attractive targets which can pose a broad range of security challenges. One specific threat is that of the Active Armed Offender. Gold Coast Airport as part of its regulatory requirements has identified potential Areas of Mass Gatherings and put in place Mitigation Strategies and procedures to help alleviate the risk as much as practically possible.

Although unlikely, if faced with such a scenario, the following guidelines developed by the Australia-New Zealand Counter Terrorism Committee should be followed.



**Escape:** Your priority action should be to remove yourself and others from close proximity to the offender(s), and/or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

- **Under immediate attack** – Take cover initially but attempt to leave the area as soon as it is safe to do so.
- **Nearby attack** – Leave the area immediately and move quickly from where the attack is located, but only if it is safe to do so.



**Hide:** If you don't believe you can safely evacuate, then you may need to consider sheltering in place.

- Silence your phone.
- Constantly re-assess the situation and your options based on the best available information.



**Tell:** The more information people can pass on to the police or owners and operators the better, but NEVER at the expense of an individual's own safety or the safety of others.

- If it is safe to do so information should be provided immediately to the police via 000.
- Consider giving information and advice to others who may be unfamiliar with the site.

## Trusted Insider

A trusted insider is defined as anyone who has been given access to a business's systems and/or physical premises. This includes past and current employees, contractors and visitors.

As an airport worker you are an attractive target for criminal/terror groups who have long recognised the operational value of trusted insiders. You should be wary of anyone who takes an unusually keen interest in your job, as you may unintentionally provide useful information that could assist in the circumvention of security measures or assist in attack planning without compromising their own security.

These groups may also attempt to recruit you or force your active participation in attack planning and/or execution through a variety of means, including:

- Being blackmailed or coerced into facilitating an attack,
- By carrying a bag into the Security Restricted Area for another person,
- Carrying a weapon through security for another person.

The following actions could be indicators of a potential trusted insider:

- An airport worker who accesses (or attempts to access) restricted areas or information outside their area of responsibility.
- A substantial change of behaviour or circumstances — (associating with people who hold extremist views or they suddenly become quiet or secretive). Individuals suffering from addiction or financial problems may act maliciously for financial gain or become a target for blackmail.
- An airport worker who works odd hours in an attempt to be left alone in a facility.
- Unexplained or excessive copying of corporate information.
- Anyone taking video, photos, diagrams or notes of security information or access points.
- Unexplained affluence—this could indicate they are receiving money or gifts in exchange for information
- Repeated breaches of security arrangements.
- Theft of items that could compromise facility security, such as uniforms, identification, blueprints, or access keys or cards.
- An airport worker who receives, transfers or delivers items without legitimate reason, necessary identification or authorisation.

On their own the following indicators may not necessarily mean anything, but together they could indicate a potential issue.





## Bomb Threat and/or Malicious Calls

Bomb threats are usually received by telephone, but they may also be received by note, letter or email. All bomb threats should be taken seriously and handled as though an explosive were in the building.

In the event of a bomb threat, you are required to:

- a) Strictly follow your company's procedures
- b) If the threat relates to another organisation, notify them
- c) Write down every detail of the threat and the person making the threat, such as:
  - Where is the bomb located? (building, floor, room, etc.)
  - When will it go off?
  - What does it look like?
  - What kind of bomb is it?
  - What will make it explode?
  - Did you place the bomb?
  - Why?
  - What is your name?
  - Gender.
  - Emotional State – Calm, emotional, abusive, etc.
  - Any background noises.
- d) Call for assistance from the AFP (131 AFP, 131 237)
- e) Notify the GCA Security Contact Officer SCO) on 0407 143 342 or the ARO on 0407 755 722.



