International Airport Review Awards 2017

Category: Passenger Experience
The Brisbane Airport (BNE) Care Team was formed to improve passenger experience and provide additional operational support to Brisbane Airport’s Terminal Operations Team during periods of major and extended disruption, strike or events such as the repatriation of passengers due to global or national disasters.

Brisbane Airport Corporation’s (BAC) immediate need was for a pool of trained staff who can be called upon at short notice to provide assistance and support to travellers, enhancing BAC’s incident response and management, and improving overall passenger experience during times of high stress.

BNE Care Team

Initially BAC targeted a group of 30-40 volunteer staff who were willing to make themselves available on a call out, or as needs basis, to provide coordinated passenger support and assistance within the terminals.

The concept tapped into the passion and commitment of our BNE Care Team members and the call for 30 volunteers was oversubscribed with many Care Team members coming from non-operational areas including finance, administration, drafting, airport lighting and the legal team.

BNE Care Team members needed approval from their manager prior to applying and be available to be released from their normal role, as required, for initial training, annual refresher training and call outs. Any work time accrued is reimbursed by time off in lieu (hour for hour), not payable by overtime or any penalty rate arrangements.

BNE Care Team application criteria included:
- Full time BAC direct employee
- Current ASIC holder or ability to acquire an ASIC
- Accessible, willingness to be contactable and ability to respond on short notice
- Direct Manager’s support

Selection criteria included:
- Demonstrated passion and commitment to BAC and BNE Care Team Program
- Strong interpersonal and communication skills
- Professional, courteous and considerate
- Be able to work individually and as part of a team
- Able to quickly adapt to changing situations, and remain calm in emergency situations
- Able to form physical aspects of the role
- Ability to speak languages other than English (desirable)

Initial training for BNE Care Team members included a 1-2 day program covering:

- **Logistical aspects of the airport** (Customs controlled and sterile areas, passenger pathways (arriving and departing)
- **Customer Focus** (special needs, profiling)
- **Communication** (dealing with difficult people, cross cultural awareness)
- **Security and Emergency Response** (Active Armed Offender Training, suspicious people and items, emergency and difficult situations (serious medical incidents, death)}
BNE’s Care Team currently has 20-30 fully trained team members available for deployment 24/7. Care Team members are identifiable by a BNE Care Team branded polo shirt, name badge, lapel pin worn on their ID lanyard, and a hi-visibility vest. BNE Care Team members are activated by text messaging through BAC’s incident management system.

Throughout 2016, the BNE Care Team was activated on a number of occasions to provide additional operational and customer support during prolonged Customs work strikes as well as terminal disruptions.

The BNE Care Team concept has delivered a passionate in-house response capability greatly enhancing passenger experience through assistance and support in times of need.

Members of the BNE Care Team come from Departments across the business