



# LOADING DOCK MANUAL



Deliveries & Pick Ups to The Star Brisbane **Event Centre** using **MobileDOCK**

To manage traffic flow at the Star Brisbane, we use a delivery booking system called MobileDOCK. This system is designed to improve site access, security and safety for all users.

### **ALL CARRIERS MUST BOOK THROUGH THE MOBILEDOCK BOOKING SYSTEM**

To gain access to MobileDOCK and start booking your access before your arrival, please reach out to the event organiser to gain the connection code.

Should you require further assistance from TSB, please reach out to [tsbeventsmobiledock@star.com.au](mailto:tsbeventsmobiledock@star.com.au) and be sure to provide following information;

- The name of your Company
- A key contact for your Organisation
- If you are delivering for an event, please specify which event
- Why you need access to the Loading Dock

If you have any other concerns, please add them to your email or you can see if they are answered

## **Key Information**

### **The Star Brisbane – Queens Wharf Loading Dock**

40 Queens Wharf Road  
Brisbane, 4000 Qld

### **Events - Loading Dock Contact:**

[tsbeventsmobiledock@star.com.au](mailto:tsbeventsmobiledock@star.com.au)  
Mobile: 0455 817 996

### **Dock Operational Hours:**

Monday to Sunday  
6:30am to 4:00pm  
*Unless otherwise arranged*

### **Loading Dock Pallet Exchange Policy:**

Chep/Loscam – 1 for 1 Exchange on day of delivery **ONLY**

### **MobileDOCK Technical Assistance Contact:**

Email: [assistance@mobiledock.com](mailto:assistance@mobiledock.com)

### **Loading Dock Safety Requirements:**

- Follow Loading Dock Supervisor instruction at all times
- Speed Limit 10km/h
- Vehicle cannot exceed 4.3m in height.
- Vehicles up to 12.5m in length are acceptable.
- Drivers will require enclosed shoes, high vis shirt or vest when attending site, **no exceptions**
- Smoking or vaping is not permitted onsite.
- Please ensure hazard lights are applied when entering in and out of the dock.
- Your driver is required to manage all opening closing of any vehicle doors, tarps or curtains etc



# 1.Directions to The Star Brisbane - Queens Wharf Loading Dock

## 1.1 Approaching TSB Loading Dock

All service vehicles will approach the loading dock from across the Riverside Expressway (Northbound) and then via a left turn from the Margaret Street offramp into Queens Wharf Road. All service vehicles departing the IRD Loading Dock will do so via the southern end of Queens Wharf Road before turning left on to Margaret Street.

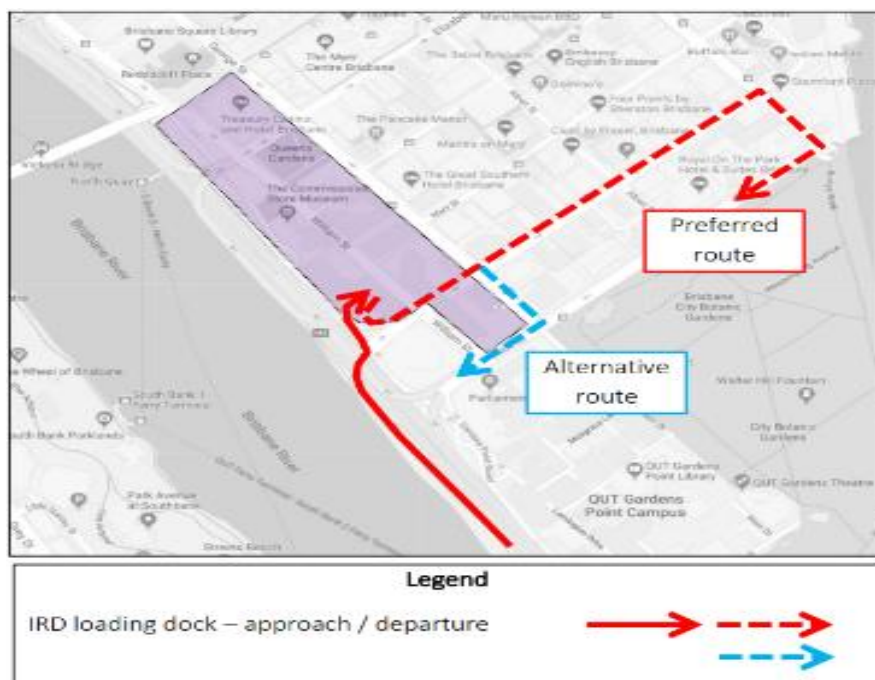


Figure 1: Proposed Service Vehicle Approach and Departure Routes for Loading Dock



Figure 2: View from Entry Road



Figure 3: View of Entry - Located Red Barriers

## 1.2 Departing TSB Loading Dock

Given the proximity of George Street to the William Street intersection, and the need for departing service vehicles to merge across 1-2 lanes of traffic to execute the turn into George Street, the preferred route to Alice Street, particularly for large vehicles (AVs and LRVs) will be via Edward Street, and this preference will be communicated to all drivers. The George Street route is identified only as an alternative route for smaller vehicles, and when light traffic conditions allow for its use by larger vehicles.

