



Community Aviation Consultation Group

Meeting Minutes

Date: 27 March 2019

Meeting: 4.00 – 5.45 pm

Venue: The Hut, Acacia Ridge & Districts Community Centre, 21 Hanify St Acacia Ridge

Attendees	
Jan Taylor Heather Mattes Glenys Wright Kerry Reeves Brendan Peut Ruth Jost Rowan McKeever Bridget Edwards Ian Tait Bojana Spasojevic Bordan Blahy Robert Tompkins	JTA Australia - Chair Archerfield Airport Corporation Archerfield Airport Corporation Archerfield Airport Corporation Airservices Australia NCIS Manager Air Services Department of Infrastructure, Regional Development and Cities Department of State Development, Manufacturing, Infrastructure and Planning Aviation Insurance Brokers Griffith University Resident Resident
Apologies	
Julius Frangos Keith Tonkin Jenny Walsh Graham Perrett MP Cr Steve Griffith Cr Charles Strunk Brad Bishop Travis Culverwell Greg Wyatt Greg White Robert Irwin Katrina Lewis Paul Regli Michael Dopking Lucas Tisdall Dick Milton MP David Stehbens	DSDMIP Aviation Projects NCIS Airservices Australia Member for Moreton Councillor for Moorooka Ward Councillor for Forest lake Ward Bishop Aviation Basair Transport and Main Roads FMAUS Airservices Australia QG Air Life Flight Life Flight Flight One Electorate Office Pathfinder Aviation
Item	Topic
1.0	Governance Welcome / Introductions / Apologies Opening address and welcome by the Chair at 4.00pm Attendees and apologies as noted above.
2.0	Adoption of minutes of previous meeting Minutes of the previous meeting were adopted.
3.0	Matters Arising from previous minutes Nil



<p>4.0</p>	<p>Correspondence Nil</p>
<p>5.0</p>	<p>Archerfield Airport Corporation</p> <ul style="list-style-type: none"> • No direct complaints in the last quarter about aircraft noise • There had been a few complaints about traffic congestion on Beatty Road and AAC has advised council • Fly neighbourly – will meet with committee to finalise it • Planning / Investment - Civil construction will commence with Transition Logistics in about May / June working with council and utilities to get the necessary infrastructure approvals. This will open it up to lease for warehousing and logistics, 24 hectares which will contribute and help support aviation/runway development • MDP finished public consultation on March 14, 2019 with 7 submissions. There is support from various levels of government and other groups. AAC is working with the Archerfield Tower and other operators on the possibility of doing some extra taxiway works. • AAC is coming up with some acceptable solutions hoping to have everything tidy to make changes to plans before the draft MDP is sent to the Minister for approval. AAC Board would like to start work in October / November 2019 depending on Ministerial approval, funding and airport building approval. • AAC is working with the local community including committing themselves for 3 yrs. with the Acacia Ridge Junior Football team and liaison with local YMCA on Beaudesert Road which has its commercial arm whilst being a non-profit organisation, where they school troubled youths and teach them basic subjects. AAC are working with the YMCA to bring the youths to the Archerfield Airport and give them talks on aviation/airport management, and airside tours. • AAC are supporting Belong in their current application to the Skilling Queenslanders for Work initiative's and have supported the food co-op which raised \$32,000 in October last year and over Christmas • AAC has committed funding towards Rural Aid for drought relief • As part of the Gateways School Project which is a state government initiative providing support to schools, teachers and students for aviation subjects, Heather Mattes (GM) has lectured students on aviation safety management systems and also doing tours at Archerfield Airport. A new partnership has formed with Calamvale High School with 5 schools coming for tours • Brisbane City Council has agreed to remove trees infringing airspace. AAC is working with council as to how this will proceed. Have also met with Cr Steve Griffith and Federal Member Graham Perrett to discuss. Lady Fatima and Sunny Bank schools are to resubmit. Council have suggested they would like form of payment in removal and/or replacement of trees. <p>Query by Bordan Blahy. How many trees in total to be removed</p> <p>Response by Heather Mattes 8 - 9 trees to be removed - Council have picked up a few more some being noxious species with some trees over 40 years old</p>
<p>6.0</p>	<p>NCIS Update Presentation on Noise Complaint Handling and Reporting on request by Ruth Jost</p> <ul style="list-style-type: none"> • Airservices approach to complaint handling • How they handle the complaints- analysis – Investigation- Response • Complaint classification Scheme / 3 stage complaint system