## Unattended Items

Unattended items can pose a security risk within the airport environment. It is the responsibility of all airport users to be vigilant and aware of any item that is unusual or unattended. Remember:

- DO NOT put yourself, or others, at additional risk.
- DO NOT approach, open touch or move the item
- DO NOT allow any other person to touch, approach or sit in the area of the unattended item
- Attempt to identify the owner, if the owner cannot be established, contact the Terminal Duty Managers on (07)5589 1201 or 0412 985 437
- Conduct a **HOTUP** assessment to ascertain if the item is suspicious. Ask yourself 5 simple questions.
  1. Is the item or substance **H**idden?
  2. Is the item or substance **O**btainable?
  3. Is the item or substance **T**ypical of what is in the area?
  4. Is the item or substance **U**nusual?
  5. Has there been general **P**ublic access to the area?
- If the owner collects the item or is identified, provide an updated report to the Terminal Duty Manager



## Mail Handling and Packages

Never accept or agree to safeguard or take packages on behalf of someone else. If anyone approaches you to look after or carry a package, refuse to do so and report the matter to AFP.

If a suspicious package or envelope is received;

- Remain Calm
- Don't shake or empty the contents
- Strictly follow your company's procedures
- Call for assistance from the AFP

## CCTV

Gold Coast Airport has a comprehensive CCTV system installed throughout the airport precinct. This system plays a significant role in operating the airport responsibly, safely and securely.

Recorded footage is only supplied to relevant agencies for law enforcement as well as legal matters and will not be provided for any other purpose.

## Damaged Fences Doors and Gates

Damaged fences, doors and Gates make it easy for persons to access security zones or secure areas throughout the airport. It's vital that you report any damage areas.

If the damage has rendered an area or zone insecure you must maintain a vigil at the damaged point until an authorised person can attend.

Airside perimeter fence line and gates are patrolled 24/7 by ARO's and AFP.



## Parking and Obstacles Near the Airside/Landside Fence

There are prescribed airside/landside security fence clearance zones at Gold Coast Airport. These zones are in place to reduce the risk of persons using a vehicle or any other item that has been parked or stored in the vicinity of the fence. It is a requirement that you do not leave anything within:

- a) 2 meters airside; and
- b) 3 meters landside

If you observe a vehicle or object infringing the clearance area it must be reported to the ARO.



# Access Control and Identification

Gold Coast Airport Security access is issued by GCAL to those persons who hold a valid OOL or AUS ASIC and have a lawful and operational need to access security zones and Airside Area. All access is tailored to the operational requirements of the individual.

## QAL Issuing Body Office

Level 1, Airport Central

1 Eastern Ave Bilinga QLD 4225

Hour of Operation: Monday – Friday 0900- 1600,  
appointments essential

Ph: (07) 5589 1255

Email: [asics@gcal.com.au](mailto:asics@gcal.com.au)

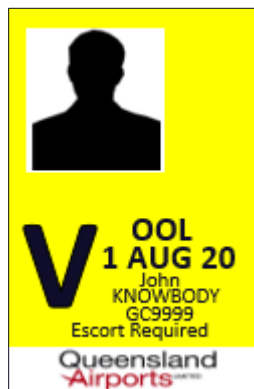
## Visitor Identification Cards (VICs)

Visitor Identification Cards (VICs) are issued to persons who have a lawful purpose to enter a security zone or the airside area but are not in possession of a valid ASIC. The VIC applicant must provide identification in the form of a drivers license (or other form showing the current address) and both the applicant and the sponsor (ASIC Holder) must agree to the terms and conditions before the VIC will be issued.

VIC holders must be under supervision by a valid ASIC holder at all times while they are working in areas not accessible to the public, these areas include (but are not limited to):

- behind closed shop counters, or
- back offices, and
- storerooms
- when working or conducting their duties
- within a tenant shop.

Gold Coast Airport issues two forms of VIC to eligible persons:



Unless the VIC is a photo VIC the holder of the card must return the VIC to the VIC Issuer each day.

Penalty for failing to return a VIC within 7 days of expiry: \$2750.00 - r.6.45(2)

## Aviation Security Identification Card (ASIC)

The ASIC is a nationally consistent identification card that must be held by approved individuals who need frequent and ongoing access to security zones and/or secure areas of Gold Coast Airport.

