



# SUNSHINE COAST AIRPORT COMMUNITY AVIATION FORUM

**MINUTES – 08 JULY 2021**

(Updated 05 August 2021)

Sunshine Coast Airport – Online Meeting

## Attendees

Chair	Mr Ron Brent
East West Runway Action Group (EWRAG)	Ms Mary McLean
Flight Path Forum	Mr Phil Vivian
Hinterland Unite Flight Action (observer)	Mr Trevor Bell
Marcoola South	Ms Dawn MacKinnon
Mudjimba Residents Association	Mr Martin Peelgrane
Noosa Hinterland Residents Association	Tamara Hussin
North Shore Traders Association	Mr Paul King
Seaside Shores Community Association	Mr Richard Dennis
Twin Waters Residents Association	Mr Kevin Lyons
Yandina Creek Progress Association	Ms Cheryl Sykes
Sunshine Coast Council	Cr Maria Suarez
Airservices Australia	Mr Craig Dunstone, Operations Manager Aerodrome Services
Airservices Australia	Ms Prema Lopez, Senior Community Engagement Advisor
Sunshine Coast Airport	Mr Frank Mondello, General Manager Operations and Assets
Sunshine Coast Airport	Ms Ayllie White, Head of Corporate Relations
Sunshine Coast Airport	Ms Kylie Ezzy, Communications and Community Engagement Manager, and CAF Secretariat
CASA	Kirstie Winter, A/Manager Industry Relations / Aviation Safety Advisor
CASA	Rob Whittle, Aviation Safety Advisor
State Member for Maroochydore	Ms Fiona Simpson
State Member for Noosa	Ms Sandy Bolton
<b>Apologies</b>	
Marcoola Community Group	Ms Susie Chapman
Buddina Flight Path Group	Gwen Brown
Coolum Residents Association	Mark Jones
Sunshine Coast Airport	Mr Andrew Brodie
Airservices Australia	Ms Donna Marshall, Environment and Community Manager

## 1. Welcome and Introductions

The Chair welcomed all members and acknowledged the traditional custodians of the land and paid respects to Elders past, present and emerging.

He also acknowledged the apologies that were registered.

## 2. Actions from CAF Meeting 30.03.2021

Item No	Action items	Responsible	Deadline	Response
1.	ASA to investigate whether helicopter movements include emergency flights	ASA	08.07.2021	Refer power point presentation pages 32 and 33 (or ASA 12 and 13 numbering)
2.	SCA to contact LifeFlight to see whether training activity occurs at night and if so, proportion of training vs emergency operations.	SCA	08.07.2021	Lifeflight have advised that they undertake approximately 1200hrs of flying annually. Approximately 500-600hrs are at night and less than 1% are night training.
3.	SCA to meet with Ms McLean to discuss issues raised. Following meeting, either SCA and/or Ms McLean will lodge an NCIS should it be appropriate.	SCA	30.04.2021	SCA and Ms McLean have met onsite on a number of occasions to observe the flight tracks being taken by aircraft departing SCA and SCA have also been monitoring flight tracks via online channels. Of the flights we were monitoring, none have deviated and all have departed in line with the centre line.  It has been agreed that moving forward, if Ms McLean witnesses an aircraft she is concerned about, she will try to get an image – preferably video and contact SCA.
4.	Cr Suarez will forward resident email to Ms Ayllie White for SCA review.  SCA will investigate whether email was received and whether any responses were sent and provide advice at next CAF meeting.	SCA	05.04.2021  08.07.2021	Completed.  SCA has responded previously to resident on a range of issues. SCA has responded again to resident and provided further advice. Cr Suarez has been provided with a copy of SCA response.
5.	Dates for 2021 CAF meetings to be circulated.	SCA	To be circulated with draft 30.03.21 minutes.	Completed.
6.	CASA to be invited to attend a future CAF meeting.	SCA	Open	Kirstie Winter and Rob Whittle attended 8 July CAF meeting.

