



MELBOURNE AIRPORT
COMMUNITY AVIATION CONSULTATION GROUP

ANNUAL REPORT 2018

Adopted 21 August 2018

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INTRODUCTION

The Melbourne Airport Community Aviation Consultation Group (CACG) works collaboratively to achieve broad community engagement on airport planning, development and operations, and their impact. It provides advice regarding communication, consultation and engagement to Melbourne Airport and other stakeholders.

In particular, its role is to:

- a. provide a forum:
 - i. for community members and organisations to raise issues and express opinions regarding Melbourne Airport, particularly with regard to planning, development and operations; and
 - ii. for dissemination of information regarding Melbourne Airport, to complement measures employed by airport management and processes required to satisfy statutory obligations;
- b. identify current and emerging trends in respect of community opinion relating to Melbourne Airport;
- c. stimulate the interest of the local population in the development of the airport;
- d. collect and analyse feedback from the community regarding Melbourne Airport;
- e. report with recommendations to airport management regarding community perceptions and concerns relating to Melbourne Airport; and
- f. review and discuss any other community-related issues, and engage with the appropriate organisations regarding these as needed.

The CACG has no authority to direct others and its function does not replace statutory or established communication and consultation mechanisms employed by the various parties it works with.

MEMBERS

The following persons are members of the CACG.

Independent Chair (also Noise

Abatement Committee liaison): Darrell Treloar RFD

Australian Mayoral Aviation Council: Cr Jack Medcraft and Michael Sharp (proxy: Kelvin Walsh)

Community: Fred Akerman, David Cleland, Peter Hurst, Susan Jennison OAM, David O'Connor and Frank Rivoli (until 30 May 2018)

Local Government Officers: Bob Baggio (proxy: Steve Finlay) and Petrus Barry

Victorian Department of Environment,
Land, Water and Planning: Jane Homewood (proxy: David Kirkland)

Victorian Trades Hall Council: Luke Hilakari (proxy: Liz Beattie)

Virgin Airlines: Captain Darren Gray (proxies: Captain Paul D'Elia and Captain Damian Spencer)

With the exception of the Independent Chair, all members donate their time on a pro-bono basis.

In addition to the members noted above, meetings were attended by representatives from the Commonwealth Department of Infrastructure, Regional Development and Cities (Kathryn Kominek, Cris Cano and Holly Ainsley); Air Services Australia (Alby Goodsell, Neil Hall, Simon Godsmark and Ruth Jost); and Melbourne Airport management (Jai McDermott, Michael Jarvis, Kerr Forbes, and Kathryn Hodges).

SUPPORT STAFF

Secretariat support was provided by Melbourne Airport, with Natalie McGlone being the primary supporting officer until her departure in April 2018. Subject matter experts and other supporting staff who attended at various times were: Melanie Hearne, Trent Kneebush, Tim Gill, Renee Atkinson, Kristi High, Grant Smith, Amanda Bennett, Linc Horton, Travis Jones, Matt Stirling, Hannah Johnson and Leonnie Brown.

CHAIRMAN'S REPORT – Darrell Treloar

The past year has been one of change and yet one where many things have remained the same. There were many new faces at Melbourne Airport with Natalie McGlone being appointed as Community & Stakeholder Engagement Coordinator from 3 July 2017, Jai McDermott joining the organisation as Executive Corporate and Public Affairs at around the same time and Kathryn Hodges commencing in the role of Head of Government & Stakeholder Engagement in September 2017. Natalie was farewelled to take a position at the University of Melbourne in April 2018. Simon Godsmark took over from Alby Goodsell as the regular Airservices Australia delegate in February 2018 while Kathryn Kominek provided a regular presence on behalf of the Commonwealth Department of Infrastructure, Regional Development and Cities throughout.

The biggest change was in relation to the meeting format. The CACG agreed to a recommendation from Melbourne Airport and moved away from the separate closed pre-meeting and open meeting model in favour of a three hour closed meeting. This new arrangement acknowledges Melbourne Airport's desire to own their community engagement activities, particularly at a time when a new Master Plan and Runway Development Plan (RDP) Major Development Plan (MDP) are being prepared.

