Queensland Airports Limited’s principal shareholders:

Hastings Funds Management Limited as responsible entity for the Australian Infrastructure Fund

Hastings Funds Management as trustee for Queensland based The Infrastructure Fund

Perron Investments Pty Ltd
Queensland Airports Limited (QAL) is Australia’s leading regional airport operator with significant investment in airports servicing regional Queensland and northern New South Wales.

QAL GROUP
OPERATIONS BY LOCATION

QAL has been operating key regional airports in Queensland for twelve years and is 100 per cent Australian owned and operated.

Queensland Airports Limited owns and operates Gold Coast Airport, Townsville Airport and Mount Isa Airport; as well as aviation-support businesses Aviation Ground Handling (AGH), Worland Aviation (an aircraft maintenance, repair and painting company), and the Northern Australian Aerospace Centre of Excellence (NAACEX) at Townsville Airport.
VISION AND GOALS

Our vision

QAL’s vision is to be known as Australia’s leading regional airport investment company.

In addition to this, QAL has a view to expand the business via services which are complementary to our core business structure. Our QAL Group plan focuses on:

- Quality of service
- Future proofing
- Business intelligence
- People
- Efficiency
- Sustainability

Our forward thinking approach regarding growth in regional airports and aviation support businesses has positioned QAL as regional Queensland’s aviation leader for both the communities we serve and our airline partners alike.

Our goals

- To be a successful regional airport investment company through leadership, partnership and innovation.
- To enhance the economic well being of our customers, our shareholders and the communities we serve.
- To promote the highest levels of integrity and fairness in our dealings with our stakeholders.
- To foster a risk intelligent organisation and to be the employer of choice through systems and people with excellent customer service.

Strategies to deliver our vision

- Provide leadership within a risk intelligent organisation with a strong governance framework and behaviours consistent with the vision.
- Continue to consider and review all systems, processes and policies to support the business units to provide exceptional customer service and to provide our staff with the tools for success.
- To operate the group in a true partnership which is respected in the community and with all stakeholders and partners.
- Optimise the capital and debt management of the QAL Group.
- Continue to invest in our people and to provide a safe workplace which delivers mutual benefits for QAL, its people and the community.
The ‘QAL Way’ is at the heart of our organisation and the foundation of value creation throughout our airport businesses.

**Regional investment focus**
Robust, size appropriate and cost effective processes with a focus on simplicity and access to expertise

**Sustainable growth**
A sustainable, triple-bottom line reputation to operate only with the community’s consent

**Partnership approach**
Empowered local management who actively immerse themselves in the community they serve

**Passion for innovation**
A focus on challenging the common approach

**People**
Investing in talent and providing a pathway for the development of our people and giving them opportunities to succeed
It is pleasing to record in this report that, despite the lingering impacts of the Global Financial Crisis (GFC), activity at airports controlled by Queensland Airports Limited (QAL) has continued to grow to achieve record passenger movement and financial outcomes.

In general it was a year of two halves. The first half saw subdued or declining passenger movement growth whilst all of our airports recorded encouragingly strong growth over the second half.

Throughout a challenging two year period QAL has continued to invest in its airport infrastructure and its people to ensure that the Group is well positioned to capitalise on the improving economic circumstances.

Financial performance

The QAL Group recorded earnings before interest, tax, depreciation and amortisation costs (EBITDA) of $59.6 million. The result surpasses the outcome for 2009/10 by 31%. Total gross revenue increased by 23.7% to $123.1 million whilst expenses were up by 9.3%. Regulatory related costs together with operating costs of the new terminal contributed to this result. EBITDA margin increased from 52.8% to 55.9%.

The strong financial performance was underpinned by improving traffic and the timely delivery of new capital projects. The capital investment and significant upgrades of food and retail concessions and carparking facilities during the year has resulted in commercial revenues improving by more than 38%. The financial highlights within this report provide further information in relation to this pleasing result.

Treasury and Shareholder distributions

For the year ended 30 June 2010 the Directors declared a partially franked dividend of $23 million (paid July 2010) which exceeded original expectations. Loan Note Interest of $3.7 million was paid in connection with the Shareholder Loans during the year. The Directors and Management are working closely with their existing and potential financiers to deliver a strategy for the most cost effective capital structure going forward. During the 2010 year a complete review of this strategy was completed considering the substantial changes which have impacted the equity and financing sector. Cash flows from operations continue to grow and despite the changes discussed above, provide an important platform for continued growth in shareholder distributions in future years.

Gold Coast Airport

In what was seen as a difficult year for the Australian tourism industry, Gold Coast Airport achieved outstanding growth in passenger movements of 12%. The 47.8% increase in international passenger numbers has firmly positioned Gold Coast Airport as the fifth busiest international airport in Australia. Overall it remains the sixth busiest airport in the country.

The highlight of the year for Gold Coast Airport was the official opening of the Low Cost Carrier Terminal (LCCT) by the Hon. Anthony Albanese MP, the Minister for Infrastructure, Transport, Regional Development and Local Government, on 27 January 2010. This project was QAL’s largest single investment in airport infrastructure. Together with the completion of the runway, taxiway and apron extensions completed in prior years, the new terminal has equipped Gold Coast Airport to accommodate the growing demand from its domestic and international airline partners.

Townsville Airport

Townsville City continues to grow in stature as the major commercial and administrative centre in the northern half of Queensland. Its broad economic base, along with the
significant increase in airline seat capacity over the last two years, has underpinned the continued steady growth of passenger traffic through Townsville Airport. The airport recorded passenger growth of 3.8% for the financial year.

It has been particularly pleasing to see a return of significant growth in regional airline operations following the demise of MacAir.

Major investment activities in Townsville for the year have included the continued overlay program for the taxiway and runway system and extension of the carparking facilities.

The North Australian Aerospace Centre of Excellence (NAACEX) experienced its first full year of occupation of its four major hangars. This has provided a large number of skilled employment opportunities for the Townsville community and given the airport a strategic aviation engineering capability.

**Mount Isa Airport**

Passenger traffic through Mount Isa Airport rebounded strongly in the second half of the financial year following a continuation of the GFC induced contraction in the first half. Mount Isa Airport reported 1.2% growth for the full year. Again it was very pleasing to see very strong growth in the regional sector with QantasLink and Rex Airlines now firmly established.

At the end of the year, work was well advanced on a significant upgrade to the terminal and the main runway and aircraft parking apron.

**Aviation Ground Handling (AGH)**

AGH has performed solidly during the year and its operations in Townsville, Mackay, Rockhampton, Sunshine Coast and Gold Coast have returned to growth as airline activity improves. With the opening of the new LCCT at Gold Coast Airport, AGH staff have assumed responsibility for a number of key operational functions associated with its sophisticated baggage handling and check bag screening systems.

**Sustainable growth**

QAL’s focus on achieving sustainable growth through its various business units has paid dividends during the year under review. The emphasis on improving systems, developing our people, protecting our environment and serving our communities will continue over the years going forward.

Considerable resources have been allocated to continuous improvement in each of these fundamentally important components of our business. In particular, our comprehensive and innovative staff development programs have drawn the praises of our people and our peers in the industry.

Work continues on development of a comprehensive sustainability strategy that will provide a platform to create certainty for our stakeholders as national and international legislative frameworks evolve.

We understand we cannot meet the needs and expectations of our customers, our shareholders and our communities in isolation. QAL Group businesses continue to foster active partnerships within the aviation, tourism and broader industry sectors in conjunction with our community initiatives. QAL and its businesses continue to support important industry and community events such as the Gold Coast Airport Marathon, the Dirt and Dust Festival in Julia Creek, the Mount Isa Rotary Rodeo, the North Queensland Tourism Awards and the Queensland Tourism Awards.