To obtain an ASIC you must satisfy relevant identification requirements and undergo a security background check that includes:

- a security assessment by the [Australian Security Intelligence Organisation](#) (ASIO)
- an assessment by AusCheck of any criminal history, using information provided by the [Australian Criminal Intelligence Commission](#) (ACIC)
- a criminal intelligence assessment by the ACIC
- an immigration check (if required) by the Department, to confirm an applicant's right to work in Australia.

ASIC applications, submissions and collections are conducted by the QAL ASIC Office by appointment only. All ASIC holders and their employer must abide by the ASIC Conditions and Issue of Use at all times.

ASIC holders are required under the legislation to report to QAL Issuing Body the following:

Notifiable Incident	Notification Period	Penalty
Change of Name - <i>r.6.42(1)</i>	30 Days	\$1,375.00
Lost, Stolen or Destroyed ASIC – <i>r.6.46(1)</i>	7 Days	\$2,750.00
Expired, Cancelled or Damaged ASIC - <i>r.6.45(1)</i>	30 Days	\$2,750.00
No longer has an operational requirement - <i>r.6.45(1)</i>	30 Days	\$2,750.00
Conviction of an Aviation Security Related Offence – <i>r.6.41(1)</i>	7 Days	\$13,750.00



Airport specific RED ASICs are valid for all secure airside areas (including SRA, Sterile and Boarder Force Areas) within the specified airport. Specific airport is detailed on each individual ASIC.



Airport specific grey ASICs are valid for Landside Security Zones / Sterile Areas

**Under no circumstances are you to give/lend your ASIC to another person.**

If you discover your ASIC has been Lost, Stolen or Destroyed you must advise the QAL ASIC Office immediately.

## Display of Identification

Whilst on duty at the airport you are required to properly display a valid ASIC, VIC or TAC at all times, whether in a secure area or not. To properly display your identification you must:

- Attached it to the outer clothing,
- above waist height; and
- at the front or side of his or her body; and
- with the whole front of the ASIC, VIC or TAC clearly visible.

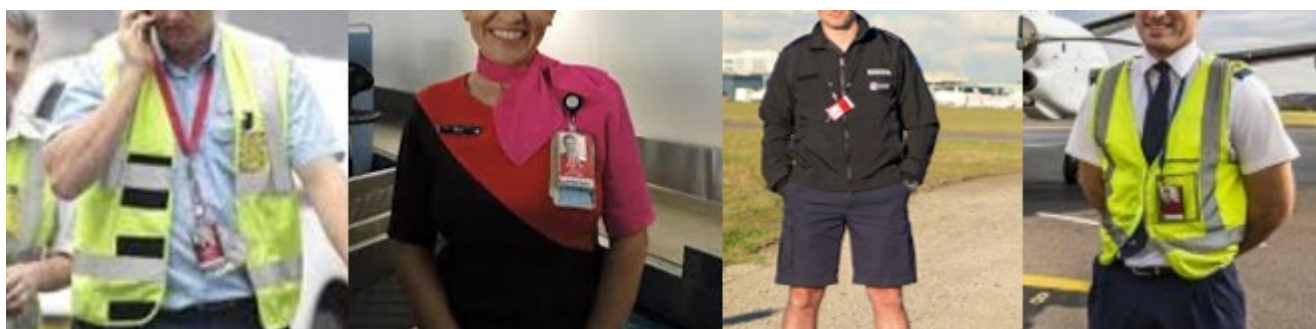
Penalty for failure to correctly display an ASIC: \$1,100.00

In accordance with *r.6.48*, if you are found to be incorrectly displaying on 3 or more occasions within a 2 year period, you will be disqualified from holding an ASIC for the longer of:

- the remaining period of validity of the ASIC; or
- 1 year.

The holder must return the ASIC to the issuing body within 1 month.

Penalty: \$1,375.00.



