

# MELBOURNE AIRPORT

## COMMUNITY AVIATION CONSULTATION GROUP (CACG)

Meeting minutes — Tuesday 20 August 2024, 10am-1pm

Quest Melbourne Airport

### ATTENDEES

Name	Representing	From or Role
Kim Jordan		Independent Chair
Fred Ackerman	Community	Taylors Lakes
Maggie Baron		Kensington
David Cleland		Greenvale
Matt Faubel		East Melbourne
Susan Jennison		Keilor
Jane Waldock		Montmorency
Fonda Zahopoulos		Moonee Ponds
Liz Beattie	Victorian Trades Hall Council	Project Officer
Justin Burgess	Brimbank City Council	Strategic Planning Coordinator
James McNulty	Hume City Council	Manager Planning & Development
Ashley Minniti	Maribyrnong City Council	Manager City Places
Steve Finlay	Melton City Council	Statutory Planning Coordinator
Petrus Barry	Moonee Valley City Council	Manager Planning and Building
May Li Foong	Airservices Australia	Senior Advisor Community Engagement
Neermala Cash	Department of Infrastructure, Transport, Regional Development, Communications and the Arts	Assistant Director
Stefan Smerdon	Aircraft Noise Ombudsman	Senior Advisor
Rosie Offord	Melbourne Airport	Head of Master Planning
Joseph Gandy		Senior Manager Strategic Airport Planning & Innovation
Meera Hamed		Coordinator Community Engagement
Edward Martin		Head of Public Affairs
Gigi Yuen		Head of Environment & Sustainability
Dr Monika Schott		Manager Community Engagement
Shantelle O’Riordan		Advisor Community Engagement

## 1. Welcome and apologies

The Chair welcomed and thanked all for attending the meeting and acknowledged the Traditional Owners of Country and paid our respects to Elders past, and present.

Apologies:

- Justin Barbour
- Justin Portelli
- Stephen Pykett
- Michael Canny
- Joanna Kormas
- James McNulty

Non-attendance:

- Victor Ng
- Maragaret Giudice
- Rachel Dapiran

## 2. Confirmation of minutes

Circulated 11 June 2024 — previous meeting minutes confirmed.

## 3. Update on action items

See notes in the table on page 18

## 4. Late items for discussion

Potential review of Terms of Reference CACG has been operating under  
Option to include presentations attached to the minutes

## 5. Melbourne Airport updates

### 5.1 Operations, Edward Martin

See attached presentation for further detail

#### Aviation Recovery YTD

- Capacity wise 93.8% as a % of FY19
- International – 99.5%
- Domestic – 91.3%

#### FY24 Passenger Numbers

- Just over 35 million passengers processed
- Increase of 14% from FY23
- We will shortly be releasing our July passenger numbers on our website

#### International Highlights

- A delegation returned from China and Juneyao Air will be launching from Melbourne to Shanghai. There will be three flights/week from 19 December
- Cebu Pacific will increase Melbourne to Manila services in December
- China Eastern will commence Melbourne to Nanjing on A330s 3x/week
- China Eastern now operate 13 flights/week out of MEL – three more than pre-pandemic

- China Airlines will launch Mel-AKL in early December, becoming the fourth airline on this route
- Vietjet launched inaugural Hanoi-Melbourne flight early June for 2x/week

### Domestic Update

#### *Rex*

- Suspension of Rex jet services with affected passengers accommodated on VA flights free of charge
- Seven regional routes flying out of Melbourne continue to operate
- There are barriers to entry and domestic aviation competition issues that remain
- We hope the upcoming Aviation White Paper will provide some clarity on how to address carriers to entry

#### *T1 Security*

- Security screening mandate came in 2017/18
- Major upgrade of security screening in T1 – the upgrade includes six lanes with new baggage and body scanning technology
- Estimated to have completed by the end of 2025