- Reporting on complaints goes through a review process and they will provide an outcome in writing.
- Can we change it or can we explain it
- Complainants can be sent into NCIS if they wish , if there is a good reason for the complaint NCIS will review and the complainant will be contacted back in writing
- AirServices reports monthly to Airport and the public get a quarterly review.
- Board accepted a recommendation for not reporting on all complaints – in 2016 110,000 submissions, and 90,000.00 in 2017 were made
- NCIS stop reporting on every submission they received, this dropped by 34,000. This had a huge effect on the service as it actually freed up so many of their resource's that they could devote more time in investigating and seeing what they could do with complaints.
- All NCIS resources were tied up due to processing complaints into the data base, data entry and doing the classifications which they are involved with it. So changing this immediately changed the way the department worked
- Airservices stated they have no power in closing down or moving an airport in reducing the number of flights.
- NCIS cannot change the locations of circuit for training airports
- Air control do not have the ability to refuse an aircraft to land or to take off, cannot restrict traffic in that way
- NCIS cannot act on a curfew or investigate safety concerns – it is up to CASA
- NCIS cannot police noise levels
- NCIS have no powers under their act under legislation or to rule that an aircraft is too loud or to say that a community is subjected to too much noise,
- This is under the Australian noise regulation, which is applied before an aircraft is allowed to fly in Australia, they don't apply when it is actually flying in the air
- Aircraft noise regulations and assessment process. Responsibility for regulatory compliance rests with the aircraft operator/owner to ensure their aircraft meets the Regulations.

- Under delegation by the Secretary of Department of Infrastructure, Regional Development and Cities (the Department), Airservices can assist the aircraft operator/owner to meet the Regulations by doing one of the following:
 1. for aircraft intending to operate without a noise certificate, Airservices provides the following services:

 2. Deeming the aircraft to meet the Regulations (Section 12).The Deemed path is a method of compliance available to aircraft engaging in air navigation within Australia only through Section 12 (Deemed) of the Air Navigation (Aircraft Noise) Regulations 2018. For aircraft intending to undertake international air navigation, deemed is not appropriate. Requirements under international regulations may vary from Contracting State to Contracting State and it is the responsibility of the owner/operator to ensure that the documentation held is acceptable.

 3. Providing a permit to operate without a noise certificate if the requirements of Section 14(3)(a) are satisfied.
 - NCIS Report monthly to the Airports and quarterly to the community- on issues and classification's and the number of people who have raised that issue. Reporting is done on the number of issues that have been raised, not the number of people that have raised an issue



Query by Bordan Blahy:

- Why Air Services cannot make changes to some of the curfew regulations?
- Why Air Services cannot pass on information to regulate the Department of Infrastructure on airports? Example " Aircraft flying over in 5am in morning
- Can there be a curfew on the operators training services?– wants to stop training on Sundays

Response by Ruth Jost:

- Issue of night movements – anyone who complains on a sleep disturbance is classified as night movements. – NCIS have a reporting system classified as night movement between 6pm -10 pm, regulating sleep disturbance, this will appear in the Monthly and quarterly reports
- Airservices cannot change regulations,
- Complaints will appear in the report to the airport in terms of monthly reviews
- The government has no intention to introduce additional airport curfews at present
- Archerfield Airport has a curfew in place for Anzac Day

Query by Bordan Blahy:

- People who take the complaints what level of training do they receive?