## Using Doors and Gates

If you have been granted access to enter areas of Gold Coast Airport through access-controlled gates and/or doors it is your responsibility to:

- You must always have a lawful reason to enter a secure area.
- If you open a door, you are responsible for closing and locking it. You must physically check a door is closed securely.
- If you see a door or gate to airside, the sterile area or SRA wedged open, close it and report it immediately to GCA Duty Manager:
- When entering airside security zones through a vehicle gate, all persons in the vehicle must display a valid ASIC or VIC.





## Forcing Doors

You must not force any door or entry point which your card does not grant you access, this includes the use of an emergency door release device such as break glass unless in an emergency, if you do so an alarm will activate on the access control system and law enforcement officers may attend. This may also result in your ASIC/access card being cancelled.

## Tailgating

Tailgating is the practice of:

- Allowing a person to follow you through an access point (without them using their own card to gain access to enter);
- You must question/challenge any person who attempts to tailgate you into a secure area.
- Always report anyone that you observe tailgating.

The only exception to the above is when you are the supervisor of a VIC holder. In this circumstance you should provide the access, allow the VIC holder to enter, and then proceed directly behind the VIC holder.

## Off Duty Staff

Off duty staff MUST NOT access secure areas unless you have a lawful reason or operational need to enter. Should you choose to enter for any other reason, you may:

- be prosecuted, and/or
- your ASIC and access privileges cancelled.

## Afterhours Access

The terminal building is open between the hours of 0400 and 2300, or as deemed operationally required.

Outside these times access can be requested by contacting the ARO located at Gate 1. There is a security guard stationed at the terminal 1 SRA Screening Point 24 hours a day, 7 days a week.



# Landside Areas and Security Zones



## Description

The Landside areas of Gold Coast Airport are those areas that are easily accessible to all persons.

Within this area, there is a designated security zone commonly known as the 'Sterile Area'. This area generally does not have restrictions for access to persons however does have restrictions pertaining to what may be carried into the area. All persons accessing this area must be screened in accordance with the ATSA and the ATSR.

Airport employees operating within the Landside Area's/Zones form an integral part of the airport's security culture. By staying alert and reporting potential issues monitoring and/or intervention can be affected to elevate future issues.

## Unattended Vehicles

Unless authorised by GCA, no unattended vehicles are permitted in close proximity to terminal buildings.

Kerbside passenger drop-offs are permitted in the appropriate zone, however the vehicles may only stop for 1 minute and the driver must remain with the vehicle. Detailed procedures are in place to deal with unauthorised vehicles that may have been left unattended. The procedures include towing away of vehicles which are deemed to be not suspicious.

## Crowded Landside Security Zones

Gold Coast Airport has established crowded landside zones. These zones have been identified to aid in mitigating the risk and damage of explosive devices, hostile vehicles and active armed offenders.

These zones have been established at the following locations (outlined in Attachment 3):

- Kerbside (Pick-up/Drop-off) Zones and Bus Bay;
- Passenger check-in and Queuing Area Main Screening; and
- Domestic baggage reclaim.

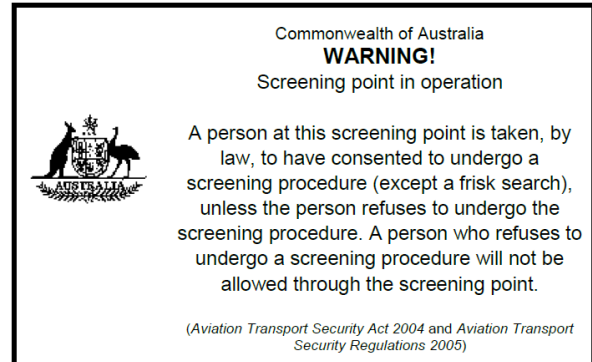
## Sterile Area

### Screening

Entry to the sterile area is via a Security Screening Point. Persons, vehicles and goods may not enter these areas until given clearance. All persons who refuse to be screened, along with any unscreened goods, will not be permitted into the sterile area.

Items not permitted in the sterile area include firearms, dangerous goods, prohibited goods, weapons, sharp or stabbing implements.

Delivery of goods into Sterile Areas will ONLY be facilitated through screening points.