#### *Naarm Way Stage 2*

- Works continue and proceeding well
- Reconfiguring Levels 2 & 3 of the carpark as a dedicated passenger pick up and drop off zone
- This will improve efficiency in the forecourt area
- Following consultation APAM has decided not to proceed with the Minor Variation of the MDP Stage 2 roads to relocate the over height truck ramp

### Rex and Bonza update

- Melbourne Airport is disappointed by the suspension of Rex jet services
- We have one B737 parked on Taxiway Sierra and four jets parked adjacent to the Melbourne Jet Base
- Virgin has facilitated impacted customers onto Virgin services
- 400 Rex employees that have contacted Virgin looking for roles
- We have a JobLink which advertises roles across the Melbourne Airport precinct and surrounds

### Airport Rail

- We have always preferred an underground station which has been well reported and remain strong supporters of a connection to the airport
- We need to provide more connectivity and options for travellers and workers
- When we look at employment opportunities to attract and retain people at the airport, we need additional transport links
- We took the decision to compromise on an above ground station
- There are three components of negotiation to work through with the state government, which include the scope of the project, construction impacts and land acquisition – compensation of land acquired for the station that the airport can no longer use
- As an example, a land acquisition agreement was achieved between the NSW Government and Sydney Airport
- Part of the delay has been changing of personnel in the government, which we now have clarity on
- The \$5 billion from the Federal Government remains

- The Victorian budget has pushed out the \$5b in the forward estimates. We remain ready and available to assist and develop a much-needed project

**Q:** On Naarm Way, is that a major forecourt change or a small change?

**A:** It is two stages of development with one stage completed. Stage 2 is an express link which allows you to veer right.

**Q:** Are there other stages?

**A:** No there are not.

**Q:** When will it be finished?

**A:** End of 2026-early 2027.

**Q:** Where does the Airport Rail plan to have passengers alighting from the train when it arrives at the airport?

**A:** Between T4 carpark and the Park Royal Hotel. The top of the Park Royal is where the station will be. You will come down the escalators and there will be covered walkways into the terminals.

**Q:** With or without crossing walkways?

**A:** Without any road crossings

**Q:** Given there is federal government money involved, will they be actively engaged in encouraging progress? What is the anticipated relationship?

**A:** Minister King is on the record saying they will have more to say in the May budget. We are seeking clarity on the Federal Government's role and would welcome them playing a greater role in the process. Once we receive a response, we will update CACG.

**Q:** If you want to get the train to the city, will you have to change at Sunshine?

**A:** The airport's understanding is passengers won't need to change if they are travelling to the CBD. Ed will check and confirm this.

Note - Justin Burgess said he understands the train will run direct to the city, but you will be able to change at Sunshine for other lines. It seems there is a lack of clarity, and it was suggested direct advice from the Department would be helpful.

**Q:** Has there been any thought of making it easier for travellers when carrying luggage and needing to change trains?

**A:** It is certainly something the airport discussed with the state government in earlier talks. We will be advocating for travel to be as easy as possible for airport travellers.

#### **Comments**

- Until the threshold issue of where the money is coming from is answered we won't know anything. This is beyond the airport or anyone at this table.
- This can change at any time particularly when there is a change of government.

#### **Touting**

- Continues to be an issue for travellers and staff. We did have an incident with a staff member being assaulted by a touter. We have put out a Safety Alert internally to not approach touters.
- Melbourne Airport has undertaken extensive efforts to deter touting, including:

- Introducing an online application portal with multiple checks to ensure drivers are compliant
- Deploying easily identifiable lanyards for approved drivers
- Suspending drivers for twelve months who are caught touting
- Increasing Wilson Security patrols
- The reality is we need more enforcement from the State Authorised Officers, of which there are only six. We do continue to encourage the state government to increase patrols by the officers.
- We have announcements over the speakers to inform passengers of touting
- We're also engaging with the state government about education campaigns with State Transport Victoria, particularly during peak periods or major events.

