



NATIONAL CONFERENCE

— AND INDUSTRY EXPO 2024

Airports of Tomorrow: Innovation and Excellence



REGISTRATION HANDBOOK & PROGRAM



WELCOME TO THE AAA NATIONAL CONFERENCE AND INDUSTRY EXPO



We are delighted to welcome you to the AAA National Conference and Industry Expo, to be held in Brisbane from Tuesday 19 to Thursday 21 November 2024.

This year's National Conference and Industry Expo theme is Airports of Tomorrow: Innovation and Excellence. It is set to be a dynamic and forward-thinking event which will provide a platform for thought leaders, industry experts, and stakeholders to share insights and discuss the latest challenges.

Airports are not only efficient transit points but also centres of innovation, sustainability, and unparalleled passenger experiences – through collaborative discussions and knowledge exchange, the goal is to chart the course for the airports of tomorrow.

The AAA's National Conference and Industry Expo 2024 will assist in shaping the aviation industry towards a more sustainable, technologically advanced and passenger-centric future and will feature a three-day program and exhibition which will include plenary sessions, case studies and concurrent breakout sessions.

The AAA National Conference offers more ways than ever to connect with all sectors of the aviation industry.

I look forward to seeing you in November at the AAA National Conference 2024.

KYM MEYS

Chair, Australian Airports Association

The Australian Airports Association (AAA) is a peak representative body founded in 1982 in recognition of the real need for one coherent, cohesive, consistent and vital voice for aerodromes and airports throughout Australia.

The AAA represents the interests of more than 340 airports and aerodromes Australia wide – from the local country community landing strip to major international gateway airports.

The AAA also represents more than 150 aviation stakeholders and organisations that provide goods and services to airports.

WHAT TO EXPECT AT AAA NATIONAL CONFERENCE AND INDUSTRY EXPO

NATIONAL CONFERENCE ATTRACTS



750+
DELEGATES



ATTENDEES FROM Australia, New Zealand, Asia Pacific and worldwide



DELEGATES INCLUDE Regional council mayors, councillors, CEO's, airport managers as well as all staff working within the aviation industry

WATCH PRESENTATIONS AND PANEL SESSIONS COVERING THE FOLLOWING:

- Regional and major airport case studies
- Technical challenges and developments
- Airside safety and risk management
- Environment and sustainability schemes
- Infrastructure developments taking place
- Customer care – Service improvement and ideas
- Route developments to help your airport to grow
- And much more!

NETWORK WITH

- Major airports
- Regional airports
- Federal Government
- State and local government
- Airlines
- Service providers
- Corporate providers
- Colleagues and peers

[CLICK HERE TO REGISTER](#)

BENEFITS OF ATTENDING AAA NATIONAL CONFERENCE AND INDUSTRY EXPO

- **HEAR** the latest innovations in airport technology
- **LEARN** about recent developments in best practice principles in the industry
- **DISCOVER** ways to increase non-aeronautical revenue at airports of all sizes
- Hear from industry about the **NEWEST ADVANCES** in airfield pavements and lighting
- **DISCOVER** how to integrate wildlife hazard management into all aspects of airport business
- Learn about the **LATEST** safety products, practices and principles and how to apply them at your airport
- **NETWORK** with industry leaders, professionals and stakeholders

REGISTRATION RATES

	STANDARD*	LATE*	GROUP*
	Applies from 31 August	Applies from 11 November	Applies from the fourth registration from the one organisation
AIRPORT MEMBER			
DAY ONE	\$925	\$1,100	\$725
DAY TWO	\$925	\$1,000	\$725
DAY THREE	\$925	\$1,100	\$725
CORPORATE MEMBER			
DAY ONE	\$1,100	\$1,250	\$825
DAY TWO	\$1,100	\$1,250	\$825
DAY THREE	\$1,100	\$1,250	\$825
NON-MEMBER			
DAY ONE	\$1,500	\$1,700	N/A
DAY TWO	\$1,500	\$1,700	N/A
DAY THREE	\$1,500	\$1,700	N/A

NETWORKING FUNCTION RATES

Additional tickets can be purchased by exhibitors and delegates attending the AAA National Conference.

INDIVIDUAL*	WELCOME NETWORKING EVENT	\$165
INDIVIDUAL*	AAA NATIONAL AIRPORT INDUSTRY AWARDS AND GALA DINNER	\$235
TABLE OF 10*	AAA NATIONAL AIRPORT INDUSTRY AWARDS AND GALA DINNER	\$2,200

* pricing includes GST

** registrations received after the 11 November will incur a late fee to cover administration costs.

[CLICK HERE TO REGISTER](#)



WONDERING WHAT TO DO IN BRISBANE?