Mr Ron Brent noted that all actions had been completed as scheduled and as such, there were no outstanding actions from 30 March CAF meeting to be carried over to the next CAF meeting.

### **3. SCA general update – SCA Head of Corporate Relations – Ayllie White**

Refer to slides 3 – 4 of the presentation pack

Ms Ayllie White provided an update on the focus for the airport in relation to aviation activities including increasing services and destinations. Ms White commented there had been no new domestic destinations added since the last CAF however, SCA had secured a year-round service to New Zealand. Ms White stated New Zealand had traditionally been the largest source of international visitors to the Sunshine Coast, and the additional year-round flights will deliver an extra 14,000 seats to the route every year as well as a further \$8 million boost to the local visitor economy.

Ms White outlined the range of measures the airport is implementing to keep both travellers and visitors to the airport COVID-safe and discussed changes the airport was making to arrivals and departures to accommodate the arrival of Air New Zealand. This includes the construction of temporary marquees to assist Qld Health and Qld Police process passengers arriving from interstate and overseas.

### **4. SCA operations update – SCA General Manager Operations and Assets – Frank Mondello**

Refer to slide 5 of the presentation pack

Mr Frank Mondello provided an updated on the terminal and landside development.

He discussed the short-term enhancements that will be made to the security screening arrangements to meet changing regulatory requirements. Mr Mondello also outlined some potential short-term improvements to the arrivals area (baggage reclaim) to support the forecast increased passenger numbers and flights and facilitate COVID related health measures.

Mr Mondello also advised the CAF planning for an expansion of the terminal was underway with initial work focussing on facility assessment, which will inform the future size, design and staging of the expansion project.

### **5. Fly Neighbourly Agreement Update – SCA Communications and Engagement Manager – Kylie Ezzy**

Refer to slide 6 of the presentation pack.

Ms Kylie Ezzy provided an update on the progress of the Fly Neighbourly Agreement outlining five operators have signed at this stage and their details have been listed on the SCA website. A question regarding who hadn't signed the FNA was asked by a CAF member. SCA stated while there are approximately six tenants still to sign, all tenants expressed support for the FNA during meetings and it was felt that the majority would sign up.

Ms Ezzy also advised that Lifelight have developed a Fly Neighbourly procedure for their pilots to reduce the impact of operations where possible and were happy for it to be distributed to CAF members for their information.

CAF members questioned whether this Lifelight procedure could be distributed more broadly to assist CAF members when responding to Lifelight related questions from the

community. SCA stated Lifelight would be contacted to confirm whether the pilot procedure could be circulated outside of the CAF and placed on the SCA website.

**Action (1):**

The Chair noted the questions and endorsed that:

- SCA would contact Lifelight to confirm whether the Lifelight Fly Neighbourly Pilot Procedure could be distributed more broadly outside of CAF members and published on the SCA website.

Ms White also advised this CAF meeting would be the last attended by Mr Mondello as he was taking up a role as General Manager Coffs Harbour Airport. On behalf of the Sunshine Coast Airport, Ms White thanked Mr Mondello for his contribution and support to the Airport and CAF stating while Mr Mondello was leaving the Sunshine Coast Airport, he would still be in contact with the team at SCA as Coffs Harbour and Sunshine Coast airports are part of Agilis Airports which is the management group for both airports.

## **6. CASA Presentation – Kirstie Winter Aviation Safety Advisor Queensland**

Refer to slide 7 – 20 of the presentation pack.

Ms Kirstie Winter provided an overview of CASA's roles and responsibilities including key functions. Ms Winter also introduced Mr Rob Whittle, Aviation Safety Advisor from CASA who was also available during the CAF meeting to respond to questions if required.

Employing approximately 800 staff across Australia, Ms Winter outlined CASA's most important consideration was safety and as such, CASA's primary role was to conduct safety regulation of civil aviation space. CASA licence pilots, register aircraft, oversee aviation safety and promote safety awareness. CASA is also responsible for making sure Australian airspace is administered and used safely and provides regulatory oversight over Airservices Australia.