**Q:** What else do the six Authorised Officers do?

**A:** City patrols and random spot checks at major events across the state

**Q:** Lack of signage is an issue. Touting is a problem but finding a taxi without succumbing to a touter is also a problem.

**A:** Signage is an ongoing issue we are trying to address. We want more enforcement from the State Government to deter the behaviour.

**Q:** Experience of using forecourts is that it is not a well signed and managed area. It is unpleasant and confusing, particularly for the infrequent traveller. Are there pedestrian forecourt areas in Perth and Sydney that are better than Melbourne?

**A:** Hoardings are being used as part of our efforts to improve signage. We are continually aiming to improve signage and communication.

Note – A video as you wait for your bags or handouts when you get off the plane could be helpful.

**Q:** Make it easy for people that aren't tech savvy. Does the airport road test these systems when you put them out and seek feedback from users?

**A:** Our traveller experience unit does quarterly passenger surveys that includes these sorts of questions. It also gets reported to the ACCC as part of our Quality of Service indicators.

Note – Needs to be something more immediate.

## 5.2 Planning, Rosie Offord

- We are ready to relaunch into the MDP process for Airport Rail when the Victorian government is ready
- Third runway. In the 18 months since the MDP was submitted there have been numerous requests for information (RFIs). Under the terms of the Act, that is the process if the Minister requires more information. The statutory clock is stopped until the airport responds to the RFIs.
- The 50 statutory days started in August or September last year. The Minister has exercised her right to an additional 10 days. The clock is currently stopped as the airport reviews some draft conditions

**Q:** People put in submissions in good faith and come back and say what's happened?

**A:** The airport has made this point as well. The community wants to know if M3R will be approved.

Comment – Kim said the only measure we have is the clock. There is a timeline for the Minister to fit within. The logic says the unknown timeframe is how quickly the airport can respond to RFIs.

Note: due to time constraints, Rosie paused her presentation for the DITRDCA representative to speak

## **6. Guest presentations**

### **6.1 Commonwealth Department of Infrastructure, Transport, Regional Development, Communications and the Arts, Neermala Cash**

- Third runway MDP is still under consideration. The community concerns are foremost in the Ministers mind. We anticipate the Minister will make a decision in the not-so-distant future.

**Q:** How are we going on the White Paper?

**A:** We have done our bit from the Department side and now it is with the government. The Rex issue has complicated the stakeholder field, but we expect announcements in the next few weeks.

**Q:** How about the Senate noise inquiry?

**A:** There is a noise inquiry session to be held in Canberra next month and our team is putting together a briefing on the noise impacts that would be a result of Melbourne Airport's third runway.

### **5.2 Planning, Rosie Offord continued**

#### Elite Park

- Our intent is to go out on public exhibition in September or October
- We have a six week council election caretaker period to consider. This project is important to receive Council feedback on so we will ensure to manage ourselves accordingly.

**Q:** What is Elite Park about?

**A:** It is a mixed used precinct between Airport Drive and the Tullamarine Freeway. There will be three stages, potentially two.

- It is the airport's first precinct rather than specific project MDP
- It is about diversification for Melbourne Airport

**Q:** Will there be public transport?

**A:** We would very much like that to be the case.

**Q:** By when would you require comments from the Council on Elite Park?

**A:** We would ideally like comments to come from the December Council meeting.

**Q:** Is it courtesy engagement with Council or is there a statutory obligation?

**A:** The Public Exhibition is a mandatory requirement defined in the Airports Act. We pull together a preliminary draft and that goes out to the public. Councils are formally notified of Public Exhibition.

**Q:** It is not requiring Council approval rather you are seeking feedback? You are mindful of your own community consultation.

**A:** Exactly. It was mentioned at a previous CACG about the MDP process. It is an expectation that the airports share its letters of notification with Councils.

Note: Kim asked whether the Council reps would like to get together and contribute on this to CACG.