### Domestic Sterile Area

The sterile area is located within the terminal building and is otherwise known as the departure lounge. The Sterile Areas hold screened passengers prior to the boarding of their aircraft.

Signage is placed at the entry to the sterile area warning people not to enter without prior authorisation and advising the penalties applicable to persons who fail to comply with the requirements.

The purpose of the sterile area is to prevent passengers from taking weapons or prohibited items on board an aircraft.



### International Sterile Area

Gold Coast Airport operates a swing gate to segregate Domestic and International passenger when the need arises. When the International sterile area is in operation entry is via a second screening point located within the domestic sterile area. In order to enter this area all persons must pass through this screening point where they will be screened for PLAGS in accordance with legislation.

Any PLAGs identified must be surrendered before entry is allowed.





## Tool of Trade

A tool of trade is an item that is defined as a prohibited item but is required to be used inside a restricted area by a person(s) for the purpose of performing a duty or function for which he or she is in the airside area, SRA or Sterile Area, and that purpose must be lawful.

All tools of trade must be registered into the sterile area at the entry screening point and removed from the register on exiting. The tools of trade register is managed by the contracted GCA security provider.

Retailers and food outlets must ensure all tools of trade, such as knives used in the preparation of food, scissors, carton cutters etc. are only used in areas of their tenancy that are not able to be accessed by the public or, if they are, they are securely fastened to an immovable object (e.g. a knife tethered to a bench with a chain or wire). All untethered sharps, such as knives or scissors, must be kept locked away in a secure area when not in use.

Contractors should be aware that only the minimum tools required to carry out a task are to be taken into secure areas and, when entering the sterile areas, contractors are required to have a list of tools being carried for presentation and inclusion in the tools register at the screening point.



# Australian Border Force (ABF) Controlled Area

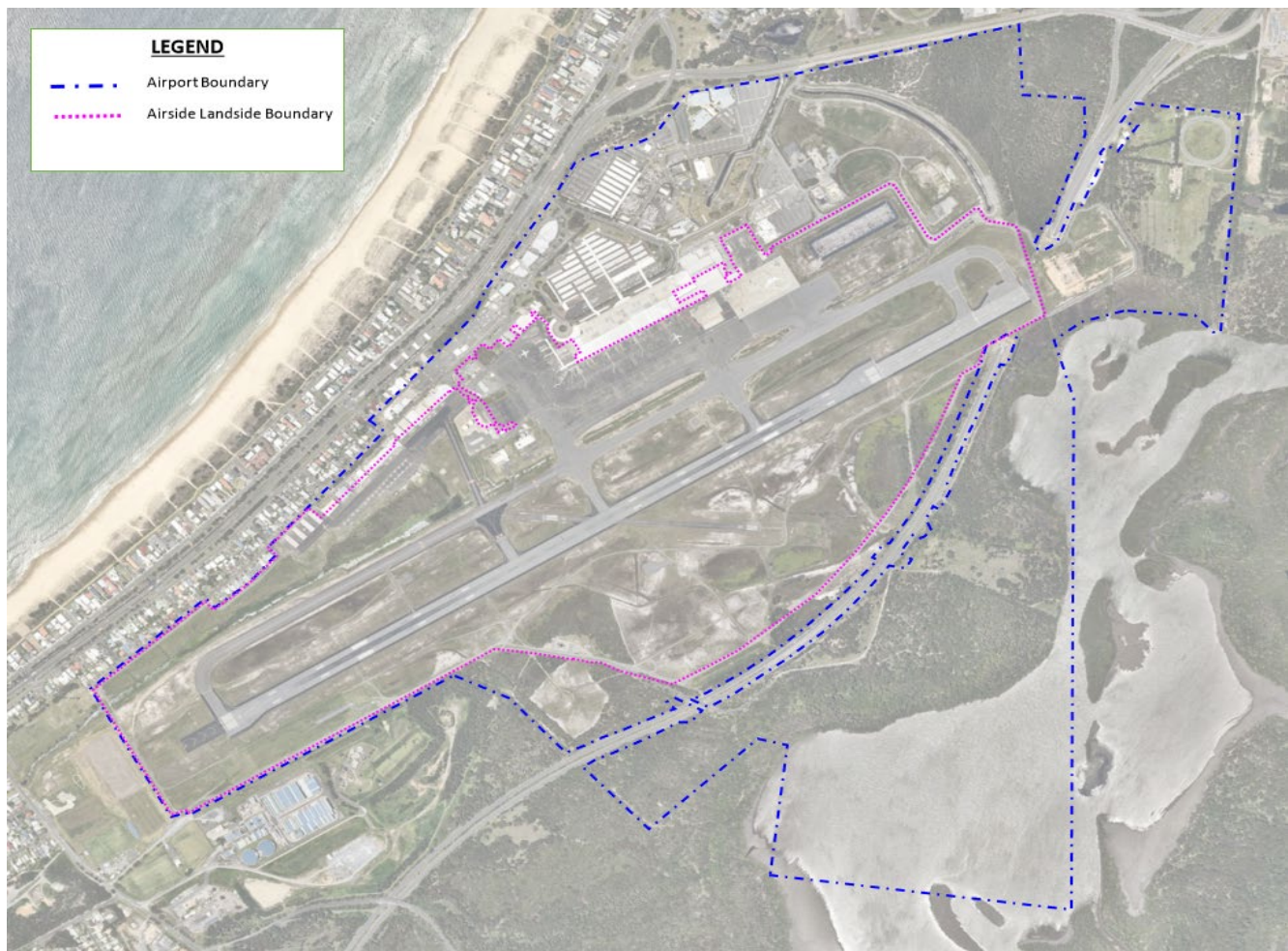
ABF Controlled Areas include all areas where international passengers, international passenger baggage and international freight operations are processed and occur. ABF Restricted Area Signs identify entrances to ABF Controlled Areas. Persons requiring entry to ABF Controlled Areas must have valid identification and have a work-related requirement to be in the area.