The CACG was briefed on a wide range of matters during the year and these are mentioned in the following report. Progress was made on the Master Plan and the CACG was briefed across the later meetings on its content. Progress on the RDP MDP has been slower and while a number of high level briefings have occurred, including a dedicated working day held in mid-April, much of the detail is still not available. With the change to the CACG meeting format, CACG members have a keen interest in the Master Plan and RDP MDP community engagement plans of Melbourne Airport and members look forward to learning more about the detail and offering input ahead of them being rolled out. Airport safeguarding was a topic of ongoing interest throughout the year with the Victorian Government determining to rezone a number of parcels of government owned land, contrary to submissions by Melbourne Airport and the CACG, and recommendations of the Working Party appointed by the

Minister for Planning. The question of curfews and noise sharing was examined in detail. The CACG recognised that a curfew is not supported at many levels and agreed to pursue airport safeguarding measures, as being the most appropriate means of minimising detriment to the community from aircraft noise and operations.

I again attended the annual CACG Chairs' Forum, held in October 2017, where CACG Chairs from across Australia met with representatives of the Commonwealth Department of Infrastructure and Regional Development and Cities to discuss current issues and share experiences and lessons learnt.

Membership of the CACG remained generally constant throughout the year with the only changes being Petrus Barry joining the Group in August 2017 and Frank Rivoli tendering his resignation in May 2018.

I offer my sincere thanks to all CACG members and representatives of the various agencies, who contribute their valuable time to the work of the group. The ongoing support provided to the CACG by the Melbourne Airport team is also greatly appreciated.

HIGHLIGHTS, CHALLENGES AND OUTLOOK

The CACG has developed and employs a guiding plan, the *Melbourne Airport Community Aviation Consultation Group Strategic Plan 2016-2019*, which identifies four strategies as follows:

1. Monitor Airport Development and Growth - monitoring growth, development plans and project implementation with a view to fostering maximum community involvement in consultation processes and making submissions, where appropriate. This includes but is not restricted to responding to major development plans and preliminary draft master plans prepared under the *Airports Act 1996*.
2. Community Engagement - expanding and improving the level of community communication and engagement relating to CACG activities, including in relation to the six prominent issues identified below.
3. Airport Safeguarding - proactively participating in public processes to ensure land use planning decisions do not result in inappropriate residential development, exposing residents to unacceptable impacts, including high levels of aircraft noise, or restrict the future operation of the airport.
4. Sustaining the CACG - ensuring appropriate membership and supporting members.

The CACG strategic plan also identifies several prominent issues to be addressed by the CACG during the life of the plan. These issues represent those of greatest interest to people from the community who attend CACG meetings and which have been actively promoted by community members of the CACG.

They are (in priority order):

1. Community health
2. Runway Development Program
3. Aircraft Noise Abatement
4. Curfews and noise sharing

5. Inappropriate development
6. Ground transport.

The CACG also considers new and emerging issues as they arise.

This section of the Annual Report discusses each of the four strategies. Prominent issues are dealt with under 'Strategy 2 - Community Engagement', while new and emerging issues are discussed in a 'Supplementary' section at the end.

Strategy 1 - Airport Development and Growth

Melbourne Airport passenger numbers, air cargo and airline routes have continued to increase and the CACG was regularly briefed on the detail. This growth is driving expansion of the airport to meet current and projected needs of the Victorian community.

Melbourne Airport has been actively working on preparation of the Runway Development Plan (RDP) Major Development Plan (MDP) for construction of the proposed third (East -West) runway and extension of the existing East-West runway for the past three years. More recently, it has also been preparing a Preliminary Draft Master Plan (PDMP) which is required to be submitted to the Commonwealth Minister for Infrastructure and Transport, The Hon Michael McCormack MP by 18 December 2018. Melbourne Airport plans to publically exhibit both documents, for a period of sixty business days each, in the second half of 2018 and at the time of writing, it is anticipated the PDMP will be exhibited first. The CACG has been regularly briefed on progress and the specific findings of some of the MDP technical studies. Briefings relating to five of the earlier studies:

- *Ecological Impact Assessment - 2015/16*
- *Property Values Study - Professor Chris Eves, RMIT presented in February 2017*
- *European Heritage Study - May 2017*
- *Landscape and Visual Study - May 2017*
- *Indigenous and Cultural Heritage Study*

were open to the public and supported by printed information brochures. This approach changed in 2017/18. The CACG was briefed in closed session at its regular meetings and at two 'Working Days' held in February and April respectively. It is anticipated the CACG will be briefed further on the plans and community engagement strategy to be employed prior to the documents being formally exhibited¹.