BRISBANE IS FULL OF UNEXPECTED SURPRISES. WHETHER YOU'RE HERE FOR A DAY, OR A WEEK, YOU'LL BE PLEASANTLY SURPRISED JUST HOW MUCH BRISBANE CITY HAS TO OFFER.

From ticking off the major city attractions to culinary exploration or delving into Brisbane's rich First Nations culture, you'll never run out of things to do in Brisbane.

EAT & DRINK

Discover why Brisbane's dining scene is attracting global attention. Whether in The City, Howard Smith Wharves, James Street, South Brisbane or surrounding regions - there is an abundance of award-winning restaurants, rooftop bars, hidden laneway gems and riverside delights to enjoy.

GET CULTURED

See Brisbane's stories unravel before your eyes at Museum of Brisbane or take a walking tour unveiling Brisbane's bountiful public art. Explore Brisbane's beloved cultural precinct and visit the celebrated QAGOMA to see one of Australia's largest collections of contemporary art.

NATURE & ADVENTURE

Hike through bushland and seek out spectacular views on Mt Coot-tha, glamp amid the bush at Sanctuary by Sirromet or get lost in nature at the luxurious Spicers Hidden Vale. Escape to the hinterland and explore World Heritage rainforests, or get on island time and take a trip to Moreton Island or North Stradbroke Island just an hour from the city.

EXPLORE THE CITY

Stroll along Eagle Street Pier and delight in the best of Brisbane riverside eats and drinks. Wander off the beaten track and experience the hidden laneways and award-winning cocktail bars. Tackle the ultimate craft beer trail, or hit the shops at the world-class Queen Street Mall precinct.

ACCOMMODATION

AAA NATIONAL CONFERENCE AND INDUSTRY EXPO



ATLAS APARTMENTS

3 minute walk / 180m from Brisbane Convention & Exhibition Centre

Atlas Apartments offer fully self-contained, spacious accommodation with all modern conveniences to suit corporate travellers, couples, families, and groups.

ROOM RATES

1 Bedroom Apartment - \$199 per night



EMPORIUM HOTEL SOUTH BANK

7 minute walk / 650m from Brisbane Convention & Exhibition Centre

43 luxuriously appointed suites feature all the comforts you could ask for, while an abundance of premium food and beverage options will leave you spoilt for choice.

ROOM RATES

Vista King Suit - \$379 per night



IVY AND EVE APARTMENTS

2 minute walk / 90m from Brisbane Convention & Exhibition Centre

The ultimate South Brisbane accommodation, Ivy and Eve Apartments in Brisbane offers two towers of modern and spacious self-contained apartments.

ROOM RATES

1 Bedroom Apartment - \$199 per night

[CLICK HERE FOR MORE INFORMATION](#)



NOVOTEL SOUTH BANK

3 minute walk / 220 from Brisbane Convention & Exhibition Centre

Novotel Brisbane South Bank is a contemporary hotel in the heart of the South Bank Parklands, which is perfectly placed.

ROOM RATES

Standard King - \$300 per night



RYDGES SOUTH BANK

2 minute walk / 150m from Brisbane Convention & Exhibition Centre

Rydges South Bank Brisbane is located in the heart of Brisbane's arts and entertainment precinct with plenty of things to do and is only minutes away from South Bank Parklands and the Brisbane Convention and Exhibition Centre.

ROOM RATES

Queen Room - \$287 per night

PROGRAM AT A GLANCE

Monday 18 November

Women in Airports Forum
The Star Brisbane

Tuesday 19 November

Conference sessions
Brisbane Convention & Exhibition Centre

Industry Expo
Brisbane Convention & Exhibition Centre

Breakout stream
Brisbane Convention & Exhibition Centre

Welcome Drinks and Networking Event
The Star Brisbane

Wednesday 20 November

AAA Annual General Meeting
Brisbane Convention & Exhibition Centre

Conference sessions
Brisbane Convention & Exhibition Centre

Industry Expo
Brisbane Convention & Exhibition Centre

Regional stream
Brisbane Convention & Exhibition Centre

AAA National Airport Industry Awards and Gala Dinner
Brisbane Convention & Exhibition Centre

Thursday 21 November

Technical stream
Brisbane Convention & Exhibition Centre

Aviation security stream
Brisbane Convention & Exhibition Centre

Industry Expo
Brisbane Convention & Exhibition Centre

SOCIAL NETWORKING FUNCTIONS



WELCOME NETWORKING FUNCTION

Brisbane Convention and Exhibition Centre

Tuesday 19 November, 5-6.30pm



Join us at the first networking event and enjoy the opportunity to network with industry colleagues.