Response by Ruth Jost:

- All staff that are now recruited have the skill set to be able to handle and acknowledge all incoming queries in Customer service – Customer relations
- Back packers were taking calls have since moved on
- NCIS do investigate complaints,
- All staff undergo a specific range of training, which is quite extensive
- The range of staff training includes aviation knowledge, how to use NCIS data base systems and newly appointed staff are on a 3 month probation which is the formal training period

Query by Bordan Blahy

- Stated that there was an aircraft making a high pitched noise - his concern was something was wrong with the aircraft – they often fly over his house, Bordan suggested to NCIS to get on to AAC to find the operator- Bordan got a letter back from Air Services advising him that they had advised him back in 2016 that there was nothing they can do, Bordan stated they totally missed his point.
- Bordan thought, maybe there was something wrong with the aircraft, mentioned maybe a screw loose on aircraft
- Bordan does not like planes flying over on a Sunday morning when he is having his morning cup of tea

Response by Ruth Jost:

- Something that should have been passed on to the department

Response by Heather Mattes

- Aircraft do not go around flying being unsafe, all aircraft have to be certified by an engineer to fly and be highly maintained
- Aircraft is checked by pilot thoroughly before flying
- Aircraft are checked by all pilots on a regular 100 hourly before flying

Query by Robert Tompkins

- Are there standard routes for helicopters



	Response Brendan Peut
Huge	<p>Archerfield Airport – Presentation on Airservices Update Presentation available on request by Brendan Peut</p> <ul style="list-style-type: none"> • Update on noise monitors for Brisbane’s Airport new parallel runway • Gold Coast ERSA – there is no designated Flight plan for the Gold Coast • AirServices will be installing three new noise monitors in Brisbane area • A noise monitor is in the process of being installed at our Lady’s College in Annerley, this will be operational within the next few weeks • Preliminary approval has been given for a Brisbane City Council site at Salisbury and is under finalisation • A final site is still being finalised, this is likely to be in the Toowong/St Lucia area • Airservices will release a summary of community feedback received on website • ATC update – A slight increase in the use of R28L/10R due to intermittent closure of R28R/10L for runway end lighting maintenance - issue is to shut down runway to fix lights • Seasonal sea breeze mid-afternoon requires the use of R04L/R • Grass runways have been out due wet weather • A reduction of complaints from 2017 to 2018 – 70 individual complaints in 2018 a decrease from 106 in 2017 • Main issue – Emergency Services / Police Helicopters affecting 49 complaints – consistent with both 2016 and 2017 • 69% of complaints raised this issue in 2017 - 2018 • Emergency Services operations affected 80% of complaints under the issue of helicopters, this has reduced in 2018 • 53 separate suburbs affected – 43 suburbs recorded a single complaint
8.0	<p>Department of Infrastructure, Regional Development & Cities (Infrastructure) Update by Rowan McKeever</p> <ul style="list-style-type: none"> • The Departmental update included: <ul style="list-style-type: none"> • A roundtable including government agencies, major airport operators and the Australian Airports Association relating to the management of drones, and a trial of surveillance technology to aid in identifying drones operating illegally; • The Productivity Commission has published its draft report on the Economic Regulation of Airport Services, and was conducting public hearings during the same week as this CACG meeting—the final report is due in June 2019; • National Airports Safeguarding Advisory Group (NASAG), met on 12 March and will be focusing on implementation (especially public safety areas), rather than developing new policies, throughout the coming year; • The Hon Andrew Gee MP was appointed as Assistant Minister to the Deputy Prime Minister on 25 January 2019, replacing The Hon Andrew Broad; and • Several senior staffing changes within the Aviation and Airports Division of the Department, notably that Leonie Horrocks (General Manager, Airports) is leaving the Department in April 2019—Ms Mattes acknowledged Leonie’s time in the role. • Internal staffing change Brendon McRandle, Executive Director, Aviation and Airports
9.0	<p>Community Feedback</p> <p>Query by Bordan Blahy</p> <ul style="list-style-type: none"> • Doesn’t understand why trees are coming down



	<p>Response by Heather Mattes (AAC)</p> <ul style="list-style-type: none">• Advised noxious Trees are illegal and AAC has a responsibility to the airport surroundings, which have surfaces around the airport. The problem with trees has been around for years,
10.0	<p>Other Business</p> <p>Meeting Dates Confirmed for 2019</p> <p>24 July 2019 27 November 2019</p>
	<p>Meeting Closed: 5.45 pm Next meeting: 24 July 2019</p>

Minutes approved at CACG meeting 27th March 2019