¹ The Melbourne Airport Preliminary Draft Master Plan 2018 (Master Plan) was placed on public exhibition on 16 July 2018 and interested persons have sixty business days to consider the document and make submissions to Melbourne Airport. The Airport has scheduled a range of community engagement activities relating to the Master Plan for July and August. The CACG will consider the Master Plan at its meeting to be held on 21 August 2018 and will likely make a submission.

The CACG was briefed on a number of individual projects at Melbourne Airport during the past year. They were:

- Proposed Hotel Development - An initial briefing on this proposed 464 room hotel to be built adjacent Terminal 4 was provided on 15 August 2017. The Preliminary Draft Major Development Plan was considered on 20 February 2018 and the CACG resolved to offer no objection to the MDP being approved.
- Terminal upgrades
- URBANSURF Wave Park - This facility comprising a surf lagoon, function centre, surf academy, cafe and associated recreation areas is currently under construction and is expected to open in 2019. While a Major Development Plan was not required for this project, the CACG was briefed a number of times and an information meeting, which was attended by over 50 local residents, was hosted by Melbourne Airport on 8 February 2018.
- Airport Rail Link - The Commonwealth and Victorian governments have announced funding to commence this project which is supported by the CACG. Rail Projects Victoria will oversee the project and the business case which will examine route options is expected to be finalised this year.
- UBER ride sharing - This service officially commenced from Melbourne Airport in August 2017.

Strategy 2 - Community Engagement

The two quarterly CACG meetings held in 2017 were attended by 21 residents² and a total of 30 questions were asked and answered. Questions included requests for information about:

- RDP health study and health impacts including; noise, sleep disturbance, airborne particles, safety, community wellbeing and vibration
- Handling of noise complaints by NCIS
- Aircraft noise attenuation measures proposed for existing schools under new flight paths
- Release of the MDP studies
- Rail link timing
- Time available for submissions to RDP MDP
- Accuracy of Airservices noise information tool and attention given to residents' concerns
- Recognition of Essendon Airport operations in the RDP
- Airport showers
- Location of environmental noise monitoring units
- Air quality
- Community forum

² The figure quoted is an aggregate of the number of persons at each of the four meetings.

As reported above, CACG meetings are no longer open to the public and the CACG's role in relation to community engagement has changed. Melbourne Airport will directly manage community engagement and have already created a new web-site, <https://my.melbourneairport.com/> to assist in this regard. The community engagement program for the new Master Plan and Runway Development Program is still being prepared and will be discussed with the CACG prior to being implemented. High level briefings on this were presented to the CACG at its "Working Days" and regular meetings.

The role of the CACG in relation to community engagement has changed and while Melbourne Airport has indicated it wants the CACG to be an "advisory body", the CACG has yet to establish what changes this will require to its Terms of Reference and activities. A review of the CACG at the end of 2018 has been foreshadowed and this may lead to a fully integrated model being developed for 2019 and beyond.

The minutes of CACG meetings are published on the Melbourne Airport hosted CACG website once they have been approved at the next quarterly meeting.

The six prominent issues are being addressed and the current status of each is as follows:

1. Community Health

CACG member, Susan Jennison OAM referenced research being done on the potential impacts of airports on community health and wellbeing and asked this be considered in conjunction with the RDP health study. The health study is nearly completed and Robert Quigley, a public health specialist and the lead consultant for the RDP Health Impact Assessment presented at the CACG Working Day in April, building on his earlier presentations in November 2016.

2. Runway Development Program

The status of this item is reported under *Strategy 1 - Airport Development and Growth* above.

