

## MELBOURNE AIRPORT



### COMMUNITY AVIATION CONSULTATION GROUP (CACG)

Meeting minutes — Tuesday 24 November 2020, 10am-1pm

Microsoft Teams meeting

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### CACG Members

**Present:**

Name	Representing	Role
Kim Jordan		Independent Chair
Fred Ackerman	Community	Taylors Lakes
David Cleland	Community	Greenvale
Peter Hurst	Community	Attwood
Matt Faubel	Community	East Melbourne
Susan Jennison	Community	Keilor
Liz Beattie	Victorian Trades Hall Council	Trades Hall project officer
Michael Sharp	Hume City Council	Director of Planning & Development
Cr Jack Medcraft	Australian Mayoral Aviation Council	Hume Councillor
Brian Williams	Virgin Australia	Acting Base Manager – Melbourne Flight Operations
Catherine Hunichen	Brimbank City Council	Principal Strategic Planner
Steve Finlay	Melton City Council	Statutory Planning Coordinator
Petrus Barry	Moonee Valley City Council	Acting Group Manager Planning
Fiona Lawton	Airservices Australia	Community Engagement Manager
David Kirkland	Department of Environment, Land, Water and Planning	Manager Planning Services
Kathryn Kominek	Department of Infrastructure, Transport, Regional Development and Communications	Assistant Director, South East Airports and Economic Regulation

Name	Representing	Role
Michael Joost	Department of Infrastructure, Transport, Regional Development and Communications	
Tony Brun	Melbourne Airport	Head of Planning
Rosie Offord	Melbourne Airport	Head of Master Planning
Shane O’Hare	Melbourne Airport	Chief of Aviation
Scott Dullard	Melbourne Airport	Head of Aviation Operations and Security
Travis Brown	Melbourne Airport	Head of Terminal and IOC

**Apologies:**

Name	Representing	Role
Shane O’Hare	Melbourne Airport	Chief of Aviation
Peter Hurst	Community	Attwood
Michael Sharp	Hume City Council	Director of Planning & Development

**1. CACG ORDINARY BUSINESS**

**Welcome and apologies**

- The chairperson welcomed everyone to the meeting.
- Apologies were noted as listed above.
- Minutes from the August 2020 meeting confirmed.

**List items of other business**

- Susan Jennison – Can you please tell CACG the location of the new CSL facility to be built at the business park?
- Susan Jennison – Is there any update on the Airport Rail Link?

## 2. CACG reports

### Airservices Report – Fiona Lawton and Blair Henderson

Blair provided an operational update for Melbourne. Airservices has been engaging with airlines to get an indication of what their scheduling is, but it has proven difficult given all states are operating independently with their borders. Looking at 40 movements a day in December and potentially that could triple and will increase as people become more comfortable to travel and border restrictions remove. Airservices is concentrating on getting their staff ready. Traffic controllers have been operating in the simulator to keep their skills up-to-date.

Fiona presented data on aircraft movements in and out of Melbourne compared to other states and 12 months ago. Airlines have reported an increase in demand for seats. Sydney-Adelaide has been the top route for some time, however, Cairns and Brisbane or anywhere in Queensland is fast becoming a high volume route. As many will know the Sydney to Melbourne route is historically has been one of the busiest air routes in the world pre-COVID, but doesn't even yet appear in the top 10, but we will see that route return into the top 10 pretty quickly.

Fiona updated CACG on the design flight principles, which Airservices undertook consultation on for most 2020, which has now progressed to publication. The consultation reports are available on the Airservices website.

Fiona also spoke about Airservices community engagement framework is values based and speaks to the processes and approach to community engagement. The framework is available on the Airservices website. The website has been redeveloped to be more user-friendly.

The noise report has been updated for October. As expected with low levels of movements we have had relatively small numbers of complaints.

**Susan Jennison:** Has Airservices got any mechanism to show where you have answered complaints? Certainly in our area there is no evidence of Airservices replying to people's queries. **Fiona:** we have a mechanism where when we have responded to a complainant and regularly and over a period of time if there's no further information that we're able to provide, so it reflects the same query around the same issue, we do actually have a policy and it is on the website, that if we can't provide any further information, the complaint is registered and recorded and it is tracked in terms of complainant data but if there's no further information we don't have a response. In terms of the complaint handling process, it was reviewed by the Aircraft Noise Ombudsman over several years, and it is part of an approved process to have a logical conclusion to complaint handling. All complaints are recorded, tracked and reported on.