The display of an ASIC or approved Visitor Identification Card (with escort) does not by itself authorise you to enter ABF Controlled Areas.





# Airside Areas and Security Zones



The Airside Area at GCA is contained within the airside/ landside boundary fence line and is strictly controlled. All entry points to the Airside Area at GCA are controlled and you must have an operational need to be within this area.

Signage is located along the airside/landside boundary informing people not to enter airside areas or carry weapons airside without authorisation.

Approved officers may physically remove unauthorised people and/or vehicles. Breaches will be reported to the Department of Home Affairs and may incur penalties.

It is a condition whilst airside that you always display the appropriate identification (ASIC/VIC). If you work within the Airside area it is your responsibility to maintain a security focus and challenge any person not displaying the correct identification.



## Airside Access

Gold Coast airport has multiple locked airside gates around its perimeter. Tenants occupying airside/landside boundaries that have direct access Airside are responsible for managing that access through their tenancies.

For persons/vehicles requiring access to the airside areas of GCA including the GA Apron, other than via a tenancy can gain access via gates 19/20 and 21. These gates are access controlled to prevent unauthorised entry and are monitored by CCTV at all times.

ASIC holders in an airside area responsible for controlling and VIC holders or passengers and remaining in there operationally required area at all times.



When operating a vehicle airside, the driver of a vehicle must have a valid Authority to Drive Airside (ADA) relevant to the area of operation and the vehicle must be fitted with:

- a) a valid Authority to Use Airside sticker (AUA); and
- b) a business logo displayed; and
- c) a rotating beacon.

Any vehicles that do not fulfil these requirements will be required to be escorted. To arrange an escort, contact the ARO.

## Airside Inspections

Whilst in the airside areas at Gold Coast Airport, you are required to produce your ASIC on request to another ASIC holder for the purpose of ID and airside access inspections/audits



## SRA Screening

Unless exempt access to the SRA is strictly controlled. All persons, personal effects, goods or vehicles wishing to enter the SRA must undergo SRA screening procedures. During the operational period screening will be conducted at 100% of all person/vehicle/goods or personal items entering the SRA.