3. Aircraft Noise Abatement

The CACG considered this in some depth during 2016 and made the following recommendations to Airservices Australia and Melbourne Airport:

- a. That national and international experience with noise abatement is investigated to identify lessons that could be applied at Melbourne Airport with a view to minimising the negative impact of noise on communities living adjacent to the airport.
- b. That the Technical Noise and Environment Working Group (TNEWG) be asked to consider if any improvements can be made to lessen the noise impact of departing aircraft, as experienced by residents living south of Runway 16, particularly at night.
- c. That more be done to promote the existence and application of noise abatement procedures at Melbourne Airport, including the availability of online tools to assist residents to understand what is happening and why.
- d. That the application of noise abatement procedures at Melbourne Airport be routinely monitored to assess compliance and demonstrate their effectiveness. This may require development of monitoring systems and/or the reporting format.

Recommendation a. is a standing agenda item on the TNEWG meeting agenda and periodic update reports are to be given to the CACG on progress with each of the recommendations. To date, minimal reporting has occurred however it is noted that noise abatement procedures will likely change if the RDP MDP is approved.

The manner in which Airservices records and reports noise complaints has been of concern to the CACG and some people from suburbs around the airport since the introduction of changes following the Aircraft Noise Ombudsman's review of complaint handling in 2011. The matter was referred by the CACG to the Noise Abatement Committee who explored a range of options and considered the approach taken by the Noise Information and Complaints Service (NCIS) within Airservices Australia. This culminated in a detailed presentation to the CACG in May 2018 by Ruth Jost, NCIS Manager in which she discussed the complaint classification process and reassured members that every complaint is recorded and they are taken seriously. She also explained that if nothing further could be done after fully investigating a complaint, further resources will not be devoted to the matter unless new information becomes available. The presentation was well received and went a long way towards satisfying the concerns held earlier.

Airservices reports to each quarterly CACG meeting on noise complaints received during the previous quarter and its analysis of the reasons behind any unusual data. This is supplemented by commentary from Melbourne Airport on the monthly data by suburb where appropriate.

4. Curfews and noise sharing

This matter was considered in detail at the CACG Working Day in February 2018. After hearing from a number of presenters it was clear that while some in the local community are distressed by aircraft noise, the Commonwealth Government, Victorian Government, Melbourne Airport and the wider metropolitan community are strongly opposed to the introduction of a curfew. It was also recognised that town planning controls and the use of noise abatement procedures are the pre-eminent tools available for managing the impact of aircraft noise but that they will only be effective if:

- the inappropriate development of land impacted by aircraft noise for residential purposes is stopped by preventing further re-zonings in affected areas; and
- a restriction is placed on increasing the density within existing residential areas which are or will be affected by aircraft noise.

The CACG subsequently decided to:

- a. Establish an understanding of the situation at other airports and what other CACGs are doing in relation to airport safeguarding
- b. Advocate for a review of the Melbourne Airport Environs Strategy

c. Advocate for:

- the Melbourne Airport Environs Overlays in the relevant planning schemes to be updated; and
- ensuring compliance with the Overlays

The matter of what other CACGs are doing in relation to airport safeguarding will be explored at the CACG Chairs' Forum in September 2018. A letter was sent to The Hon Richard Wynne MP, Victorian Minister for Planning advocating for a review of the Melbourne Airport Environs Strategy, an update to the Melbourne Airport Environs Overlays and for greater attention to be given to ensuring compliance with the Overlays. A reply has since been received from a Departmental officer and will be considered by the CACG at its August 2018 meeting.

5. Inappropriate development

The section on curfews and noise sharing above is relevant, as is the discussion under *Strategy 3 - Airport Safeguarding* below.

6. Ground transport

The CACG was briefed on ground transport planning at its February 2018 meeting. It heard about the projected increase in vehicle use at Melbourne Airport and projects underway to manage heavy traffic including a range of road improvement projects, dynamic lane allocation and digital signage to help vehicles effectively navigate airport roads. It also heard the airport rail link is needed to provide a range of transport options that will help manage future growth.

The CACG raised the matter of congestion in the forecourt area and the presence of significant areas of conflict between vehicles and pedestrians. Melbourne Airport is aware of this and exploring short and long term solutions. The provision of travellators at Melbourne Airport, particularly to assist older people and people with disabilities to move around the terminals, was also raised.