Situated within the Industry Expo, this is an opportunity to explore the exhibition, connect with colleagues and enjoy the local cuisine, Seasoned by Queensland, developed by Executive Chef, Matthew Arnold and his talented team, with a focus on authentic food, crafted from quality raw ingredients with fresh produce the



AAA NATIONAL AIRPORT INDUSTRY AWARDS AND GALA DINNER

Brisbane Convention and Exhibition Centre

Wednesday 20 November, 7pm

The Australian Airports Association (AAA) National Airport Industry Awards and Gala Dinner celebrate and honour contributions and achievements made by AAA Members over the past financial year.

The awards seek to acknowledge the organisations and individuals who have achieved excellence within Australia's airport industry.

The Gala Dinner provides the perfect platform to present these prestigious awards and celebrate the success of the 2024 recipients.



BECOME A PARTNER OR EXHIBITOR

As Australia's peak representative body and advocacy group for the aviation industry, the AAA has a longstanding relationship with the aviation industry, public sector and corporate providers. Being a National Conference 2024 partner will enable you to position your organisation within the aviation community as an influential partner and will give you the unique opportunity to showcase your products and services across AAA's extensive network.



Receive wide reach to the AAA database through digital promotions, social media campaigns and at AAA State Division Meetings, Pavements and Lighting Forum and OPS SWAP Forum.



Generate leads whilst raising your profile within the industry and add value and exposure to your brand.



Using National Conference marketing channels, inform and update delegates on new initiatives and developments within your organisation.



Connect face to face with the most influential people and organisations within the aviation industry.