Dependent on the tier of screening and the SRA entry point access is being gained through, you may be required to submit to ID checks, visual inspection, ETD, HHMD, WTMD, x-ray and physical search.

There are 4 SRA screening points at GCA.

- Gate 1 is operational 24 hours a day and provides vehicle and pedestrian access to the airside areas and SRA.
- The Terminal 1 Northern Goods Room, SRA screening is operational 24 hours a day and provides entry to the baggage makeup hall which is also designated as SRA.
- The Terminal 1 Southern Goods Room, SRA screening is operational as required and provides entry to the baggage makeup hall which is also designated as SRA.
- Gate 4 is operational as required to service project works and provides vehicle and pedestrian access to the airside areas and SRA.

Persons or items that refuse to be screened in accordance with legislation, will not be permitted entry.



## Security Restricted Area (SRA)

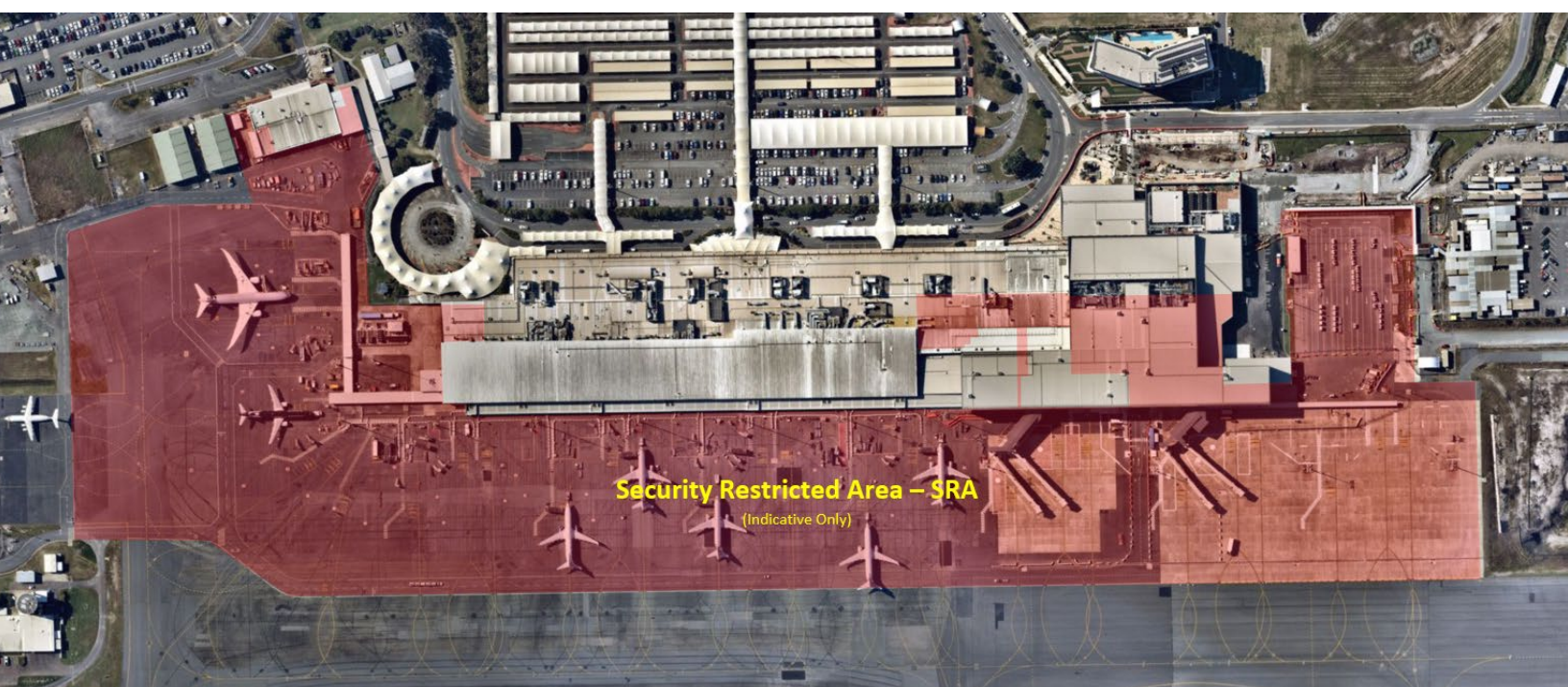
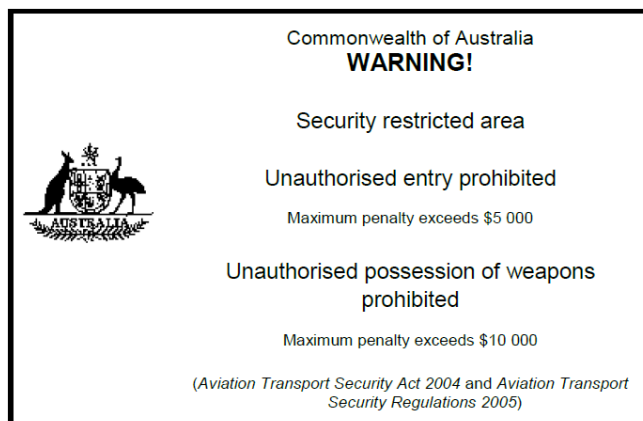
The SRA covers the part of the airside security zone used by RPT aircraft for embarking and disembarking screened passengers, the baggage make-up areas, mezzanine area and maintenance areas. The SRA is in force 24 hours a day.