The support of our stakeholders during a challenging period in our economic history has been greatly appreciated. Our airline partners in particular have shown continued faith in our destinations and increased capacity to each of them when reductions were experienced by many other regions.

In closing, we would like to acknowledge the outstanding efforts of our management, staff and fellow directors in achieving such pleasing business outcomes in a time of continuing uncertainty.
After a number of years of strategy development and the investment in key partnerships and infrastructure, Queensland Airports Limited (QAL) is continuing to realise the value from these decisions. The potential desirability of the regional destinations it serves are the cornerstone of the strategy that has been adopted. Directors and Management are pleased with the 2010 financial result compared with the original forecasts and the economic conditions.

Despite the ‘Global Financial Crisis’, QAL has achieved record operating results and passenger numbers for 2010. Low cost airlines have continued to grow in services and capacity, due to their lower cost base and the ability to continue to offer value for money with low fares. Through continuing capital investment and continuous planning, QAL has emerged out of the worst of the economic downturn with all our ports benefiting from strengthening leisure, business, and mining markets.

The 2010 year saw a continuation of the major capital expenditure programs initiated at QAL Group airports in the prior years and commencement of new programs. The Gold Coast Airport Low Cost Carrier Terminal (LCCT) project was completed ahead of schedule and within budget. Runway overlay works were completed at Townsville and Gold Coast Airports and preparations commenced for the overlay of the runway, taxiway and aprons at Mount Isa Airport. Further investment will be completed in the 2011 financial year to the Mount Isa Airport terminal. The support and agreement from the airlines for all of the above investments were critical to the success of the projects.

Australia’s first dedicated Low Cost Carrier Airport has provided the Group with the opportunity to continue to work closely with its low cost carrier partners, Jetstar, Virgin Blue, Pacific Blue, Tiger Airways and AirAsia X. With the increase in flight schedules and competitive pricing, business traffic continues to grow as Gold Coast Airport secures its position as the principal gateway to the Gold Coast, Tweed and northern New South Wales regions.

Despite an increase in the operating cash flow of the group, there has been a reduction in the net asset position. This unusual result is a product of further investment in completed projects and adjustments to the carrying values of investment properties on the Gold Coast and in Townsville. These adjustments of a non cash nature have had no impact on the available cash for debt service and yield for equity.
Aeronautical revenues for the group maintained the forecast yield per passenger. This slight forecast reduction is a result of the continued investment in airline relationships. Aeronautical landing charges having been reduced for all airlines over the past few years.

Commercial revenues performed strongly as a result of strong passenger numbers which resulted in increased revenues from terminal and related operations.

Completion of the Gold Coast Airport terminal also resulted in the introduction of new terminal charges in September 2009. Improvement in property income for the QAL group has been a result of growth in rental returns for the 12 months as compared to the year prior. Passenger facilitation revenues, including landing charges, terminal fees and concession income represents 76% of total revenue. This is an increase on the prior year.
Operating expenses were up 17.9% on the prior year. Increases in services and utilities represented the most significant contributor as a result of the completed terminal product and market pricing for electricity and other property outgoings.

Financing costs increased for the year as increased borrowings were utilised to fund the Group’s significant capital expenditure during the period. Additional interest rate swaps have been placed during the year in response to the increased debt position of the Group in an effort to stabilise interest costs in the short to medium term. The extension of $194 million of the core debt facility for a further three years also resulted in an increase to the underlying cost of finance as a result of market conditions.

Asset costs increased directly in line with the investment from the capital expenditure profile of the group over the last few years. Adjustments were recorded for demolished and scrapped assets within the Gold Coast Airport terminal works. Likewise, depreciation expense also increased due to significant capital works-in-progress coming on line during the year and depreciation commencing.

A breakdown of the major expense categories is illustrated in Figure 3.

The QAL Group will record a net profit for the year of $6.2 million for the 2010 financial year, a significant improvement on 2009’s revaluation-driven loss. Revaluations required under Australian Accounting Standards have had a less significant impact on 2010 results than they did in the prior year.
EBITDA results exceeded those recorded last year primarily driven by the revenue increases detailed previously. EBITDA is forecast to continue to improve as a result of the investment in airport facilities and continued focus of passenger movements.

EBITDA outcomes for the last five years are illustrated in Figure 4.

**Cash and Shareholder distributions**

During the 2010 financial year, QAL extended the term of one of its debt facilities, which was due to expire in 2010, for a further three years. The total facility has therefore increased slightly to $477 million. Due to significant capital works and capital distributions in 2010, the Group’s debt facilities are currently almost exhausted. Options are currently being discussed regarding the future debt requirements for the Group and optimal debt facility arrangements. The group does have significant cash reserves to maintain the continued investment.

Dividends of $23 million were paid to shareholders in June 2010 in respect of the 2010 financial year. This slight increase, compared with the original forecasts, was as a result of better than forecast results from the completion of the terminal, the termination of the Technical Services Agreement with Cairns and Mackay and the strong passenger numbers.

Increasing shareholder value for our investors remains a focus of the QAL Board. Significant effort will be spent during the 2011 financial year to identify refinancing options for the Group to ensure optimal capital and debt positions for the Group. The Directors maintain their forecast in respect of future distributions.
JAMES LEONARD TOLHURST  
B. Comm, MBA, FCPA, FCIS, FACD  
Non-Executive Chairman for 12 years, most recently appointed 25 July 2009. Member of the Remuneration Committee. Director of Adelaide Airport Limited, Blair Athol Coal Pty Ltd, Leichardt Coal Pty Ltd.

ARTHUR DENNIS CHANT  
B. Tech (Civil), MBA, MIEAust., RPEng, MAICD  
Executive Director. Managing Director for 11 years. 29 years experience in airport management and development. Member of World Governing Board of Airports Council International (ACI) and Hon. Secretary/Treasurer for and member of the Board of ACI Asia Pacific Region. Board member of Queensland Events Gold Coast. Board member of Commonwealth Games Bid Company.

ROBERT JAMES LETTE  
FASFA MAICD MAICD MUDIA  
Chairman of the Risk and Audit Committee. Consultant to and former partner of the Queensland law firm Mullins Lawyers. Admitted to the Supreme Court of Queensland in 1966. Director of Watpac Limited, Envirogen Pty Ltd and North Queensland Airports. Chairman of BUSS(Q) Building Super and the Private Capital Group. Chairman of Queensland Harness Racing Limited until 30 June 2010 and is now a director of Racing Queensland Limited (since 1 July 2010). Deputy Chairman of Harness Racing Australia. Chairman of BUSS (Q) and The Private Capital Group. Chairman for Queensland Harness Racing Limited and Deputy Chairman of Harness Racing Australia.

DENIS ADAMS  
Non-Executive Director appointed 17 February 2006. Member of the Remuneration Committee.  
Former senior executive for the Qantas Group. Director of Westralia Airports Corporation Pty Ltd.

MATTHEW CHRISTOPHER LORBACK  
B. Comm  
Non-Executive Director appointed 21 February 2008. Member of the Risk and Audit Committee. Associate Director at Hastings Funds Management, responsibilities include portfolio management, asset management and transaction execution. Director of North Queensland Airports.

JEFFREY POLLOCK  
B Acc  
Non-Executive Director appointed 23 May 2008. Member of the Remuneration Committee. Part of Hastings’ executive management team and holds dual role of Head of Listed Infrastructure and Chief Executive Officer of Australian Infrastructure Fund. Director of Westralia Airports Corporation Pty Ltd and NT Airports Pty Ltd.