A proposal by a Sunbury resident in 2016 for the 901 Smart Bus route to be extended from the airport to Sunbury was referred by the CACG to Public Transport Victoria for comment in November that year but despite the matter being pursued on a number of occasions and through various means they have still not responded.

Strategy 3 - Airport Safeguarding

The CACG has for a number of years been actively promoting a more determined town planning response to airport safeguarding³ by all participants with a responsibility in this area. As reported above, consideration of curfews and noise sharing led to the CACG writing to The Hon Richard Wynne MP, Victorian Minister for Planning advocating for a review of the Melbourne Airport Environs Strategy and related matters.

³ Airport Safeguarding is the term used by the Commonwealth and state governments to describe protection of airport operations and communities living around airports from the impact of aircraft operations.

The CACG has also made submissions regarding proposed rezoning of land where impacted by the Melbourne Airport Environs Overlays. The decision by the Minister in relation to surplus Melbourne Water land situated at 8-20 and part of 22-28 Phillip Street, Dallas, in the Hume planning Scheme was particularly disappointing and a detailed letter setting out the CACG's concerns was sent to the Department of Environment, Land, Water and Planning with a view to improving their understanding and assisting with internal processes to achieve more appropriate outcomes in future.

Melbourne Airport also reports regularly to the CACG regarding the status of current planning permit applications and proposed rezonings, and its position in relation to each, where they may be relevant to airport safeguarding.

Strategy 4 - Sustaining the CACG

The change to the CACG meeting format is discussed earlier in the report, as is the proposed review of the CACG at the end of 2018. Following the change, the CACG decided not to change its membership arrangement in any way until the review is completed.

Petrus Barry joined the CACG as a local government officer member at the start of the reporting year, replacing Henry Bezuidenhout. Otherwise, membership of the CACG has remained stable throughout the year with the only other change being the resignation of Frank Rivoili on 30 May 2018. Mr Rivoli was thanked for his services to the CACG in a formal letter of appreciation.

In addition to the four scheduled quarterly meetings, the CACG held two 'Working Days' in February and April 2018 respectively. The first was devoted to addressing the issue of curfews and noise sharing (reported above), the Melbourne Airport Environmental Assessment and the Melbourne Airport Community Engagement Strategy, while the second focussed on the Runway Development Plan including an overview and presentations on the findings of some of the individual studies.

Supplementary - New and Emerging Issues

The following current issues were considered by the CACG during the year:

- Security incident Reporting - This briefing was requested following an incident on Malaysia Airlines MH128 in June 2018. Melbourne Airport's Head of Security briefed the CACG regarding current practices of security incident reporting and recent legislation enacted by the Commonwealth Government to strengthen airport security.
- Disaster Planning - The CACG expressed an interest in gaining a better understanding of disaster planning arrangements and was subsequently briefed on the subject.
- Runway 34 Smart Path Arrivals - Airservices briefed the CACG on changes put forward by the airline industry and the approvals process, and invited feedback from the CACG.

- PFAS (per- and poly-flouroalkyl substances) - PFAS from fire fighting foams used at Melbourne Airport has been identified and investigations are underway to identify how it can best be managed. Melbourne Airport briefed the CACG on an environmental assessment occurring and the investigations to identify how to best manage any contamination. It was noted that PFAS has been widely used in fire-fighting foams as well as many household product for the past 50 years or more and it has been identified at other airports across Australia.
- Airservices Online Noise Information Tool - Airservices briefed the CACG on this upgraded tool which provides information on complaints, runway use, flight paths, noise monitoring, access to the NCIS and Wetrak.

PERFORMANCE MEASUREMENT

The performance of the CACG over the past year, measured against targets set at the beginning of the reporting period, is shown in Table 1.