FIND OUT MORE IN THE
PARTNERSHIP PROSPECTUS

MEET OUR 2024
PARTNERS



PREMIUM PARTNER



PLATINUM PARTNER



HOST AIRPORT PARTNER



MAJOR PARTNER



GOLD PARTNER



GOLD PARTNER



SILVER PARTNER



SILVER PARTNER



SILVER PARTNER



BRONZE PARTNER

MEET OUR 2024 PARTNERS



KNOWLEDGE LAB PARTNER



AVIATION SECURITY STREAM PARTNER



CONNECTION HUB PARTNER



REGIONAL AIRPORT
SCHOLARSHIP PARTNER



EMERGING AIRPORT LEADER
SCHOLARSHIP PARTNER



NETWORKING LOUNGE PARTNER



RECOVERY BAR PARTNER



LUNCH PARTNER - TUESDAY



NATIONAL AIRPORT INDUSTRY AWARD
PARTNER - INNOVATION AWARD



NATIONAL AIRPORT INDUSTRY AWARD
PARTNER - SUSTAINABILITY AWARD



WOMEN IN AIRPORTS FORUM
MAJOR PARTNER

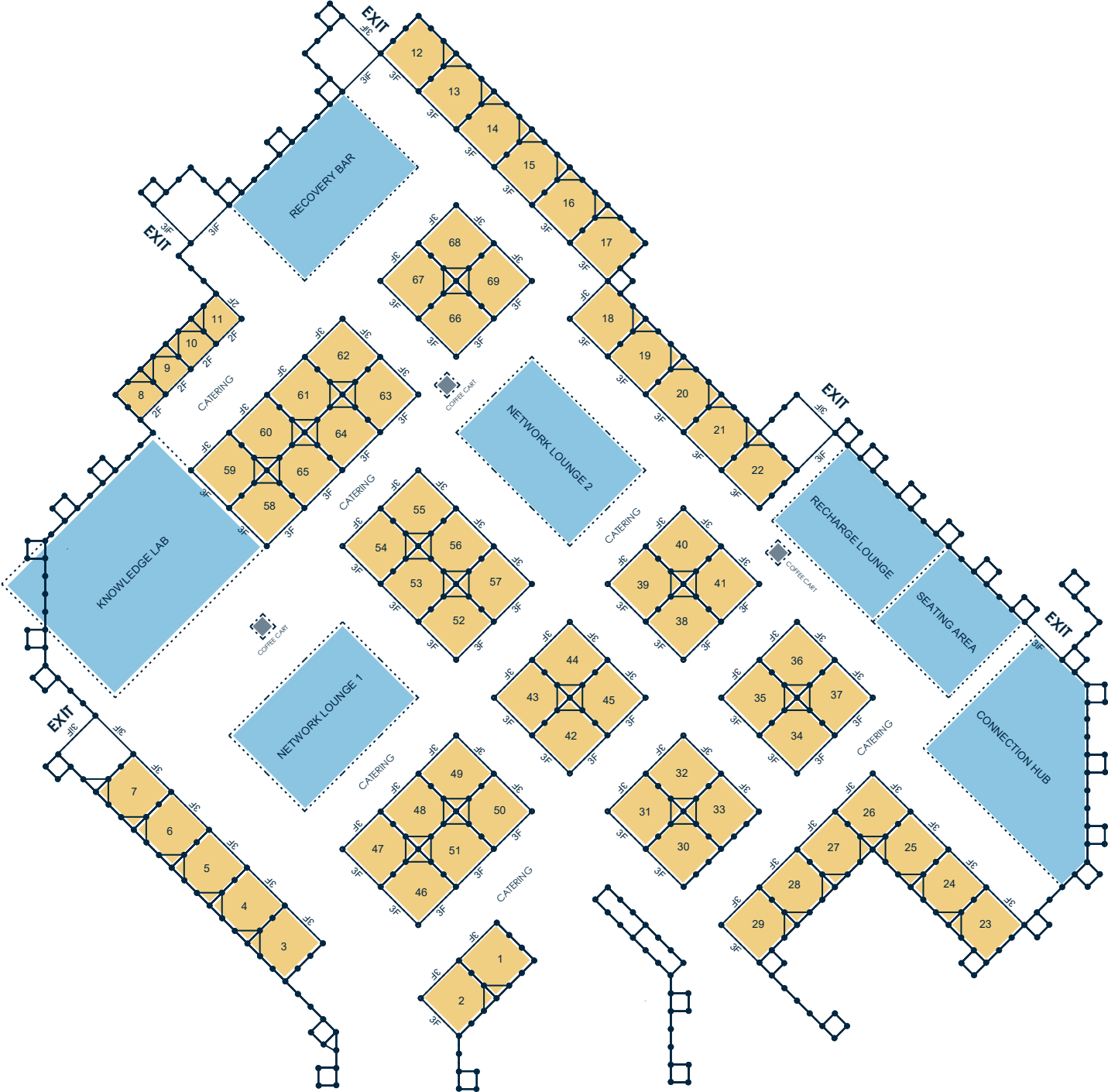


WOMEN IN AIRPORTS FORUM
EVENT PARTNER



WOMEN IN AIRPORTS FORUM
EVENT PARTNER

INDUSTRY EXPO FLOORPLAN



ENTRY/EXIT

MEET OUR 2024 EXHIBITORS

ORGANISATION	BOOTH
AIRPORT LIGHTING SPECIALISTS	1 & 2
AUSTRALIAN AIRPORTS ASSOCIATION	3
MASTERCOM	4 & 5
AVLITE	6 & 7
COGNEX	11
DOWNER	18
AERO REFUELLERS	22
ANSIR SYSTEMS	26
RETEX PAVEMENT SERVICES	27
XPLANE	29
CEIA PACIFIC PTY LTD	30
DIADEM	31
PUSH MY BUTTONS	32
AEROSIMPLE	33
RAPISCAN	34 & 37
SMARTE CARTE	35
SMITHS DETECTION	36
AVIONICS	38 & 41
LIME INTELLIGENCE	39
ADB SAFEGATE	42-45
FULTON HOGAN	46-51
SITA	52 & 57
CASA	53
COPENHAGEN OPTIMIZATION	54
AEROLIGHT	55
AVIRAMP	56
AEROSWEEP	58
PLANNED PERFORMANCE	59
ALSTEF	63
VERITAS	64
AVLOGIX	65
AVDATA	66
AVCRM	67
CU PHOSCO AUSTRALIA	68
GREEN BY NATURE	69



AAA W WOMEN IN AIRPORTS FORUM

NETWORK with new industry contacts

LEARN valuable workplace and real life skills

DISCOVER ways to create a compelling leadership story for your next promotion

HEAR from industry experts about their experience as influential leaders

JOIN an exclusive event which will help you develop your career

PARTICIPATE in workshops and develop your communications skills

18 NOV 24
BRISBANE

FURTHER DETAILS
COMING SOON
AIRPORTS.ASN.AU

amadeus
MAJOR PARTNER

Beca **AECOM**
EVENT PARTNERS

0800 - 1700 REGISTRATION AND INDUSTRY EXPO OPEN

MAIN STAGE - OPENING PLENARY

WELCOME TO COUNTRY

MC CONFERENCE OPENING

0900 - 1030 AAA WELCOME
Kym Meys, Chair, Australian Airports Association

HOST AIRPORT WELCOME
Gert-Jan De Graaff, Chief Executive Officer, Brisbane Airport Corporation