COMPANY SECRETARY

MATTHEW JOSEPH DYER  
B Bus, ACA, ACIS  
Appointed as Company Secretary 24 January 2003.

STACEY HOGARTH  
BBus, AFAIM, ACIS  
Appointed as Company Secretary 25 July 2008.  
Member of the Risk and Audit Committee.
CORPORATE GOVERNANCE

The Board of Directors of Queensland Airports Limited (QAL) is responsible for Corporate Governance across the business.

Over the past 12 months QAL has achieved continued convergence and integration of its governance, risk and compliance functions. Consultation between the Board and Executive in relation to these areas has resulted in an increased focus and level of responsibility within each business unit. We are committed to the continuous improvement and development of governance processes to ensure they are embedded throughout the QAL group.

QAL believes the implementation of appropriate and relevant corporate governance practices will enhance the performance of the company and allow for stronger relationships with our shareholders, customers, the local community and other relevant stakeholders.

QAL recognises the benefits of best practice corporate governance principles as a benchmark guide for its corporate governance framework.
Consistently strive to develop and maintain the business as an active contributor to the local economy.
As a significant regional airport investment company in Australia, QAL is committed to a ‘think globally, act locally’ operating philosophy.

Over the past twelve years QAL has grown from a single to a multi-airport operator and has expanded into aviation support businesses.

QAL is the owner of the operating companies for Gold Coast, Townsville and Mount Isa Airports as well as the aviation support businesses of Aviation Ground Handling (AGH) and Worland Aviation.

At QAL we consistently strive to work closely with each of our airports’ communities and industry stakeholders to develop and maintain the business as an active contributor to the local economy.
As an international airport, Gold Coast Airport has developed facilities for transit passengers. Last year 120,015 transit passengers passed through Gold Coast Airport. Townsville Airport also facilitated 47,263 transit passengers (transit passengers are not included in the total passenger figures outlined above). QAL acquired Gold Coast Airport in 1998 and acquired Townsville and Mount Isa Airports in 2005. This graph represents total passenger movements of the three airports combined to show a historical trend.

**Passenger movements**

The three airports owned and operated by QAL collectively had almost 7 million passenger movements during the 2009/2010 financial year, an increase of 9.7% on the previous year.

With an international throughput for the year in excess of 755,000, Gold Coast Airport moved from the position of seventh to fifth busiest international airport in Australia. With a total of 5,170,019 domestic and international passengers, it is Australia’s sixth busiest airport overall. International passenger growth was an encouraging 47.8%, domestic growth was 7.6%; and the total growth was 12.0%.

Townsville Airport remains a largely business-driven market although the region’s growth as a tourist destination is continuing. Townsville recorded a 3.8% increase in passenger movements this year to 1,597,845, reflective of Townsville Airport’s status as North Queensland’s aviation hub.

Mount Isa Airport saw a steady return to growth in the later part of the 2009/2010 financial year after a return of business confidence and a strengthening of the resources sector in the wake to the global financial crisis, enjoying a modest 1.2% growth for the year.

**Infrastructure investment**

QAL has a long-standing history of being committed to the sustainable development and operations of each of our airports and associated businesses. In total this year QAL spent $53.7 million on infrastructure development across its three airports.

This financial year saw the much-anticipated completion of Gold Coast Airport’s $100 million terminal redevelopment project (the funding for this project was completed over the last three financial years). The redevelopment has seen the terminal more than double in size to approximately 28,700 square metres. An addition to this project was a $900,000 landscaping project to complement the new terminal.

Gold Coast Airport also welcomed the completion of the Southern Cross University ‘Building A’. The project was finished in early 2010, in time for the first semester student intake. ‘Building B’ has received government Major Development Plan approval.

Construction of a new, long-term open-air 950 space car park commenced on the Gold Coast, soon after the terminal completion. The long-term car park will provide a cheaper car parking option for passengers and help alleviate traffic congestion, brought on by the rapid rise in passenger movements in recent years. A $6.5 million runway overlay maintenance project also commenced.

Mount Isa Airport embarked on a $13.5 million upgrade to the existing terminal facilities and runway in February 2010, with an expected completion in mid 2010.
Despite the global financial crisis and a decline in air travel across the world, QAL maintained a solid performance in the current economic climate.

- **GOLD COAST**: 5,170,019 Passengers*
  - Domestic: 4,414,448 Passengers
  - International: 755,571 Passengers
- **TOWNSVILLE**: 1,597,845 Passengers*
- **MOUNT ISA**: 184,860 Passengers
- **QAL GROUP**: 6,952,724 Passengers

* Excludes transit passengers
Ensure a whole of organisation commitment to environmental sustainability
QAL has an holistic approach to environmental sustainability. We want to ensure our business efficiency meets our visitor and community expectations and that, where practical, our environmental management practices go beyond legislative compliance. QAL has embarked on a program of addressing the twin challenges of sustainability (responding to global challenges such as climate change) and business efficiency (in light of rising costs and stakeholder expectations).

In 2009/2010 QAL began a strategic overview of environmental sustainability and creating the ‘QAL Sustainability Pathway’. This strategy will be finalised and implemented in 2010/11 and aims to concurrently address sustainability and business efficiency.

The principles QAL will follow in this area:

›› Ensure a whole of organisation commitment to environmental sustainability.
›› Triple-bottom line is the only solution that delivers a long-term benefit and business viability.
›› Our aim is to be as efficient as possible.
›› We will take the achievable steps to make a difference at all levels.
›› Sustainability is not part of the QAL marketing approach, but part of our operating philosophy.
›› We will celebrate the success of our initiatives and empower our staff.
›› Continue to nurture the uniqueness of each airport in the QAL Group.
›› We will maximise every opportunity for efficiency gains and improvements where economically viable to do so.
›› We will engage with our on-airport community and promote a clear commitment to sustainability and practices to reduce energy, water and waste saving initiatives that will improve our bottom line.

QAL will use the following strategies to achieve our vision:

1. Top down management
Understanding our company’s corporate and social responsibility obligations and our compliance with local and national regulations.

2. Understand the implications of carbon
Understanding the potential impacts of climate change and the implications on our business, customers, suppliers and staff.

3. Dedicated and trained staff
Helping staff adapt to changes through education, communication and training.

4. Flexible and staged implementation
Creating flexible, proactive policies and management guidelines.

5. Reduce green house gas emissions
Implement initiatives to reduce green house gases verified through appropriate measuring and monitoring systems.

6. Adaptive management planning
Reducing the negative effects of climate change through adaptive management.

7. Improve integration
Improving the integration of sustainability measures across all departments and business units.

8. Ongoing monitoring and measurement
Implementing measurable objectives and monitoring and reporting back on initiatives undertaken.
QAL Group airports operate under the Airports Act 1996 and Airports (Environmental Protection) Regulations 1997 (administered by the Department of Infrastructure, Transport, Regional Development and Local Government).

Planning and development

Airport Master Plan (MP) is a forward-thinking land use plan which covers a 20 year period with a mandate to review every five years in line with the Airports Act and must be submitted to the Federal Minister for approval. The current Gold Coast Airport MP was approved by the Minister in December 2006, with the next MP due in 2011. The current Townsville MP was approved in 2004 and the next MP was due in 2009. The Minister has extended the period of currency of the existing plan pending finalisation of Defence noise impact assessments.