Item No.	Description	Measure	Target	Result 2016/17	Result 2017/18
1	Role ⁴	Number of meetings held and open to the public	4	4	2
2	Conduct of meetings ⁷	Total number of interested persons who attended meetings	100	80	21
3 a.	Effectiveness of meetings	Attendance by Group members	80%	84%	84%
3 b.	Effectiveness of meetings	Self-assessment rating by members on scale of 1 to 5 where: <ol style="list-style-type: none"> 1. totally ineffective (not worthwhile) 2. of some use but falls well short of expectations (not very worthwhile) 3. satisfactory performance but with significant areas requiring improvement (average) 4. generally effective but minor opportunities for improvement (quite worthwhile) 5. most effective in satisfying all requirements (very worthwhile) 	4	4.00	4.22

Table 1 – CACG Performance 2017/18

⁴ Meetings held in 2018 were not open to the public, following changes to the meeting format to allow Melbourne Airport to engage directly with the community rather than through the CACG.

Results for the 2016/17 year are also shown for comparison. As reported earlier, the meeting format was changed with meetings being closed to the public since the start of 2018. Consequently, the first two performance measures (while reported against) are not relevant in their current form. They have not yet been updated by the CACG however it is proposed they be reviewed in the coming year.

The CACG held four meetings and two working days during the year.

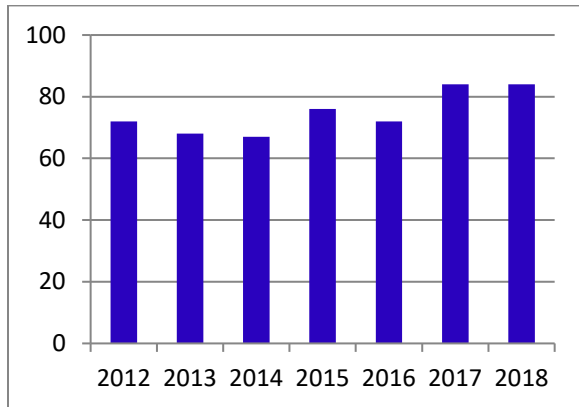


Chart 1 - Member Attendance

CACG member attendance was again 84% and achieved the 80% target.

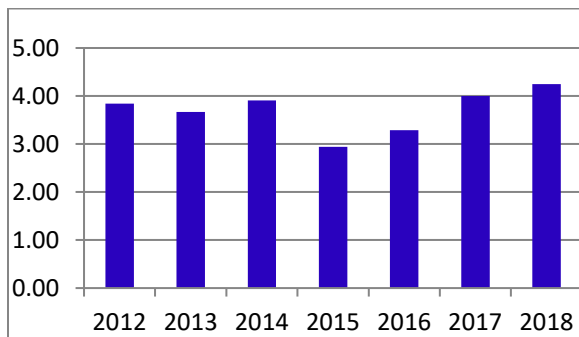


Chart 2 - Meeting Effectiveness

Members were surveyed in relation to meeting effectiveness and invited to offer comments and suggestions for improvement.

FINANCIAL INFORMATION

The CACG does not control funds or assets and while it is an independent entity, it is fully resourced by Melbourne Airport.

A 69% return was achieved and (on average) survey participants rated the CACG meetings as being quite worthwhile (4.22).

Members viewed CACG meetings as a valuable forum for finding out information about Melbourne Airport's projects and having an opportunity to raise issues and provide feedback. All of the survey participants agreed that CACG meetings added to their knowledge about airport planning, development, operations and their impacts.

Most survey participants reported that they thought the organisation of CACG meetings, content discussed and relevance of information was 'excellent'. They indicated that the change in venue and catering was an improvement and that the content and organisation had also benefitted from the change in venue. All participants commented that the meetings provided a variety of speakers, topics and content to discuss.

Some participants reported that the CACG meetings did not allow sufficient time to fully explore and digest information presented. A number of suggestions for improvement were offered and these will be considered in conjunction with the review of the CACG at the end of the year.

Melbourne Airport is operated by Australia Pacific Airports Melbourne as the "airport-lease company" for Melbourne Airport pursuant to the Commonwealth *Airports Act 1996*. The airport lease and the Act place a number of obligations on the operator regarding operation and growth of the airport. The Commonwealth Government requires all airports subject to the planning framework in the Act, including Melbourne Airport, to establish a community aviation consultation group. These formalised groups ensure that local communities have direct input on airport planning matters with appropriate arrangements for engagement with other industry stakeholders such as airlines and Airservices Australia where necessary.

The Melbourne Airport Community Aviation Consultation Group was established in early 2011 and satisfies this requirement.

CONTACTS

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