Airports Council International (ACI) – World Environment Standing Advisory Committee (WEnSAC)

- ACI is an industry group aimed at unifying airport practices and standards
- There is a world governing board made up of airport CEOs. Our CEO Lorie Argus has joined this board
- There are six standing advisory committees that provide the ACI Board with guidance and counsel
- There are six committees: Environment, Security, Technology, Economics, Facilitation of Services and Safety and Security. In the Environment committee there are subgroups one being on Aircraft noise. Rosie is now a member of this group. There has been one meeting so far and Joseph joined on Rosie's behalf. The time difference with Montreal is a bit of a challenge
- It is a good sounding board for discussing issues and sharing advice on engagement with community and noise attenuation
- It is very useful to have these connections, however it is not a one size fits all
- The International Civil Aviation Organisation (ICAO) is the governing body for aviation
- ICAO has set a Balanced Approach for managing noise. When ICAO makes a decision part of our membership means we must implement this

Note: ICAO is a UN based organisation.

**Q:** What is the 'balanced approach'?

**A:** How aircraft noise is managed.

Note: Can someone talk to ICAO's role in the future

**Q:** Is there a strategic objective on this committee to reduce aircraft noise or improve fuel efficiency?

**A:** For ACI it is about building understanding and leading to more sustainable practices.

**Q:** On touting, regarding Wilsons security patrol and authorised officers, who employs each and what is the demarcation?

**A:** Wilsons security is contracted by Melbourne Airport.

**Q:** Are they 24/7?

**A:** Yes, they are. They do a range of roles and general patrolling of the ground area. Authorised officers are Safe Transport Victoria. We work in tandem. We also work with more senior people at the Department to work on education and awareness campaigns.

**Q:** Wilsons officers can only check rather than enforce?

**A:** That's right. For more serious incidents we can involve Federal Police. It is a limited pool of resources we have available.

**Q:** When you were talking about the airport suspending drivers, where does the authority come from?

**A:** Ed has taken this on notice.

**Q:** Do touters take any notice of the security guys?

**A:** Some do, but others have total disregard.

**Q:** What are Sydney and other airports doing to deter them?

**A:** Ed will take this on notice.

## 5.3 Community, Dr Monika Schott

### Mobile information van

- We have a 3m x3m marquee at the moment. We have it packed up in a car like Tetris and we take it to community events every 5-6 weeks
- We had a look at what Brisbane do for community engagement and their van is far more engaging. It is very interactive, including touch screens
- We have decided to create a mobile van to assist our engagement, a small mobile version of the future visitor information centre
- I'd like to come back to everyone outside of the meeting and hear thoughts on what you would like to see in the mobile van

### Car Park Sleepout

- Inviting people to come and sleepout on Level 7 of the T4 carpark to raise funds for Juno and McAuley on September 5
- Support women, nonbinary people and their children experiencing homelessness as a result of family violence

### Senate Inquiry into aircraft noise

- Melbourne Airport has been invited to the September hearing in Canberra
- We understand other aviation stakeholders have also been invited

### Next newsletter

- We have sent a letter to update communities immediately surrounding the airport
- Intention is to send the next newsletter out once a decision on the third runway is made

### Novotel and ibis Styles hotel Melbourne Airport

- Opened 1 July 2024
- Had around 120 people come to this opening
- Occupancy rates are doing quite well

### Community Giving Fund

- We are getting far more applications now
- We have increased the funding to \$4,000 for various projects
- East Keilor Cricket Club had their equipment stolen so we supported them to replace it
- Tullamarine Football Club had their equipment stolen twice. We have also been able to support them with a couple of applications
- We are supporting Coinda Aboriginal and Torres Strait Islander Community Centre with an Aboriginal Women's program
- The Community Giving Fund is open all year, with distributions made each month

### Community pop ups

- Looking at places in Thomastown, Williamstown and Spotswood for September and October pop-ups
- Our next pop-up confirmed is Run2Cure in November
- There seem to be less community festivals this year, for example Taylors Lakes festival is unfortunately not going ahead this October
- Once we have our mobile van there will be more opportunities

### Melbourne Airport tours

- Tours continue and remain popular



- Christian College in Carrum Downs bringing in their year 9 students again this year

#### Jobs

**Q:** Are you doing a couple of tours a month?

**A:** We are doing more than a couple a month, sometimes a few a week.

**Q:** You talked about the Women in Aviation session, are you able to track how this is going?

**A:** It is all developing. However, we may be looking to develop metrics. Monika will cover this, along with more information about the schools' program at the next meeting.