Major Development Plan (MDP) is a submission regarding any major development onsite, in line with the Airports Act. The latest approved MDP for the QAL Group is the Southern Cross University ‘Building B’ development at Gold Coast Airport.

Airport Environment Strategy (AES) is a strategy providing the management of environmental aspects on airport, with a mandate to review every five years in accordance with the Airports Act and is required to be submitted to the Federal Minister for approval. The current AESs for both Gold Coast and Townsville Airports were approved in early 2010.

Community support

QAL and its individual businesses continue to be recognised as responsible employers and community members through ongoing consultation, sponsorship and employee services.

Sponsorship

In the 2009/2010 financial year QAL invested more than $650,000 in support of local community, business, environmental and tourism events in each of our regions, as well as Queensland-wide initiatives.

QAL continues to be the presenting partner of the Queensland Tourism Awards, and this year became a project partner of the Airports of the Future Research Showcase in conjunction with Queensland University of Technology (QUT). This showcase will take place next financial year.

The community activities supported by each of the QAL Group are included under each airport.

Community Aviation Consultation Committees

In 2010/2011 QAL will establish Community Aviation Consultation Committees at the Gold Coast and in Townsville to help facilitate greater community consultation, particularly on planning and development activities on the airport. These committees will be in addition to existing consultation activities currently in place.

Passengers with special needs

QAL Group airports want to ensure their customers with special needs are able to travel as comfortably and hassle-free as possible.

The Disability Access Facilitation Plan details the services and facilities available for passengers with special needs at our airports. These plans are published on each of the Gold Coast, Townsville and Mount Isa Airport websites.

Quality of service monitoring

The QAL Group is committed to providing quality customer service at our airports. Gold Coast and Townsville Airports both participate in the Airports Council International (ACI) Airport Service Quality (ASQ) benchmarking program. QAL also conducts passenger surveys annually at its three airports.
ASQ surveys
The ACI ASQ aims to be the world’s best airport customer service analysis and benchmarking program. ASQ monitors the opinions of thousands of passengers at departure gates around the world. The survey is conducted year-round and is based on a standard questionnaire that covers 31 key service items. QAL participates in the ASQ research because it offers a world benchmark and best practice in monitoring service quality.

ASQ is a benchmarking tool for airports to test consumer satisfaction levels across a range of services and operations. The main program has more than 180 airports participating and is designed for airports which require regularly updated information on their service performance for operational and strategic decision-making. More than half of the world’s top 100 airports participate in ASQ.

Every month, at all participating airports, departing passengers are interviewed about their on-the-day experience. All airports use the same questionnaire and methodology. Every year, over 220,000 passengers are interviewed for the ASQ Survey.

The program offers quarterly results providing insight and comparisons with service performance of airports all over the world. The wide range of ASQ participants allows each airport to select an appropriate benchmarking panel. Each airport is then benchmarked against its peers to give an indication of performance standards versus other ports.

QAL uses the ASQ program to track performance of specific criteria against investments made in improving services.

QAL passenger surveys
Terminal based, quantitative passenger surveys are undertaken annually at Gold Coast, Townsville and Mount Isa Airports. Passengers are surveyed via face-to-face interviews and the sample includes passengers for each destination and travelling on each of the airlines. The surveys are conducted across a week at each airport and an external market research agency is contracted to run this survey process.

The quantitative passenger survey identifies passenger feedback on their terminal experience, new route development and potential developments the airports’ are considering.

In addition we hold qualitative focus groups annually at both Gold Coast and Townsville Airports; and conduct ad hoc online surveys with our database of local passengers’ at all three airports.

QAL shares relevant information with our airline partners to assist with their route development and growth into Gold Coast, Townsville and Mount Isa Airports.

Our people
We are committed to investing in our talent by providing individual development pathways and by multi-skilling our staff to expand their employment and development opportunities within the Group.

QAL provides a wide range of employment opportunities throughout the Group from aviation operations through to commercial and asset management, property development, planning and engineering, environment, IT, finance, human resources, business development, research, communication and marketing. QAL is committed to a philosophy of strong corporate health, building our corporate culture and promoting an optimum work-life balance.

This financial year QAL has invested heavily in the development of our people, successfully implementing the following training programs:

›› Certificate IV in Business
›› Diploma of Management
›› Accelerated Airport Management Program (AAMP) in conjunction with Southern Cross University
›› Launched a comprehensive new online induction program

In addition, QAL staff are encouraged to attend various conferences and training programs throughout the year to enhance their skills.

QAL Staff Charity Program
This financial year we created the QAL Staff Charity Program, which will be rolled out across the Group next financial year. Implementing such a program within the QAL Group will help stretch limited resources across a broader range of charities in the community that we would not otherwise be in a position to assist.

How the program will be implemented:

›› Every permanent employee in the QAL Group will have the capacity to use up to 1 day per year to undertake an activity with a registered charity. QAL will cover this cost.
›› The time is provided to undertake an activity for a registered charity only and is to be used for a specific activity within the registered charity.

Upon completion, staff will share their experience and what they gained as a result of spending time with their chosen charity.
Cementing its status as a world-leader in low cost airport operations and facilities, Gold Coast Airport completed a $100 million terminal redevelopment in January 2010.
As the gateway to one of Australia’s premier tourist destinations, Gold Coast Airport is the fifth busiest international airport in Australia. The largest of the QAL Group airports, Gold Coast Airport now welcomes in excess of 5.1 million passengers per year.

Cementing its status as a world-leader in low cost airport operations and facilities, Gold Coast Airport completed a $100 million terminal redevelopment in January 2010, aimed at delivering the best possible service to our low cost airlines and their passengers. Gold Coast Airport has the first purpose-built Low Cost Carrier Terminal (LCCT) in Australia.

Gold Coast Airport boasts both domestic and international services to a variety of destinations such as Sydney, Melbourne, Canberra, Newcastle, Adelaide, Cairns, Townsville, Mount Isa, Darwin (via Mount Isa) and locations throughout New Zealand and Asia.

<table>
<thead>
<tr>
<th><strong>KEY FIGURES</strong></th>
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<tbody>
<tr>
<td><strong>Airport:</strong></td>
<td>Gold Coast Airport Pty Ltd</td>
</tr>
<tr>
<td><strong>Runway Length:</strong></td>
<td>2500 metres</td>
</tr>
<tr>
<td><strong>Annual Passenger Movements:</strong></td>
<td>5,170,019 (FY)</td>
</tr>
<tr>
<td><strong>Average Flight Movements: (per year)</strong></td>
<td>In excess of 133,290 flight movements</td>
</tr>
<tr>
<td><strong>Number of Direct Flight Destinations:</strong></td>
<td>13</td>
</tr>
<tr>
<td><strong>Airlines utilising the Airport:</strong></td>
<td>Jetstar, Jetstar International, Virgin Blue, Tiger Airways, AirAsia X, Pacific Blue, Air New Zealand and Airmouth</td>
</tr>
<tr>
<td><strong>Catchment Population:</strong></td>
<td>2.4 million people</td>
</tr>
<tr>
<td><strong>Benefits to airlines:</strong></td>
<td>Quick turnarounds; common-user terminal; low-cost facilities and ground handling services; financial incentives and marketing support for new route development; no bilateral service restrictions</td>
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Chief Operating Officer’s Review

Paul Donovan

Gold Coast Airport has enjoyed its most successful financial year on record, reporting strong passenger growth, completing a terminal redevelopment, commencing construction on a new car park and welcoming new domestic services, just to name a few.