KEYNOTE ADDRESS
Speaker to be advised (invited)

1030 - 1100 MORNING TEA AND INDUSTRY EXPO

MAIN STAGE - PLENARY SESSION 2 - Updates from Aviation Stakeholders

FIRESIDE CHAT

- Speaker to be advised (invited)
- Speaker to be advised (invited)

1100 - 1230 KEYNOTE ADDRESS
Civil Aviation Safety Authority (invited)

KEYNOTE ADDRESS
CEO, Airservices Australia (invited)

1230 - 1330 LUNCH AND INDUSTRY EXPO



MAIN STAGE BREAKOUT
Green initiatives and eco-friendly airport designs

Presentation to be advised
Jake Atkins, our General Manager of Sustainability and Environment, Sydney Airport

BREAKOUT STREAM
Improving passenger facilitation through technology and customer focus

Come try before you fly
Alicia Wagner, Customer Experience Manager, Adelaide Airport

1330 - 1500 The road to sustainability at BNE
Raechel Paris, Executive General Manager – Governance
Tiana Wetzel, Sustainability Lead, Brisbane Airport

- BNE's sustainability journey to date
- Key achievements by BNE and learning
- Challenges and opportunities to achieve sustainability
- Progress on Jet Zero Council and BNE's role

Building better airports: how Brisbane Airport Corporation is soaring by embracing neurodiversity
Harrison Mobbs, Neurodivergent Program Coordinator, Australian Spatial Analytics

Providing for the Aviation of tomorrow, through a more resilient Airservices today
Speaker to be advised (invited)

Presentation to be advised
Speaker to be advised (invited)

DAY ONE continued

TUESDAY 19 NOVEMBER

1500 - 1530 AFTERNOON TEA AND INDUSTRY EXPO

MAIN STAGE BREAKOUT

Moving to more sustainable aircraft and aviation fuel

Presentation to be advised
Speaker to be advised (invited)

BREAKOUT STREAM

Resilience in the face of climate disruptions

Helping Structures to Weather the Storm in a Changing Climate

Michael Pieterse, Senior Project Manager, RWDI

- Developments have historically been design based on historical climate data. Designs need to start considering historic, current and future weather patterns to incorporate resiliency in the design.
- Assessing the design wind loads, can improve the resiliency and optimisation of the design, reducing the embedded carbon associated with overdesign.
- Airport terminal are increasing becoming destinations, instead of just having a transit function. Hence the passenger experience is becoming increasing reliant on how the environmental conditions (wind comfort, thermal comfort, noise environment) make them perceive a space and desire to stay for longer periods.

1530 - 1700

Australian Renewable Fuels Industry Collaboration
Danny Elia, Global Head of Asset Management, IFM Investors

Climate resilience in action: getting traction from technical studies through to corporate strategy

Cindy Varnier, Principal Consultant, Sustainability and Resilience, AECOM and co-speaker to be advised

The presentation aims to share the following findings:

- Overarching approach and key findings of a climate change risk assessment completed for the airport site.
- Understanding the interconnection between risks, with examples of compounding and cascading risks.
- Overarching approach and findings of flood and drainage studies, including how these considered the effects of climate change.
- How findings were communicated and shared to enrich the outputs of each technical study, to then inform future development, planning and strategy.
- The importance of communicating at various levels across the organisation to build buy-in on climate change response.
- Examples of how BAC is using the technical studies in its master planning, development plans, and corporate strategy.

Panel Discussion - Sustainable aviation fuels and practices

- Danny Elia, Global Head of Asset Management, IFM Investors
- To be advised (invited)
- To be advised (invited)
- To be advised (invited)

Tropical Cyclone Jasper and flooding emergency response and recovery for Cairns Airport

Alicia Prince, Head of Operations, Cairns Airport

- Cairns Airport's response and recovery to extreme weather events of Tropical Cyclone Jasper and subsequent flooding in December 2023.
- How did we go from 2m of floodwater over the runway to recommencing operations within 48 hours?

1700 - 1830

WELCOME NETWORKING EVENT - INDUSTRY EXPO (ticket required)

Brisbane Convention and Exhibition Centre



Please note the program is in development and subject to change as speakers are confirmed.