#### 5.4 Noise reports and runway maintenance, Joseph Gandy

- All our noise contours fact sheets are prepared and will be uploaded to our website (NOTE: reports are now uploaded here: <https://www.melbourneairport.com.au/community/noise-contours-and-reports>)
- It has come from our public exhibition on the runway
- It covers the number of movements, movements by aircraft and movements by runway
- We will try to keep doing this each year and have an agreement with Airservices for data

**Q:** When is the next update?

**A:** This was from last year. We have sorted the contract to get the data and will do January, February 2024 and more.

**Q:** Has there been any feedback?

**A:** No not yet.

**Q:** What is the point of giving feedback?

**A:** To let us know if the information isn't clear, or comment on whether the type of impact being shown is helpful. It is not about making changes, to operations or flight paths, that would have to be taken up changes with Airservices.

- The other document we shared is 'A History of Noise Contours'. It tries to bring everything into one simple booklet to see the changes over time

**Q:** Is this going up the same time as the other report?

**A:** Yes. A link will be shared by Monika when live.

**Q:** How can the airport engage with the Department of Transport and Planning to inform future planning decisions? How does the contour mapping overlap with planning?

**A:** The Melbourne Airport Environs Overlay is connected. They don't cover larger contours which is the N-contours.

**Q:** There is criticism of the N-Contours and ANEF, is there a better way?

**A:** The ANEF is an old metric and doesn't always relate to how people experience noise. Unsure what the best solution would be and there are other examples around the world.

## Runway 09/27 Overlay

- Overlay works planned for November 2025
- We are working through construction staging and an engagement plan for this
- We will apply surface treatment to the runway in early 2025 to provide longevity
- Community consultation will occur towards the end of this year

## 5.5 PFAS and Environment, Gigi Yuen

- PFAS is a group of manufactured chemicals used in various industries
- Often called a forever chemical as it's hard to break down
- Historically in the airport space, it was used in firefighting foam up to the early 2000s. Use of firefighting foam significantly reduced and discontinued in most cases and switched to fluorine free foam
- Key issue with PFAS is potential contamination. It can be in the soil, surface water and potentially in groundwater
- We have a few natural waterways around the airport which is a risk point for us
- We have done detailed assessment over the years. The airport has a PFAS management plan and does ongoing monitoring of waterways
- One of the main concerns is downstream from the airport. This is also looked at by local and state governments. We work with regulators constantly to talk about this
- Melbourne Airport has two water treatment plants – one near Arundel Creek and a temporary PFAS storage facility on airport. The purpose of this is for low-medium risk soil to reuse what is safe within the airport estate.

**Q:** What does the monitoring show in terms of levels downstream?

**A:** After the treatment, it is almost undetectable, well below the national acceptance criterion. However, the EPA has warning signs (no fish to be consumed) downstream on Arundel Creek.

**Q:** Are there any hotspots where it isn't going well?

**A:** Only on airport land and it is managed in situ.

**Q:** How do you manage it?

**A:** Soil is treated according to regulatory requirements. If there is any surface water that runs off, we refer to the management plan.

**Q:** If PFAS is undetectable then why can't fish be consumed?

**A:** Gigi will take this on notice.

**Q:** All of the water going down creek is treated through the base load?

**A:** Yes. Since July we have treated 135 million litres of water and returned it to Arundel Creek.

**Q:** In the secondary treatment plant, is this going back into the creek?

**A:** No. We use the treated water for works around the airport.

**Q:** How many times does the facility reach capacity?

**A:** How many times the facility reaches capacity is dependent on rain events and whether the rain flow would exceed the maximum flow capacity of the system. Gigi can take this on notice to provide further detail.