Gold Coast Airport recorded 12.0% overall growth (7.6% domestic and 47.8% international growth), resulting in a total of 5,170,019 passengers passing through our doors, ensuring we maintained our position as Australia’s sixth busiest airport overall.

The jewel in our crown for the year is the completion of our $100 million terminal redevelopment, on time and on budget. This project is the largest single investment in tourism infrastructure by Gold Coast Airport since we first secured the lease over the airport from the Federal Government back in 1998.

As an addition to the terminal redevelopment we completed a $900,000 landscaping project this financial year. Extensive research went into the overall terminal precinct design, with an overall objective to make visitors feel they were entering a sub-tropical region with a vibrant and relaxed atmosphere.

We commenced a $6.5 million runway overlay maintenance project, to be completed early in the 2010/2011 financial year.

The 2009/2010 financial year also saw the commencement of a direct bus service from Southport to the Gold Coast Airport terminal. The new service operates seven days a week and provides our passengers a valid alternative transport option to get to and from Gold Coast Airport.

As always, I’d like to thank our airline partners, federal, state and local government, and all our stakeholders for their ongoing support, particularly during the last couple of years throughout the construction process. We are pleased to have delivered a completed terminal this financial year that we can all take pride in.

Finally, thank you to my wonderful team of staff. It is extremely gratifying to see the pride and dedication that you show in the business and the infrastructure that each and every one of you has helped to create.
Aviation

- AirAsia X increased its Kuala Lumpur service by two return flights per week in July 2009 as a result of strong passenger demand, making it a daily service.
- Airnorth launched a weekly service from the Gold Coast to Mount Isa and Darwin in September 2009.
- Pacific Blue commenced a daily service to Auckland.
- Jetstar increased capacity on its Melbourne service from six times to eight times daily.
- Jetstar increased capacity on its Sydney service from nine times to 11 times daily.
- SmartGate facilities were installed into the Customs area.
- AirAsia X launched new ‘flatbed premium seats’ and revamped the economy seating on their aircraft.
- Gold Coast Airport maintained its position as sixth busiest Australian airport overall.
- Gold Coast Airport moved from seventh position to fifth busiest international airport in Australia.
- Sydney - Gold Coast services have grown to 175 per week.
- Melbourne - Gold Coast services have grown to 124 per week.

Commercial

- Construction of the $100 million terminal redevelopment was completed, on time and within budget.
- Construction of the new Southern Cross University Gold Coast Airport campus continued, with ‘Building A’ opening in January 2010.
- Welcome the approval of the Major Development Plan (MDP) for ‘Building B’ of the Southern Cross University campus.
- Construction commenced on the new open-air long-term car park, boasting an extra 950 car park spaces. Construction is due to be completed in early 2010/2011.

Property

- 17 General Aviation tenants including flight training schools, charter flight operators, flight catering and rescue services at GCAPL.
- 10 car rentals operating on airport.
- Three fuel operators on airport.
- Southern Cross University and C & P Properties at GCAPL.
**Environment**

- The 2010 Draft Airport Environment Strategy (AES) was approved by the Federal Minister for Infrastructure, Transport, Regional Development and Local Government, the Honourable Anthony Albanese MP.
- Installed a new recycling program in the terminal in partnership with the Packaging and Stewardship Forum (PSF) – part of the Australian Food and Grocery Council.
- Installed a 1 ML water harvesting facility to harvest water from the 20,000 sqm roof area and provide water for the terminal toilet amenities, which contribute to approximately 60 per cent of water consumption in the terminal.
- A significant focus on sustainability across all departments.
- Part-time internal Vegetation Management Officers appointed.
- Department of Infrastructure representative (Airport Environment Officer – AEO) onsite at Gold Coast Airport part time to ensure successful compliance with environmental regulatory requirements.
- ISO 14001 accredited EMS (Environment Management System) for Gold Coast Airport.
- Ongoing engagement with environmental consultants Ecosure and Greening Australia.
- Ongoing bird and wildlife management.
- CEMP (Construction Environment Management Plan) for all construction projects.
- Water Efficiency Management Plan in place.
- Ibis Management Coordination Group.
- Environment Advisory Committees with regulatory and community representation.
- Monitoring programs for surface and ground water quality, aquatic ecological system, significant flora/fauna, and natural resource consumption.

**People**

- 61 staff directly employed by Gold Coast Airport Pty Ltd. An additional 1200 people are employed at businesses operating on the airport.
- Staff participation in the Accelerated Airport Management Program (AAMP), in conjunction with Southern Cross University.
- Staff participation in Diploma of Management and Certificate IV in Business.
- Active staff participation in Clean Up Australia Day.
- Staff member Frances Cream named as the inaugural 2009 Asia-Pacific Young Executive of the Year by the Airports Council International (ACI) Asia-Pacific Region.
- Hosted ‘Australia’s Biggest Sausage Sizzle’, a deviation from the Cancer Council’s Australia’s Biggest Morning Tea.
- Implementation of monthly staff morning teas with all proceeds raised going to a different charity each month.

**Community**

- Continued commitment to the Aviation Noise Abatement Consultative Committee (ANACC).
- TransLink commenced a direct service from Southport to the Gold Coast Airport terminal.
- Presentations to various local community groups around the Gold Coast and Northern Rivers regions, such as Probus, Rotary and Chambers of Commerce.
- Celebrated the official opening of Currumbin Wildlife Sanctuary’s $1.5 million Community Wildlife Hospital. GCAPL is the founding ‘Green Guardian’ sponsor.
- Hosted Miami High School students on an airport tour as part of GCAPL’s ongoing sponsorship of Miami High’s aviation studies program.
- Continued to commit more than $380,000 to local community-orientated sponsorships including:
  - Gold Coast Airport Marathon
  - Currumbin Wildlife Sanctuary Animal Hospital
  - Gold Coast Airport Tweed Business Excellence (BEX) Awards
  - Miami State High School’s aviation studies program
  - Surf Life Saving’s tourist education program
  - Careflight Rescue Helicopter Service
  - Scenic Rim Tourism
  - Northern Rivers Symphony Orchestra
“With thanks to the support of Gold Coast Airport, last season alone we were able to target and directly communicate with more than 96,000 travellers as they entered the Gold Coast. Importantly, these are people who will now go forward with a greater understanding and awareness of the basic steps they can follow to stay safe on our beaches and ensure they have an incident free holiday.”

Surf Life Saving Queensland’s Chief Operating Officer George Hill

Gold Coast Airport helps keep our visitors safe

Gold Coast Airport is a proud sponsor of Surf Life Saving Queensland’s (SLSQ), ‘Gold Coast Beach Safe Program’. The program consists of a welcoming service at Gold Coast Airport, as well as a range of ‘Surf Fun Clinics’ and other activities along various Gold Coast beaches.

The Gold Coast Beach Safe Program has a primary focus of educating domestic and international tourists visiting the Gold Coast during the summer months. The Gold Coast Airport welcoming service aims to reach the tourists when they first step off the plane by handing them an information map, which contains multi-lingual surf and beach safety information and includes a map of patrolled beaches on the Gold Coast. The Surf Fun Clinics are aimed at the visitors whilst on holidays at the beach, by taking the children for free informative surf awareness sessions.

SLSQ has distributed 107,405 Imaps throughout the Gold Coast and greeted some 2506 flights at Gold Coast Airport during this financial year.