## 2. TSB Event Centre Dock Locations

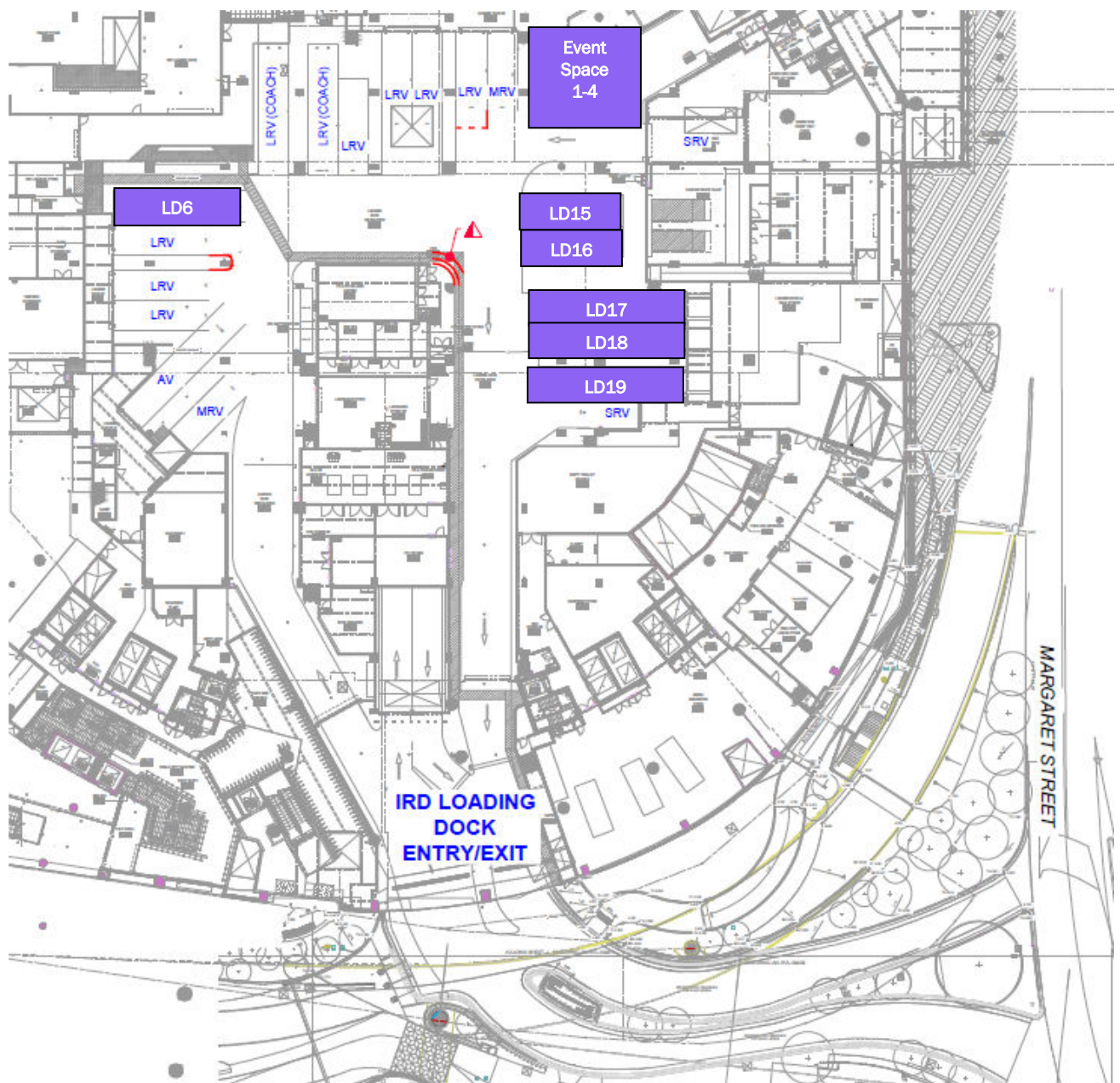
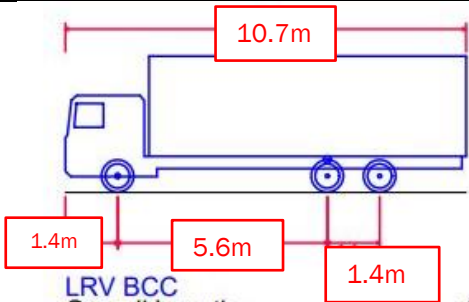
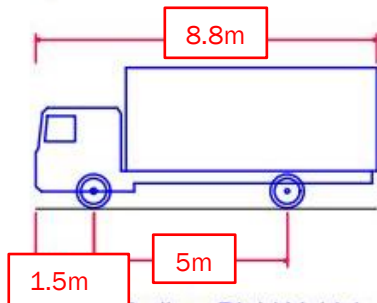
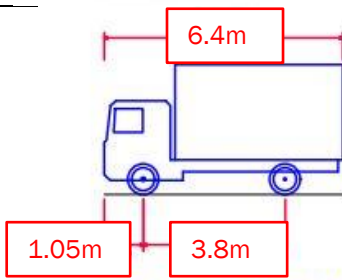