Under regulation 139 CASA also has a certification and regulatory role in relation to aerodrome operations.

An overview of the difference between CASA, ATSB and Airservices was also provided.

Ms Winter advised the CAF about how the community can engage with and learn more about CASA. Ms Winter discussed the CASA Consultation Hub and advised that community members can subscribe to the Hub to receive updates and information. She also informed the CAF of the Aviation State Engagement Forum ([www.avsef.gov.au](http://www.avsef.gov.au)) which is another engagement tool the community may find interesting.

The design of arrival and approach procedures was also discussed with Ms Winter providing an explanation about the difference between IFR and VFR.

CASA acknowledged CAF interest and questions regarding the use of transponders and stated the regulation to use transponders was set by CASA and dictated by the type/class of airspace. Ms Winter advised Sunshine Coast Airport is classified a Class D airspace and as such, there is no requirement to have a transponder. CASA did however state if an aircraft was equipped with a transponder, it was preferable that it was turned on.

Mr Martin Peelgrane expressed concern that it appeared there was an increasing number of aircraft (both fixed wing and helicopters) deliberately turning off their transponders. Mr Peelgrane provided examples about recent occurrences where he believed transponders were not being used by the pilots as Mr Peelgrane could not identify them on Flight Radar 24 or on Webtrak.

Mr Craig Dunstone responded on behalf of ASA by stating there may be a range of reasons why it appears an aircraft may not have an active transponder including, maintenance cycles in Brisbane resulting in aircraft not showing up below a certain level; separation requirements requiring transponders to be turned off for safety reasons; and some aircraft (defence and intelligence) will not appear on third party flight tools for example Flight Radar 24.

Mr Peelgrane also raised the issue of helicopters coming in low over Mudjimba and not being visible on the radar. ASA stated that the aircraft sometimes needs to be above 600ft for it to register. They advised that the visibility of low-level aircraft at Sunshine Coast can be effected for several reasons including line of sight, terrain shielding and atmospheric conditions which sometimes results in aircraft not being detected on RADAR. WebTrak and FlightRadar24 rely on RADAR information.

### **Action (2):**

The Chair noted the questions raised by Mr Peelgrane and endorsed that:

- Mr Peelgrane will communicate directly with Ms Lopez to clarify and review the NCIS question/s to be submitted by Mr Peelgrane. At the next CAF meeting, Mr Peelgrane will provide the CAF with the final question/s submitted to NCIS and any responses received.
- Ms Ezzy to share Ms Lopez and Mr Peelgrane's contact details with each other to progress issue.

Mr Trevor Bell asked for clarification regarding VFR aircraft complaints. It was confirmed that concerns relating to low level aircraft should be directed to CASA and noise concerns should be directed to ASA via the NCIS website.

Mr Bell also asked for clarification regarding the height of non compliance and whether it was 500ft. Mr Bell was advised by CASA that while there are heights stipulated, for example no lower than 1000ft over built-up areas or 500 feet over any other area, there are situations where low flying is permitted – for example, on approach or departure from an airport.

It was agreed that CASA would provide a reference outlining minimum height requirements to be circulated with the minutes.

CASA also stated and clarified for the CAF once an aircraft left the runway, aerodromes had no authority.

### **Action (3):**

The Chair noted the questions and endorsed that:

- CASA to provide reference document outlining minimum height requirements to be circulated to CAF as part of the distribution of minutes.

## **7. Airservices update**

### **ATC Update Craig Dunstone – Airservices**

Refer to slides 22 – 23 of the presentation pack.

Airservices Australia (ASA) Mr Craig Dunstone provided an overview of data in relation to air traffic movements stating that RPT aircraft movements are being impacted by the recent COVID lockdowns while there has been a higher volume of flight training particularly helicopters.