The Gold Coast Beach Safe Program and our partnership helps SLSQ to develop and produce the best possible awareness program for the millions of overseas and domestic visitors that converge on the Gold Coast each year.
Key features of Gold Coast Airport’s new terminal

- Common check-in area with 36 check-in desks
- One common use terminal
- Open high ceilings with two storey floor to glass windows looking across the runway to the hinterland
- Short walking distances and easy floor plan for speed of access
- Expanded check-in facility for oversize baggage
- Full check bag screening as required by federal legislation
- Double previous baggage capacity and expanded inspection facilities for international arrivals
- Common screening area for all departures
- Two swing gates to extend or minimise the domestic/international lounge mix
- Very targeted mix of retail and food and beverage based on three years of passenger research
- Hard flooring for high traffic areas with carpet for dwelling and resting areas
- Landside currency exchange, convenience store and bus information
- An additional currency exchange in the departures area
- Parents room in each amenities block
- 30% increase in the duty free area for international visitors
- Expanded area for international meeters and greeters
- Use of locally sourced products where available
- Full transit facilities for international transit passengers
- 1 mega litre rain water harvesting system
- $10 million state-of-the-art baggage handling system
The Gold Coast Airport’s $100 million passenger terminal redevelopment was officially opened Monday 25 January 2010 by the Federal Minister for Infrastructure, Transport, Regional Development and Local Government, the Honourable Anthony Albanese MP.

More than 300 guests including Queensland Deputy Premier Paul Lucas MP, Queensland Tourism Minister Peter Lawlor MP, New South Wales Tourism Minister Jodi McKay MP, Queensland State Opposition Leader John-Paul Langbroek MP, Gold Coast Mayor Ron Clarke MBE, Tweed Mayor Warren Polglase, government officials, airline executives, business, tourism and community leaders attended the function, held within the new facility.

Gold Coast Airport Chief Operating Officer Paul Donovan said he’s extremely proud of the completed redevelopment, which is a huge boost for tourism to the Gold Coast and Northern New South Wales regions.

“This project was the largest single investment in tourism infrastructure by the Gold Coast Airport since we first secured the lease over the airport from the federal government in 1998.

“The opening earlier this year was the culmination of seven years of planning and construction and is a significant vote of confidence by the Board, shareholders and management of Gold Coast Airport in the attractiveness of the Gold Coast and Northern Rivers regions to domestic and international visitors.

“The early delivery of the project can be attributed to the highly professional team approach of a large number of key players including our staff, ADCO Constructions and their associated consulting and contracting teams and our on-airport stakeholders and agencies,” he said.

“This has by no means been an easy process, to maintain a fully-operational terminal while the works were being carried out has been a huge task but the end result makes it worthwhile.”

“The $100 million project would never have eventuated without the support and encouragement of our community, customers, industry partners, shareholders and financiers, government representatives, our consultants and the staff of Gold Coast Airport.

“As Australia’s premier tourist destination, the new-look Gold Coast Airport is an extension of that holiday experience, whether it is at the beginning or the end of their holiday.

“We are confident that we have given Gold Coasters a terminal that they can be proud of and wish to thank all our passengers for their patience during the construction process,” Mr Donovan said.

As part of the $100 million terminal redevelopment, 1850 contractors worked on the project over the eighteen months. Information supplied from ADCO Constructions showed that 260 new jobs were created during this project.

Gold Coast Airport has spent $48.4 million over the last year on major infrastructure projects including the recent runway extension and upgrades to the taxiways and apron; and the passenger terminal redevelopment (Funding for the terminal was completed over three financial years).

Gold Coast Airport contributes $1 billion a year to the local economy.
Townsville Airport is North Queensland's regional hub, welcoming almost 1.6 million passengers annually. Townsville's industry make-up is diverse, providing a sustainable economic environment for the region. The airport is a jointly shared facility with the Department of Defence.

Townsville Airport has played a significant role in the growth of the aviation sector in the North Queensland region, and is home to the Northern Australian Aerospace Centre of Excellence (NAACEX).

Townsville Airport has direct services to Brisbane, Melbourne, Sydney, Canberra, Cairns, Gold Coast, Mackay, Mount Isa, Rockhampton, Hughenden, Richmond, Julia Creek, Cloncurry, Longreach and Winton, as well as various mining charter operations.

**KEY FIGURES**

<table>
<thead>
<tr>
<th>Airport:</th>
<th>Townsville Airport Pty Ltd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Runway Length:</td>
<td>2438 metres</td>
</tr>
<tr>
<td>Annual Passenger Movements:</td>
<td>1,597,845 (FY)</td>
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<tr>
<td>Average Flight Movements: (per year)</td>
<td>In excess of 57,200 flight movements</td>
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<tr>
<td>Number of Direct Flight Destinations:</td>
<td>14</td>
</tr>
<tr>
<td>Airlines utilising the Airport:</td>
<td>Qantas, Qantaslink, Jetstar, Virgin Blue, Regional Express (Rex), Alliance Airlines, West Wing and various mining charters</td>
</tr>
<tr>
<td>Catchment Population:</td>
<td>250,000 people</td>
</tr>
<tr>
<td>Benefits to airlines:</td>
<td>Quick turnarounds with short taxiing time; fast passenger processing; common-user terminal; no curfew restrictions; IT simplicity; financial incentives and marketing support for route development; onsite aircraft maintenance and painting facility; high yield market</td>
</tr>
</tbody>
</table>
Chief Operating Officer’s Review

Kevin Gill

Townsville Airport has enjoyed an increase of almost four per cent in passenger numbers this financial year, welcoming a record 1,597,845 passengers through our doors.

This financial year we welcomed an increase from Jetstar on our Melbourne service, going from three times weekly to a daily service. We also welcomed the commencement of a Mackay service from our latest airline partner, Regional Express (Rex). Townsville Airport is Rex’s Queensland base and Worland Aviation is their maintenance and paint supplier. TAPL’s draft Airport Environment Strategy was approved by the Federal Minister for Infrastructure, Transport, Regional Development and Local Government and our draft Master Plan is currently at exposure draft level, and we look forward to finalising the MP in the 2010/2011 financial year.

In development activity, our proposed front of terminal enhancement works has been approved and we expect to commence the project early next financial year. This project will improve the external aesthetics of the terminal, improve traffic flow and increase the sizing of the existing long-term car park.

Our team continues to embrace our various community-orientated sponsorships throughout the year, and welcomed the addition of our naming right’s sponsorship of the V8 Supercar’s Townsville 400 Ambassador Program with Townsville City Council. The program enlists passionate Townsville residents to act as local guides to the thousands of tourists that converge on the region to attend the race.

I would like to extend thanks to our airline partners, federal, state and local government and various industry stakeholders, and of course our dedicated and enthusiastic staff for their performance throughout this financial year.

Aviation

›› Regional Express (Rex) launched services between Townsville and Mackay.
›› Jetstar has increased their Melbourne service from three a week to daily.
›› Draft Master Plan is currently at exposure draft level.

Commercial

›› BAE Systems moved into their new hangar within the NAACEX (Northern Australia Aerospace Centre of Excellence) precinct.
›› Front of terminal enhancement works have been approved to commence in the 2010/2011 financial year.

Property

›› Ten general aviation tenants currently onsite including charter flight operators, in-flight catering, refuelling agencies, aircraft maintenance and flight training.