Figure 4: Loading Dock Positions

### 3. Vehicle Types and Supported Docks

Loading Dock (LD)/Event Space (ES)	Max Vehicle Type	Vehicle Dimensions	
6, 15, 17-19 LD	Large Rigid Vehicle (LRV)		
		LRV BCC	
		Overall Length	10.700m
		Overall Width	2.450m
6, 15 -19 LD	Medium Rigid Vehicle (MRV)		
		MRV - Medium Rigid Vehicle	
		Overall Length	8.800m
		Overall Width	2.500m
1,2,3,4 ES	Small Rigid Vehicle (SRV)		
		SRV - Small Rigid Vehicle	
		Overall Length	6.400m
		Overall Width	2.330m



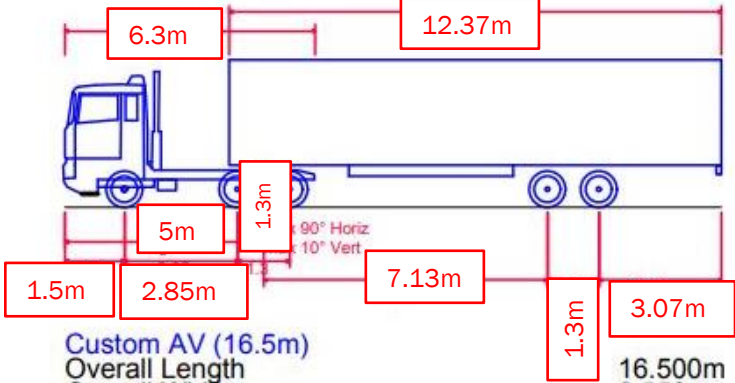
17 LD	Articulate Truck and Trailer (AV)	 <p>Custom AV (16.5m)</p> <p>Overall Length 16.500m</p> <p>Overall Width 2.550m</p> <p>Overall Body Height 3.713m</p> <p>Min Body Ground Clearance 0.341m</p> <p>Track Width 2.550m</p> <p>Lock-to-lock time 4.00s</p> <p>Wall to Wall Turning Radius 12.500m</p> <p>Body Clearance 0.500m</p>
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Table 1: Allowed Vehicle Types and sizes for the Loading Docks

### 3.1 Outdoor Broadcast (OB) vehicles

On very infrequent occasions, television outdoor broadcast trucks may be required to park within the loading dock for extended periods of up to several days.

- The **maximum number of vehicles** anticipated in this scenario is **4 trailers** from articulated vehicles (prime movers will depart for the duration of the event), and a single rigid truck.
- The OB trailers generally expand sideways, becoming significantly wider than when in transit.
- The five vehicles are expected to occupy six loading bays on the northern side of the dock, plus the two northernmost coach bays.
- With these vehicles in position, circulation through the dock, and use of all remaining bays is still possible.

During these very infrequent events, changes/restrictions to the loading dock operation will form part of an event management plan. It should be noted that in generally there are no raised kerbs in the loading dock, and delineation of aisles etc is by painted linework only.

## FAQ's

1. Do I require to make a booking for deliveries to The Star Brisbane – Queens Wharf Loading Dock?  
Yes, all deliveries require a MobileDOCK booking in advance of delivery.
2. What do I do if my company is not set up in MobileDOCK?  
If your company is not set up in MobileDOCK contact your event organiser for their unique connection code. Alternatively, you can email [tsbeventsmobiledock@star.com.au](mailto:tsbeventsmobiledock@star.com.au) if you required further assistance.
3. Will my delivery be rejected if I don't have a booking in MobileDOCK prior to delivery?  
Yes. An exception may apply if the Event Centre Logistics Duty Contact has been contacted prior to delivery, subject to timeslot availability.
4. What do I do if my delivery driver is running late for the confirmed timeslot in MobileDOCK?  
Delivery driver can contact the Event Centre Logistics Duty Contact so that a change to the Booking time can be requested to a later time, subject to timeslot availability.
5. What if my delivery driver is running early and can make delivery before the confirmed timeslot in MobileDOCK?  
Delivery driver can contact the Event Centre Logistics Duty Contact to see if the Booking time can be changed to an earlier time, subject to timeslot availability.