0800 - 1700 REGISTRATION AND INDUSTRY EXPO OPEN

MAIN STAGE - PLENARY SESSION 3 - Passenger well-being, comfort and accessibility

KEYNOTE ADDRESS

Zack Alcott, Co-CEO, Get Skilled Access

0900 - 1030

Panel discussion - Airport accessibility

- Zack Alcott, Co-CEO, Get Skilled Access
- Speaker to be advised, Get Skilled Access
- Alicia Wagner, Customer Experience Manager, Adelaide Airport
- Toby Flatley, Manager, Terminal and Security Operations, Sunshine Coast Airport (invited)
- Speaker to be advised (invited)

KEYNOTE ADDRESS

Scott Charlton, CEO, Sydney Airport

1030 - 1100 MORNING TEA IN THE INDUSTRY EXPO

MAIN STAGE BREAKOUT

Holistic passenger Journey

The Seamless Passenger Journey
Speaker to be advised (invited)

Presentation title to be advised
Speaker to be advised (invited)

Panel discussion: Progress with seamless passenger travel

- Jim Parsons, Chief of Aviation, Melbourne Airport (invited)
- Margy Osmond, Chief Executive Officer, Transport & Tourism Forum
- Speaker to be advised (invited)
- Speaker to be advised (invited)

BREAKOUT STREAM

Financial models and funding strategies

Presentation to be advised
Speaker to be advised (invited)

Airport investment - what can you afford in the current environment?
Justin Gordon, Managing Director, Planned Performance

- current climate of cost escalation
- what it really take to deliver your project
- finding the balance of affordability

The story behind the Attracting Aviation Investment Fund and its success

Ryan Both, Executive General Manager Aviation, Brisbane Airport Corporation

- Background to impacts of COVID on airline routes to BNE
- Challenges of recovery of routes post-COVID
- Purpose of the AAIF and BNE's proposal to government
- Challenges in setting up and implementing fund
- Learning and next steps

1100 - 1230

1230 - 1330 LUNCH AND INDUSTRY EXPO

DAY TWO continued

WEDNESDAY 20 NOVEMBER

MAIN STAGE BREAKOUT

Driving innovation through collaboration

1330 - 1500

Minimising Operational Impact at Sydney Airport through a Novel Approach to Deep Pavement Reconstruction
[Speakers to be advised \(invited\)](#)

Partnerships enabling growth, turning Western Australia into a major domestic and international hub
[Jason Waters, CEO, Perth Airport](#)

Presnetation to be advised
[Speaker to be advised \(invited\)](#)

BREAKOUT STREAM - REGIONAL & MID-SIZED AIRPORTS

What will our airports look like in 2050? Turning challenges into opportunities

Introduction of session

[Todd Chapman, Principal, Leading Edge Management Consulting](#)

Opening remarks

[Rachel Yangoyan, Chief Executive Officer, QantasLink \(invited\)](#)

Panel discussion

- [Rachel Yangoyan, Chief Executive Officer, QantasLink \(invited\)](#)
- [Julie Stewart, Airport Manager, Ballina Byron Gateway Airport](#)
- [Speaker to be advised \(invited\)](#)
- [Speaker to be advised \(invited\)](#)

1500 - 1530 AFTERNOON TEA AND INDUSTRY EXPO

MAIN STAGE BREAKOUT

Innovative Terminal Designs

Terminal planning considerations to safeguard current and future trends in baggage handling innovation
[Patrick Keogh, Principal Consultant, AvLogix Solutions](#)

Terminal spacial and infrastructure considerations to enable future BHS innovations:

- Strategies for passenger self check-in and remote check-in trends
- Operational efficiency drivers for automated departing baggage storage, batch building and make-up processes
- Considerations for courier drop off and pick up
- Oversize and out of gauge baggage handling

1530 - 1700

How Queensland Airports Limited is using an Integrated CX Strategy as a Blueprint for Excellence

[Jared Feehely, General Manager Operations and Service Delivery, Queensland Airports Limited and Claire Donnellan, Director, Customer Centric Consulting](#)

Discover how Queensland Airports Limited (QAL) has worked to embed its customer experience strategy at a group level. Explore the development of an integrated strategy and evidence-based framework, extending beyond customer experience (CX) to deliver broader outcomes across the group. Learn how this repeatable framework has aligned the business and teams, to meet the evolving needs of current and future travellers.