Environment

›› Draft Airport Environment Strategy (AES) was approved by the Federal Minister for Infrastructure, Transport, Regional Development and Local Government, the Honourable Anthony Albanese MP.
›› A significant focus on sustainability across all departments.
›› Part-time internal Vegetation Management Officers appointed.
›› Ongoing engagement with environmental consultants Ecosure.
›› Ongoing bird and wildlife management.
›› CEMP (Construction Environment Management Pan) for all construction projects.
›› Water Efficiency Management Plan in place.
›› PhD Research program partnerships with James Cook University (JCU) into bat strike risk at Townsville Airport.
›› Rehabilitation of undeveloped land in the NAACEX precinct at Townsville Airport.
›› Installation of a Power Factor Correction unit to improve efficiency of power usage at Townsville Airport whist reducing load demands on the local grid.
›› Development of a storm water quality and drainage strategy at Townsville Airport.
›› Monitoring programs for surface and ground water quality; aquatic ecological system; significant flora/fauna; and natural resource consumption.
**People**

- 31 staff directly employed by Townsville Airport Pty Ltd. In excess of 700 people are employed at businesses operating on the airport.
- Staff enrolled in the Diploma of Management and Accelerated Airport Management Program (AAMP) offered by QAL.
- Staff member Isabelle Yates won the North Queensland Tourism Awards Young Achiever Award.
- Major Visiting Friends and Relatives (VFR) campaign for the year ‘Send your Friends Packing’ received more than 1000 entries and provided the basis for Townsville Enterprise Limited’s (TEL) new Regional Guide.
- Staff participated in the Leukaemia Foundation’s World’s Greatest Shave.

**Community**

- Committed more than $175,000 to local community-orientated sponsorship programs including:
  - Townsville Enterprise Limited (TEL)
  - North Queensland Tourism Awards
  - V8 Supercar’s Townsville 400 Ambassador Program with Townsville City Council
  - Julia Creek Dirt and Dust Festival
  - Townsville Greek Festival
  - Townsville State High School aviation program
  - Garbutt State Primary School

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**Townsville Airport supports iconic Queensland festival**

Townsville Airport has been a proud sponsor of one of Queensland’s favourite events, the Dirt and Dust Festival for the last five years.

The three day event which celebrated its 16th year in 2010, is a celebration of all things ‘outback’ including an outback triathlon, a ute muster, horse races, professional bull riding events and a variety of novelty events.

The Dirt and Dust Festival has come a long way from its humble beginnings as a brain-child of Julia Creek locals and now welcomes visitors from Queensland-wide, interstate and overseas. The Dirt and Dust Triathlon is a registered event on the Australian triathlon circuit.
An attendee survey conducted at the 2010 event indicated that the majority of attendees were from the Townsville region, with a growing number of attendees and participants from South East Queensland heading north for the event.

This annual festival is a fitting sponsorship for both Townsville and Mount Isa Airports, with more and more competitors and attendees choosing to fly direct to Townsville and Mount Isa from various capital cities and regional areas to attend the event.

Townsville Airport staff actively work with event organisers and airline partners throughout the year to offer competitive flights for competitors and attendees.

In November 2009 the Dirt and Dust Festival won the Best Festival and Event award at the Queensland Tourism Awards and went on to receive a ‘highly commended’ award for the same category at the 2009 Australian Tourism Awards.

“Our sponsors should feel as justifiably proud as we do when it comes to receiving this Australian Tourism Award, as it is with their support and guidance we are able to do this.”

Dirt and Dust Festival Committee
As the mining capital of North Queensland, Mount Isa is a major source of the world’s lead, zinc, silver and copper and home to one of the world’s largest underground mines.

In recent years Mount Isa Airport has serviced the huge growth in the mining sector, as well as also welcoming an increasing number of leisure travellers.

Mount Isa Airport provides services to and from Brisbane, Townsville, Cairns, Darwin and the Gold Coast as well as the outback ports of Cloncurry, Normanton, Mornington Island, Burketown, Doomadgee, Hughenden, Bedourie, Bouliia, Birdsville, Windorah, Quilpie, Charleville, Richmond and Julia Creek.

<table>
<thead>
<tr>
<th>KEY FIGURES</th>
<th>Mount Isa Airport Pty Ltd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport:</td>
<td></td>
</tr>
<tr>
<td>Runway Length:</td>
<td>2500 metres</td>
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<tr>
<td>Annual Passenger Movements:</td>
<td>184,860 (FY)</td>
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<td>Average Flight Movements (per year):</td>
<td>4,680</td>
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<td>Number of Direct Flight Destinations:</td>
<td>8</td>
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<tr>
<td>Airlines utilising the Airport:</td>
<td>Qantas, Qantaslink, Regional Express (Rex), Airmouth, Skytrans, Westwing and various mining charters</td>
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<tr>
<td>Catchment Population:</td>
<td>23,500 people</td>
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<tr>
<td>Benefits to airlines:</td>
<td>Financial incentives and marketing support for route development; only airport in the North Queensland mining region that has scheduled jet aircraft services; gateway to one of the world’s richest mineral deposits; high frequency of travel per passenger; high yield passengers; runway overlay and terminal redevelopment projects underway</td>
</tr>
</tbody>
</table>
General Manager’s Review

Jennifer Welk

The 2009/2010 financial year had a modest start as we began to see a slow return to profit in the resource sector in the wake of the global financial crisis. Pleasingly, Mount Isa Airport finished the financial year in a much stronger position.

Mount Isa Airport welcomed 184,860 passengers through the terminal this financial year, an increase of 1.2 per cent on the previous financial year.

This year saw the approval and commencement of some key projects for Mount Isa Airport. Our $9.8 million runway overlay project commenced in the latter part of 2009, with the purpose of strengthening the existing runway and allowing the opportunity for larger aircraft to use the airport into the future.

We also gained approval for and commenced a $3.7 million upgrade to existing terminal facilities, due to be completed early next financial year.

Mount Isa Airport continued to support key initiatives within our region such as the North Queensland Helicopter Rescue Service, the ‘Bush Children’s’ program, Mount Isa Rotary Rodeo and the Filipino Fiesta.

I’d like to thank our Mount Isa Airport staff for their ongoing commitment to the business, our airline partners and the federal, state and local governments for their continued support and belief in the Mount Isa region.
Aviation
›› Aircnorth launched a weekly service from the Gold Coast to Mount Isa and Darwin in September 2009.
›› Regional Express (Rex) commenced direct Townsville – Mount Isa services.
›› Skytrans commenced double daily services to Cairns.
›› Runway overlay project commenced.

Commercial
›› Terminal redevelopment project commenced.
›› Spotless took over management of Mount Isa Airport Café.

Property
›› 20 general aviation tenants currently operate at Mount Isa Airport including charter operators, aircraft maintenance, refuelling agencies and welfare/community helicopter operations.

Environment
›› A significant focus on sustainability across all departments.
›› Ongoing bird and wildlife management.
›› CEMP (Construction Environment Management Plan) for all construction projects.
›› Monitoring programs for surface and ground water quality; aquatic ecological system; significant flora/fauna; and natural resource consumption.

People
›› Mount Isa Airport directly employs 16 staff. More than 20 additional staff are employed at businesses operating on the airport.
›› A number of Mount Isa staff are involved in training programs such as the Diploma of Management and the Accelerated Airport Management Program (AAMP) offered by QAL.

Community
›› Mount Isa Airport committed more than $50,000 this financial year to local, community-orientated sponsorship programs:
  - Mount Isa Rodeo
  - The North Queensland Cowboys in the Community ‘Bush Children’s’ program
  - Julia Creek Dirt and Dust Festival
  - The North Queensland Helicopter Rescue Service
  - Mount Isa Filipino Fiesta
  - Mount Isa Cultural Festival

* QAL acquired Mount Isa Airport in March 2005.
Mount Isa Airport supports Bush Children’s Program

Mount Isa Airport is proud to sponsor a vital community service organisation – the North Queensland Cowboys ‘Bush Children’s’ Program.