**Q:** Is contaminated soil ever taken offsite?

**A:** We have categories 1,2, 3 and 4. If Category 4, we take the soil offsite to an EPA registered site.

**Q:** So, 1,2 and 3 are kept on site?

**A:** Yes, they are. We look to re-use the soils if there is a low risk. We try to maximise the soil reuse as well.

#### Sustainability and Environment Sustainability and Governance (ESG) Strategy

- We have targets set around Scope 1 and 2 emissions and our goal is to be net zero by 2025
- We have a Carbon Management Plan that speaks to Scope 3
- We have looked at how we can reduce landfill from our waste, for example, re-use PFAS soil
- We have a Reconciliation Action Plan (RAP) that was approved, and we have a Working Group established to roll out the RAP
- We also have targets around Diversity and Inclusion targets

**Q:** What is Scope 1 and 2?

**A:** It relates to the sources of carbon. This is fuel burn that comes from diesel, petrol and gas usage as a direct result of our operations. Scope 2 is about purchasing electricity and Scope 3 involves any emission that happens, for example the SkyBus emissions and jet fuel. Our target is to have Scope 1 and 2 to be net zero and for residual emissions, we look at using offsets. We focus on 1 and 2 as they are more in our control, whereas Scope 3 is hard to abate as it depends on many stakeholders.

- We advocate for sustainable aviation fuel and contribute to the White Paper
- One of the more direct things we have done is GreenPower, we have a 14-megawatt solar farm and are another solar farm

**Q:** Do you have a limit on the portion of offsets you would purchase?

**A:** No, we don't. But our first priority is to reduce emissions.

Comment – Offsetting is a lazy way of doing things by organisations.

**A:** Offsetting is trying to reduce Scope 1. We are able to reduce usage of gas by 25-30% and we look at how can we use our Tri-gen system (our gas electricity generation) and make more electricity through solar. An offset is a last resort.

**Q:** Are offsets becoming more expensive?

**A:** Yes, they are. Melbourne Airport is committed to providing Australian offsets and they are quite premium.

**Q:** – Where do aircraft emissions fit in?

**A:** Aircraft are Scope 3, emissions effectively outside our control. We work to influence on Scope 3, with government, airlines, fuel suppliers and industry partners to create a domestic SAF industry in Australia.

## 6. Guest presentations continued

### 6.2 Airservices Australia, May Li Foong

#### Air Traffic Movements

Peaks:

Flight Type: Scheduled - 8 July 24 - 4,752 movements weekly

Flight Type: Non-Scheduled - 29 July 24 - 55 movements weekly

Flight type: General Aviation - 22 July 24 - 37 movements weekly

#### NCIS Update

May-July 2024

Complainants

- 42 individual complainants
- 100 contacts
- 23 new complainants

Suburbs

- 27 suburbs recorded complainants
  - o Lalor & West Footscray – 4 each
  - o Braybrook – 3
- 17 suburbs recorded a single complainant

Issues

- Standard flight path movements – 91% of complaints
- Unusual movements – 9% of complaints
- We tend to see these trends with the weather and runway use

**Q:** Is it likely that most aircraft arriving onto Runway 34 are aiming to use the highspeed taxiway, and may therefore be lower than otherwise necessary? It would be good to understand if Airservices would consider monitoring or modelling this, as something that is not difficult but may make a significant difference to the community.