BREAKOUT STREAM - REGIONAL & MID-SIZED AIRPORTS

Operational, workforce and future developments

Presentation to be advised

[Trevor Willcock, Chief Executive Officer, Mildura Airport \(invited\)](#)

Presentation to be advised

[Daniel Joinbee, CEO Gungahlin Aerospace \(invited\)](#)

The Road to Future BNE and Terminal 3

[Michael Jarvis, Head of Airport Planning, Brisbane Airport](#)

- Requirement for new Terminal.
- Planning considerations (including security, retail, disability access, ground transport).
- Regulatory considerations in developing new Terminal.
- Airline and customer feedback.

Marble Bar Airport 2050

[Steven Harding, CEO, Shire of East Pilbara](#)

- The need for Very Remote Airports: A pathway for possible culture and economic attainment.
- The Marble Bar Airport 2050: Changing the cultural and economic landscape of the future in the Pilbara.
- Partnerships in Possibility: Tri-partite Governance & Funding in Infrastructure Development.

1900 - 2030

AAA NATIONAL AIRPORT INDUSTRY AWARDS AND GALA DINNER (ticket required)

[Brisbane Convention and Exhibition Centre](#)

Please note the program is in development and subject to change as speakers are confirmed.

DAY THREE

THURSDAY 21 NOVEMBER

0800 - 1530

REGISTRATION AND EXPO OPEN

TECHNICAL STREAM

Electric and autonomous aircraft

Technical Stream Facilitator
Facilitator to be advised (invited)

Drone deliveries taking off
Jesse Suskin, Wing Aviation (invited)

Exploring Advanced Air Mobility (AAM) in Southeast Queensland
Dan Parsons, Manager, Network Development, Wisk Aero

- What is AAM & what are eVTOL aircraft?
- Operational integration challenges
- Passenger handling challenges

Regional airports connectivity and potential of hydrogen-powered aircraft
Simon Russell, CEO, Eagle Aviation Consulting Ltd

- Improving regional airport connectivity
- Demand modelling methodology and value of essential air services to regions
- Sustainable same day air services for business and tourism
- Emergence of hydrogen powered smaller aircraft in 2025-2026, well-suited for Regional Australia (and NZL/PI).
- Job creation opportunity for local economies from increased aviation activity

AVIATION SECURITY STREAM

Staff recruitment, training, certification and retention



Aviation Security Stream Facilitator
Shannon Wandmaker, Director, CW Aviation Security Consulting

Aviation Security Stream Partner Welcome
Phil Brezzo, Segment Director of Transport and Infrastructure, ISS Facility Services

Security screener training and certification
Sally Pfeiffer, First Assistant Secretary Industry Partnerships & Infrastructure Policy, CISC

Panel discussion: Staff recruitment, training, certification and retention

- Sally Pfeiffer, First Assistant Secretary Industry Partnerships & Infrastructure Policy, CISC
- Phil Brezzo, Segment Director of Transport and Infrastructure, ISS Facility Services
- Mark Costello, Managing Director, Asset College
- Speaker to be advised (invited)

0900 - 1030

1030 - 1100

MORNING TEA IN THE INDUSTRY EXPO

TECHNICAL STREAM

Airport operations, maintenance and development

AVIATION SECURITY STREAM

Security and Passenger Facilitation



Presentation to be advised
Speaker to be advised (invited)

Facilitation and security

Amy Mitchell, Security Development Manager,
Adelaide Airport

- Passenger Facilitation and Accessibility at Security Screening
- Challenges with Special Circumstances Screening
- Adelaide Airport's perspective and response

1100 - 1230

Sustainability and Low Carbon Concrete

Gigi Yuen, Sustainability Manager, Australia Pacific
Airports (Melbourne), Sam Chen, Senior Engineer, and
Lauren Deloney, Associate, Arup

The airport guidelines/framework on materials selections for airfield
and pavement:

- Low carbon concrete
- Circular economy principals
- Low ecological footprint

Security screening: the disabled passenger experience

Speaker to be advised (invited)

Transition from PCN to PCR using pavement data

Nathan Wallace, National Leader - Asset Performance,
NTRO

Data collection to inform the calculation of the Pavement
Classification Number (PCN) and the Pavement Classification Rating
(PCR) of all applicable assets (runways and taxiways).

- Collecting data efficiently
- Prioritising operations
- Theoretical and non-subjective reporting

Regional Airport Security Challenges

Speaker to be advised (invited)

1230 - 1330

LUNCH AND INDUSTRY EXPO

DAY THREE continued

THURSDAY 21 NOVEMBER

TECHNICAL STREAM

Technological advances in aviation

Rapidly Evolving Data Strategies for Airports – Are you keeping up?