Bush Children’s is a non-government, community organisation which offers a range of allied health services to children and families living in rural Queensland.

The organisation, now in its 75th year, was founded in 1935 by then Queensland Governor, Sir Leslie Orme Wilson, and through the following years many thousands of Queensland children have accessed vital health services.

On a local level, Bush Children’s have a centre in Mount Isa giving local children access to well-skilled professionals such as psychologists, speech pathologists, occupational therapists and family health support workers, catering for rural children aged up to 13 years.

The program experienced a brief period of closure due to lack of funding support for the Mount Isa centre. Mount Isa Airport joined forces with the Bush Children’s program in 2008 and together with other supporters helped ‘Bush Children’ re-open their doors.

Under the ‘Cowboys in the Community’ banner, the North Queensland Toyota Cowboys NRL team have worked with the Royal Queensland Bush Children’s Health Scheme Mount Isa to encourage commercial partners with a strong community charter to join the program.
AGH is committed to continually producing professional ground services, multi-skilled staff and a ground support product for airline partners that is efficient, safe and on time.
As one of the leading ground handling companies in Australia, Aviation Ground Handling (AGH) supplies a full range of ground support services for passenger, cargo and military aircraft.

AGH is committed to continually producing professional ground services, multi-skilled staff and a ground support product for airline partners that is efficient, safe and on time.

Employing 100 staff, Aviation Ground Handling operates at Gold Coast, Sunshine Coast, Rockhampton, Mackay and Townsville Airports and is 100 per cent owned by Queensland Airports Limited.

People

› 25 AGH staff employed at Gold Coast Airport.
› 10 AGH staff employed at Townsville Airport.
› 23 AGH staff employed at Mackay Airport.
› 22 AGH staff employed at Rockhampton Airport.
› 18 AGH staff employed at Sunshine Coast Airport.
› Two AGH staff members at Gold Coast Airport commenced a Certificate IV in Management with Southern Cross University offered by QAL.
› One AGH staff member at Townsville Airport commenced a Certificate IV in Management with Southern Cross University.
› Two AGH staff members at Rockhampton Airport commenced a Certificate IV in Management with Southern Cross University.
› One AGH staff member at Sunshine Coast Airport commenced a Certificate IV in Management with Southern Cross University.

Operational highlights

Gold Coast

› AGH were awarded the Pacific Flier ground handling contract when they commenced services from the Gold Coast to Guam.
› AGH commenced management of baggage room facilitation. The new $10 million state-of-the-art baggage system includes enhanced inline check bag screening using three new L3 automated explosive detection X-ray machines, an oversize line and sortation system, bag tracing system and communication with individual airline systems.
› AGH services at Gold Coast Airport account for three per cent of business, servicing seven Air New Zealand flights per week.

Townsville

› AGH services at Townsville Airport account for seven per cent of the business, servicing 15 Jetstar flights per week.
Mackay
› AGH services at Mackay Airport account for 40 per cent of the business, servicing 69 Qantas services and 21 Jetstar flights per week.
› Purchased new Ground Servicing Equipment (GSE) to further enhance operational efficiencies.
› Awarded subcontract with ground handling company, Aerocare, to carrying out ground handling for Tiger Airways operations.

Rockhampton
› AGH services at Rockhampton Airport account for 34 per cent of the business, servicing 68 Qantas services and seven Jetstar flights per week.
› Purchased new GSE to further enhance operational efficiencies.
› Awarded subcontract with ground handling company, Aerocare, to carry out ground handling for Tiger Airways operations.

Sunshine Coast
› AGH services at Sunshine Coast Airport account for 16 per cent of the business, servicing 30-35 Jetstar flights per week.
› Purchased new GSE to further enhance operational efficiencies.

**AGH services**
› Aircraft handling
› Runway and navigation maintenance
› Safety officer capability
› Ticketing and travel agency services
› Passenger check-in
› Full galley change on turnaround
› Baggage and cargo loading and unloading
› Aircraft cleaning
› Toilet and water servicing
› In-flight catering
› Coordination with aircraft engineering support
› Air charter operations
› Contract passenger and cargo charters
› Ground handling training
› Maintenance and provision of all associated ramp handling equipment
Aviation Ground Handling operates at Gold Coast, Sunshine Coast, Rockhampton, Mackay and Townsville Airports.
A vision to be Asia Pacific’s complete aircraft maintenance facility
Worland Aviation is North Queensland’s one-stop-shop for aircraft maintenance and is the latest aviation support business to become part of the QAL Group.

Boasting 21 years experience in aircraft maintenance and repair, Worland Aviation Pty Ltd is the home of quality aircraft refurbishment and repairs, where the most modern and up to date technology is used to achieve the highest standards of workmanship.

Worland Aviation’s highly trained technicians perform maintenance duties from minor and major repairs to extensive aircraft rebuilds for key regional airlines, along with avionics repairs and installations, specialised engineering services and an extensive range of manufactured aircraft parts and accessories.

A point of difference since its integration into Worland Aviation in 1999 is a Starch Media Depaint System (SMDS), which is the only one of its type and the only Civil Aviation Safety Authority (CASA) approved system in operation within Australia.

With a vision to be Asia Pacific’s complete aircraft maintenance facility, Worland Aviation’s key markets include full service and low cost carriers, emergency services, private jet and charter operations, regional airlines, and defence and government contracts.

Worland Aviation was established in Benalla, Victoria in 1989 before relocating to Albury Airport in 1993. The business was originally set up as a maintenance company, specialising in aircraft painting. With a view to grow the business even further and attract a higher level customer base, Worland Aviation relocated to Townsville Airport’s NAACEX (Northern Australian Aerospace Centre of Excellence) precinct in 2007.

Queensland Airports Limited assumed 100 per cent ownership of Worland Aviation in 2009.
WORLAND AVIATION PTY LTD

People

› 34 staff employed by Worland Aviation.
› Types of roles within the company include:
  - Licensed aircraft engineers
  - Specialist aircraft painters
  - Aircraft maintenance engineers
  - Trade assistants

Worland Aviation services

Aircraft painting
At Worland Aviation the aim is to refinish aircraft to an ‘as new’ state, using the latest technology, equipment and materials.

The Worland Aviation hangar can house aircraft up to the size of a Boeing 737 or Airbus A320. All aircraft preparation and painting is carried out inside the hangar in a clean, dry, dust free, environment to ensure a quality finish to add prestige and value to all aircraft.

Townsville’s low humidity and average temperature of 27 degrees makes it one of the most attractive locations for aircraft painting in the Asia Pacific region.

Aircraft maintenance and repair overhaul services (MRO)
Worland Aviation is a specialist provider of commercial and general aviation aircraft line maintenance, understanding the importance of punctuality, reliability and flight safety. These key components of maintenance are our top priority when providing a level of line service that is unprecedented.

Graphic design services
As an added service Worland Aviation is able to develop colour schemes, layout and coordination, using the latest computer technology. Any corporate logo can be exactly reproduced to any scale.
QAL and our associated businesses pride ourselves on being an employer of choice in the communities we serve.
QUEENSLAND AIRPORTS LIMITED
ACN 104 121 824
Level 1, Airport Central
1 Eastern Ave, Bilinga Q
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Phone: +617 5589 1100
Fax: +617 5536 2838
Email: info@qal.com.au
Web: www.qldairports.com.au

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Web: www.goldcoastairport.com.au

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Fax: +617 4779 1843
Email: info@tsvairport.com.au
Web: www.townsvilleairport.com.au

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Web: www.mountisaairport.com.au

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