**A:** May to take this on notice.

Aircraft in your neighbourhood - <https://aircraftnoise.airservicesaustralia.com/2020/04/30/webtrak-my-neighbourhood/>

- Tailored information depending on where you live
- You can search for historical complaints and information since 2018

- You can select the date range you wish to look at to view the complaints and other information
- The latest available is July this year

Webtrak Improvements - <https://www.airservicesaustralia.com/community/environment/aircraft-noise/webtrak/>

- Airservices has expanded the coverage area of Webtrak to see a wider distance of the flight paths
- You can now see the tracking for further away
- The next improvement is to reduce the delay of operations on Webtrak. Airservices is aiming to reduce it to three minutes within the next two months. May will report back when this updated

**Q:** What is the difference between Airservices service and Flight Tracker 24, which updates in real time?

**A:** Webtrak has noise monitoring data on it and additional flight information. It also allows the community to make enquiries. Flight radar is great to look at plane movements.

**Q:** I have used the report function and not heard back. Do you know why that is? I put it in earlier this year.

**A:** May will take this on notice.

**Q:** Is there anyway Webtrak can be used to track flight paths over a period of time?

**A:** Yes, there is a section on Webtrak that has historical data. It can be tricky to use initially.

Continuous Descent Operations Trial update

- Northern Arrivals (Queensland + Eastern Asia)
- South-eastern arrivals (New Zealand + Tasmania)
- We have carefully selected each waypoint to provide a select time delay. These can be absorbed at a high level while the plane is still on route
- When sequencing aircraft on arrival, Air Traffic Control rely on tactical techniques such as speed control and holding, which absorb delay effectively but do not provide a predictable descent for flight crew
- Airservices is extending the trial to allow for the collection of further data for assessment
- Airservices will review the trial progress at the end of the year
- Industry working group meetings are ongoing and Airservices is exploring other routes for predictable sequencing into Sydney and Perth as well

## 6.3 ANO Update, Stefan Smerdon

Role of the Aircraft Noise Ombudsman (ANO) in aircraft noise management

- The ANO can review Airservices, or what the Department of Defence have or haven't done, in relation to aircraft noise
- Under the ANO Charter, the ANO can review the handling of aircraft noise complaints
- They can monitor and report on the effectiveness of community engagement taken by Airservices

- If you have concerns of how a case was handled, the ANO will review the complaint and will determine if it is within the ANO jurisdiction. If it is within jurisdiction, the ANO will investigate and provide an outcome
- Actionable complaints – requiring substantial actionable management
- Non-actionable complaints – do not require further action or management by the ANO office but are still reviewed
- There was a peak for actionable complaints in January
- Brisbane Airport dominated last quarter with 33 actionable complaints
- Issues raised in the last quarter are broken down into agency specific issues and aircraft noise issues related to Airservices
- Timeliness for responses was the dominant agency issue the ANO saw
- In terms of aircraft noise specific issue, the dominant concern is health/sleep

#### Brisbane Investigation

- Concerns raised around community engagement undertaken before the third runway opened
- In 2021, the ANO released an investigation report for Brisbane
- There were several recommendations covering community engagement from Airservices

#### Hobart Noise Abatement Procedure (NAP) - assessment and report (ongoing)

- Airservices did not proceed with a NAP trial
- The ANO received several complaints and Airservices voided its original decision not to proceed with NAP
- The ANO was not satisfied that Airservices was acting in a timely way and has reported the matter to Airservices Board
- You can make complaints via the online complaint form, phone, email and post

**Q:** Can you give any examples of when the intervention of the ANO has led to an improvement in the noise situation?

**A:** Stefan will take this on notice. However, the process is to review community engagement processes for complaint handling and information.

## **7. Noise**

Kim will review items and return to the group. This includes speaking to other airport CACGs.

Will follow up on the ICAO Balanced Approach.

## **8. Other items**

Terms of Reference review. This discussion could be covered at the same time as Monika collects feedback about the mobile information van. Likely to arrange an out of session meeting for September.

The group agreed presentations to be included in the minutes.

## Round the room

- Several members would like to follow up on information from DTP about state planning for the future, e.g. activity centres, impact of Airport Rail, future stations, including any potential assistance from CACG.
- Ashley noted Maribyrnong's submission is into activity centres, planning for more homes close to jobs, services and public transport
- Liz noted she would like to see presentation time shortened and more time for Q&A

## 9. Close

Kim thanked everyone for attending and their contributions to the discussion and closed the meeting at 1:12pm.