## **NCIS Complaints – Prema Lopez, Senior Community Engagement Advisor**

Ms Lopez provided an update on NCIS complaints data between January to May 2021.

There were 259 individual complainants between January to May 2021 with key suburb data presented identifying where the majority of complaints originated.

In particular, new runway operations was the main issue affecting 74% of complainants. Runway 13 arrivals caused the most concern.

Night movements were raised by 4% of complainants with general aviation, helicopter movements and training each accounting for 5% of complaints received between January to May 2021.

## **Post Implementation Review (PIR) – Prema Lopez, Senior Community Engagement Advisor**

Mr Lopez advised that the Expression of Interest submission period for short-term noise monitoring locations had now closed.

A total of 44 submissions were received from a range of locations. These are currently being reviewed with further information about locations to be made available in August. This will also inform the NAP and next stages of the PIR.

Ms Lopez also mentioned that when the noise monitors are active, the community will be able to see a live feed in Webtrak.

Ms Sykes asked why there was a 40minute lag between when you can visually see an aircraft to when it appears on Webtrak. She stated she is concerned that complaints were being missed as people may not have the time to go back and log a complaint when data became available on Webtrak.

### **Action (4):**

It was agreed that:

- Ms Lopez will investigate the display of real time movements of aircraft on Webtrak and provide a response at the next CAF meeting.

Ms Sykes asked for ASA to provide clarification on the process regarding complaints to NCIS and how the creation of individual case number were determined. Ms Sykes referred to a response that a resident had received from NCIS quoting complainant numbers.

Cr Suarez also raised a similar question regarding the difference between complainant and complaint data stating that she has been advised by residents that they had been told by ASA that residents can only make one complaint a month.

Ms Lopez stated that this wasn't the case and that a resident need only raise an issue once a month for it be logged in the system and investigated.

Ms Lopez explained that a case number was created when a complaint was first raised for example, noise from RPT. She stated if the resident then lodged another complaint about the same issue during the same month (noise from RPT), then it was attached to the original case number as the complaint was the same. If the same resident raised another complaint in that same month about a different issue for example circuit training,

then a new issue was recorded and treated as a separate complaint. If the resident then raised the same issue the next month, a new case number was created. Hence the difference between complaint numbers and complainant numbers.

Ms Lopez stated that this was her understanding of the process however would be seeking further clarification from NCIS.

Mr Ron Brent reinforced ASA's approach as it avoids people making numerous complaints about the same issue in a reporting period and potentially distorting the information that is collected and analysed about issues.

**Action (5):**

The Chair noted the questions and endorsed that:

- ASA to provide further information to the next CAF meeting to help clarify NCIS complaint data collection and reporting. In particular, information is being sought on how cases and issues are reported; how numbers are calculated and reported; and how complaints are given priority.
- ASA to also provide information on appeal rights.

Ms Sykes question on notice (as outlined in the Agenda) was also raised regarding the NAP with ASA responding that the information will be provided as part of the PIR as detailed in the Community Engagement Plan. Ms Lopez thanked Ms Sykes for the questions stating that they will assist in informing the information that will be provided as part of the NAP engagement.

**Action (6):**

Ms Sykes will submit her question to ASA and circulate response to CAF via SCA when received.

## **8. Member Updates and Other Business**

- a) Mr Peelgrane sought confirmation from ASA about the number of noise monitors that will be installed. ASA advised that there were five zones identified and three short term noise monitors that would be installed. ASA also advised that there was a poll on the Engage ASA website seeking community feedback on whether the short-term noise monitor period should be extended by three months to accommodate additional noise monitoring locations noting this would also extend the overall PIR timeframes by three months.
- b) Mr Trevor Bell asked whether any of the noise monitors would be located in the Hinterland region. Ms Lopez advised 44 submissions were received however couldn't confirm whether any of the submissions were from the Hinterland.

**Action (7):**

It was agreed that Ms Lopez would provide Mr Bell advice on whether the Hinterland had provided a submission for a noise monitor.