### Conditions of Entry

The SRA is a high security area and special entry requirements apply:

- Only persons who are authorised (including having a genuine need to access the area) and hold a valid red Aviation Security Identification Card (ASIC) can enter the SRA unescorted.
- Persons holding a Visitor Identification Card (VIC) or grey ASIC may only enter the SRA when accompanied by a red ASIC holder, who must escort the person at all times.
- It is an offence to enter the SRA without proper authorisation, such as by tailgating or circumventing designated access control points.
- Do not allow anyone to tailgate you into the SRA and challenge any person not displaying a valid ASIC or VIC.
- You will be required to comply with additional screening measures. Screening will be applied to workers on a random and unpredictable basis. You may be screened multiple times in one day or not at all. Workers selected for screening must comply with the directions of the screening officers.
- Persons who refuse to be screened are not permitted to enter the SRA.

Failure to comply with the conditions of entry means you could be investigated, prosecuted and fined. You could lose your ASIC, VIC and/or access privileges and your right to work at the airport.



### **SRA Tools of Trade**

Screening requirements at the SRA screening point are different from passenger screening points. Items on the aviation prohibited items list are allowed in the SRA (but not on an aircraft), weapons are not.

Weapons may only be brought into the SRA where they are legitimate tools of trade. Tools of trade must be monitored in the SRA at all times by the person carrying and using them.



## **Contact List**

### **For Information and/or Assistance Please Contact**

Gold Coast Airport	(07) 5589 1100 (Business Hours)
QAL ASIC Office	(07) 5589 1255 (Business Hours)
GCA Duty Managers	0417 150 433 (Terminal Operational Hours) General Incidents
GCA Aerodrome Reporting Officers	0407 755 722 (24hr / 7 Days) General Incidents

### **Security and Border Agencies**

Police/Fire/Ambulance (NSW and QLD)	000	Life Threatening Incidents
Australian Federal Police (AFP)	131 237 (131 AFP)	Non-Life Threatening Incidents
Australian Border Force (ABF)	1800 061 800	
Aviation Rescue Fire Fighters (ARFF)	(07) 5590 2710	





## **Gold Coast Airport**

Level 1 Airport Central

1 Eastern Avenue, Bilinga, QLD. 4225.

**Phone:** (07) 5589 1100

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

**<https://www.goldcoastairport.com.au/>**



**GOLD COAST AIRPORT**