Next meeting is scheduled for 19 November 2024, 10am-1pm, Quest Melbourne Airport.

End of year lunch is at Boccata Restaurant and Wine Bar, Novotel Ibis Styles Hotel, Melbourne Airport (1A Grants Road Melbourne Airport, Melbourne Victoria 3045); 1-3pm

## Summary of new actions

Date	Action requested	Responsible person	Deadline	Closed, or action taken if different to the request
20/08/24	Confirm if you need to change at Sunshine to get to the city on the airport rail link	Ed	November CACG	
20/08/24	Where does the authority come from for Melbourne Airport to suspend drivers touting	Ed	November CACG	
20/08/24	What are Sydney and other airports doing to deter touters	Ed	November CACG	
20/08/24	Update on women in aviation metrics and the schools' program	Monika	November CACG	
20/08/24	If PFAS is undetectable then why can't fish be consumed	Gigi	November CACG	Written response sent to KJ ahead of meeting
20/08/24	How many times does the PFAS facility reach capacity	Gigi	November CACG	Written response sent to KJ ahead of meeting
20/08/24	Confirm if you need to change at Sunshine to get the airport rail link to the city	Joanna	November CACG	
20/08/24	Information on RWY 34 arrivals	May in contact with Kim	November CACG	

Date	Action requested	Responsible person	Deadline	Closed, or action taken if different to the request
20/08/24	Investigate why Matt never heard back after using the noise report function	May	November CACG	
20/08/24	Examples of when the intervention of the ANO has led to an improvement in the noise situation	Stefan	November CACG	
20/08/24	Follow up on ICAO Balanced Approach	Kim	TBC	
22/08/24	Update on potential amendments to security identification requirements for new workers at the airport	Ed	November CACG	
21/05/24	Presentation on aircraft separation standards in the terminal area	May	TBC	

## Previous actions

Date	Action requested	Responsible person	Deadline	Closed, or action taken if different to the request
21/05/24	Support for Bonza workers to transition into other work	Ed	August CACG	Closed
21/05/24	Confirmation on what percentage of water is treated for PFAS	Gigi	August CACG	Closed
21/05/24	What is done with the leftover PFAS water that has been treated	Gigi	August CACG	Closed
21/05/24	Issues with Boeing and 737 Max	Ed	August CACG	Closed
21/05/24	Verify if there is a timeframe for Melbourne Airport Rail	Ed	August CACG	Closed



20/02/24	Continuous Decent trial and distances plane stays higher	May	August CACG	Closed
20/02/24	Letter to Minister on taxis and touting sent in April	Kim	Closed	Response circulated 19/6, to be attached to Aug Minutes
20/02/24	Letter to Minister on buses and routes sent in April	Kim	Closed	Response circulated 19/6, to be attached to Aug Minutes
20/02/24	Information on transformation to solar	Shantelle	August CACG	Closed
20/02/24	Update on our noise monitors	Joe	August CACG	Closed
20/02/24	Information on where the 800,000 additional houses are to be built- new housing statement	Joanna	August CACG	
21/02/23	Sourcing a speaker on social and health impacts of runways for a CACG meeting <b>Note May 2023:</b> Accept coverage of a wider subject would make this easier	Monika	Continuing	Exploring further options after initial speaker not suited.
15/08/23	Set up Gmail for each member	Kim	Continuing	Kim to liaise with members to set up
15/08/23	Members to consider items for discussion under noise standing agenda item	All	Ongoing	

## 8. Attachments

1. Airservices Australia CACG Presentation August 2024
2. Melbourne Airport presentation 20082024
3. ANO Melbourne CACG Presentation
4. Correspondence from Minister's office – Letter
5. Correspondence from Minister's office – Signed Reply