- c) Mr Vivian also asked ASA to explain the criteria and process for decision making on noise monitor locations and how the testing will be done to validate/assess the EIS noise modelling.
- d) Cr Suarez was also interested in understanding how the locations would be determined by ASA and whether any would be placed outside of the ANEF contours. Concerns were expressed about the need to measure impacts in areas such as rural

where residents living in these areas have experienced changes due to the difference between ambient and aircraft noise. Mr Brent also confirmed this was important as the level of background noise is an important component of the issue for consideration.

e) Ms Lopez stated that the ASA Engage website had a number of detailed fact sheets explaining noise monitoring including the decision-making process about locations.

**Action (8):**

It was agreed that Mr Vivian would check the ASA Noise Monitoring Fact Sheets as suggested by Ms Lopez. If Mr Vivian is unable to find the information he is seeking, Mr Vivian will send an email outlining the information he is seeking to Ms Lopez via SCA.

**9. ITEMS FOR ACTION**

The Chair outlined actions ahead of the next meeting which have been noted in the table below:

<b>Meeting date</b>	<b>Action</b>	<b>Responsibility</b>	<b>Date due</b>
08/07/2021 <b>1</b>	SCA would contact Lifeflight to confirm whether Lifeflight Fly Neighbourly Pilot Procedure could be distributed more broadly outside of CAF members and be published on the SCA website.	Kylie Ezzy, SCA	Next meeting
08/07/2021 <b>2</b>	Mr Peelgrane will communicate directly with Ms Lopez to clarify and review the NCIS question/s to be submitted by Mr Peelgrane. At the next CAF meeting, Mr Peelgrane will provide the CAF with the final question/s submitted to NCIS and any responses received.  Ms Ezzy to share Ms Lopez and Mr Peelgrane's contact details with each other to progress issue.	Mr Martin Peelgrane, Mudjimba Residents Association.  Ms Kylie Ezzy, SCA	Next meeting  10/07/21
08/07/2021 <b>3</b>	CASA to provide reference document outlining minimum height requirements to be circulated to CAF as part of distribution of minutes.	Kirstie Winter, CASA	To be circulated with draft minutes of 08/07/21 meeting

08/07/2021 <b>4</b>	Ms Lopez will investigate the display of real time movements of aircraft on Webtrak and provide a response at the next CAF meeting.	Ms Lopez, ASA	Next meeting
08/07/2021 <b>5</b>	ASA to provide further information to the next CAF meeting to help clarify NCIS complaint data collection and reporting. In particular, information is being sought on how cases and issues are reported; how numbers are calculated and reported; and how complaints are given priority.  ASA to also provide information on appeal rights.	Ms Lopez, ASA	Next Meeting
08/07/2021 <b>6</b>	Ms Sykes will submit her question to ASA and circulate response to CAF via SCA when received.	Ms Cheryl Sykes, Yandina Creek Progress Association	Next Meeting
08/07/2021 <b>7</b>	It was agreed that Ms Lopez would provide Mr Bell advice on whether the Hinterland had provided a submission for a noise monitor.	Ms Lopez, ASA	20/07/21
08/07/2021 <b>8</b>	It was agreed that Mr Vivian would check the ASA Noise Monitoring Fact Sheets as suggested by Ms Lopez. If Mr Vivian is unable to find the information he is seeking, Mr Vivian will send an email outlining the information he is seeking to Ms Lopez via SCA.	Mr Vivian, Flight Path Forum	Next Meeting

Prior to the closing of the meeting Mr Ron Brent acknowledged Mr Frank Mondello's new appointment as General Manager, Coffs Harbour Airport. On behalf of the Community Aviation Forum, Mr Brent congratulated and thanked Frank for his outstanding contribution over the years stating that Frank had always provided strong support to the CAF and broader community and he would be missed.

**Next meeting is scheduled for 14 October 2021.**