Matt Dyer, Co-Founder, Managing Director, Lime Intelligence and co-presenter to be confirmed

The importance of creating a central source of truth and what this can do to build excellence in airports and innovation from operations to commercial and beyond.

- What other airports around the world are doing with data?
- Live demonstration: Case study of what it means to have the insights at your fingertips
- Live demonstration: The relationship between actual and schedule capacity and airfares
- The role that predictive AI can play in airports moving forward including a live case study
- This is not just something for the bigger airports – how it applies to all airports.

Risky Business – How better data capture, integration and insights can move you from reactive to proactive

Carly Waddleton, Chief Operating Officer, OneReg

- Using a couple of case studies (one being risk registers) talking through how you can better manage risks when you integrate risk management into everyday processes – wiping the dust off your risk register!
- Moving from reactive to proactive – using data as your driver to better understand your risks.
- Case studies from NZ Airports around how integration and increased data capture has improved their practices and processes.
- Real suggestions on how you can improve your practices today. (Hazard Log – Dynamic risks across checks and reporting).

A science-based approach to reducing wildlife risk

Dr Sheldon Navie, Lead Scientist, IVM Group

Utilising data from case studies at Melbourne, Brisbane and Darwin Airports, this presentation will cover a science based approach to reducing wildlife risk at airports, including:

- Lead indicators of wildlife risk
- Reducing wildlife food sources
- Harnessing remote monitoring technology
- Integrating wildlife hazard and grass management plans
- Improving airfield conformance & maintainability

AVIATION SECURITY STREAM

Regional airport security



Panel discussion: Regional airport security challenges and opportunities

- Speaker to be advised (invited)
- Speaker to be advised (invited)
- Speaker to be advised (invited)
- Speaker to be advised (invited)

1330 - 1500

1500 - 1530

AFTERNOON TEA IN THE INDUSTRY EXPO

The US experience: Pre-check and beyond
Speaker to be advised, Transportation Security Administration (invited)

DAY THREE continued

THURSDAY 21 NOVEMBER

TECHNICAL STREAM

Technology integration for seamless operations

Passenger pedestrian microsimulation modelling to support planning and design of terminal buildings

Pietro Crovato, Technical Director Transport Planning, GHD

How the passenger modelling assessment helped to verify the proposed check-in provision's ability to meet the IATA waiting time Level of Service targets with different future design day schedules, understand and quantify the expected occupancies, and provided recommendations to the design and operational management of the facilities.

Enhancing passenger experience using biosensor technology

Bojana Spasojevic, Lecturer in Aviation Management, Griffith University

- Surveys and interviews are the most common tools used to measure passenger satisfaction. Yet, they have multiple flaws (memory bias, social desirability, interpretation, fatigue, static nature). Biosensors (i.e., eye-tracking glasses, electrocardiogram (ECG), and galvanic skin response (GSR) offer innovative methods to understand human cognition and behaviour.
- One of the first studies to use biosensors and traditional surveys to measure passenger experience will be conducted at Brisbane International Terminal in the upcoming months. The study will include real passengers and is expected to provide insights into passenger stress levels, airport perception, satisfaction levels, and more.
- The results of this study will be used by Brisbane Airport Corporation to improve passenger experience at the current terminal and support the decision-making process at the new Terminal 3.
- How can other airports implement similar methodologies and tools and improve their passenger experience information?

Near real-time parking data to improve customer journey
Cameron Phillips, Revenue and Distribution, Melbourne Airport

In the post Covid period Airports have seen an increase in traveller preference for parking. At Melbourne Airport this increased demand combined with other impacts such as disruption from construction leading to capacity constraints was negatively impacting customer sentiment. In 2022 Melbourne Airport Ground Transport business embarked on a program of data lead decision making to improve traveller parking experience, retain customer loyalty and preference for parking.

AVIATION SECURITY STREAM

Innovations in technology including
Cyber Security



Innovations in aviation security and facilitation
Speaker to be advised (invited)

Cyber security challenges in aviation
Speaker to be advised (invited)

Aviation security stream close
Shannon Wandmaker, Director, CW Aviation Security Consulting

1530 - 1700

1700

END OF NATIONAL CONFERENCE AND INDUSTRY EXPO 2024

Please note the program is in development and subject to change as speakers are confirmed.



AUSTRALIAN AIRPORTS ASSOCIATION

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