**Catherine Hunichen:** We hear that there's been complaints but we don't ever hear how they've been resolved or people provided with an understanding of what is normal operations etc . . **Fiona:** One of the things I'll put in the next presentation is a data point which shows the number of repeat complainants, particularly during this COVID period, and the reason was we knew there were people who were at home for various reasons and we wanted to be able to see how many people were new to making a complaint. The other thing we can do is provide some of the de-identified responses.

**Kim Jordan** suggested Airservices look at providing an explanatory note to go alongside the graphs

that show complaint data, ie – how many complaints were responded to, how many were new complaints.

### Third Runway and Master Plan 2022 update – Rosie Offord and Paige Ricci

Rosie provided an update on the Preliminary Draft Major Development Plan (MDP) for the third runway and the Master Plan 2022. She said work was progressing with both documents. Melbourne Airport was still looking at public exhibition in the second half of 2021. Melbourne Airport remains heavily engaged with the airlines on the MDP.

Paige gave an update on the online series of events to support the planning of the third runway. The first event focused on the environment, with about 40 people joining the event. Following the event, feedback was provided regarding the platform that was used. In response to that the airport has changed the platform to be used going forward. The following sessions will concentrate on the health and social and airspace design. The sessions have been designed to give people an idea of how the airport undertakes the work required to inform the MDP. Once the events are completed we will compile a report, which will be released in the New Year.

Paige reiterated the online environment Melbourne Airport will operate in, supported by targeted face-to-face engagement activities, and should Victorian Government restrictions allow. Melbourne Airport is looking at a number of digital tools to support the exhibition of the Master Plan and third runway MDP. One of the tools that we are looking at changing is the airport's noise tool. The other tool we are looking at implementing is a virtual engagement lounge. The reason why Melbourne Airport is investing in online tools is to provide the community with 24/7 access to information but also to help the airport broaden its conversation. The airport recognises the impact it has on neighbouring communities but as a state and nationally significant asset it's important to us that we talk to a broad range of communities. The aspect to our engagement program is engaging with our passengers. This is something we have neglected to do in the past and we will be rolling out a targeted program to engage that community.

**Matt Faubel:** Can you explain the interaction between the airport planning and Airservices undertaking their consultation in flight path planning? **Rosie:** There are three main players in terms of obtaining approvals for a project, Melbourne Airport (responsible for the on-ground component), Airservices (responsible for the airspace and flight design) and CASA (responsible for the volume of airspace). In the approvals process we work really closely with Airservices in designing the airspace concept. For the approvals process we are talking about the concept – the way we think the airspace will work. We then obtain Airservices sign-off for the concept for the Preliminary Draft Major Development Plan. If the Federal Government then provides approval for the project, that approval is for Melbourne Airport being responsible for the on-ground; Airservices being responsible for the airspace/flight design and CASA will own the volume of airspace. After approval Airservices continues to develop the final design of the airspace. Some refinements happen after approval. But fundamentally the intent of the approval is to get approval for the envelop of the change with refinements to come after that. **Matt:** what is the best avenue to make comments or submissions to that concept? **Rosie:** If you have anything you want to feed into the process you can do so now, but there will be an opportunity to review the concept and provide feedback during the public exhibition process.

**Kim Jordan:** With the engagement with passengers, was that going to be separate online or in the terminal? **Paige:** It will probably be more face-to-face to provide information and alerting them to our online hub. **Kim:** Is there anything planned for the staff at the airport to understand the project? **Paige:** Yes, we have regular communications that go out to our staff and the broader estate.

## Melbourne Airport Recovery – Travis Brown and Scott Dullard

Travis provided an update on the COVID impacts to Melbourne Airport. He said Melbourne had been the most impacted of all airports in Australia – due largely to the second lockdown and stage 4 restrictions and border closures. Our passenger numbers are down – we would usually move about 100,000 passengers a day but the airport was down to about 1000 passengers per day. A 99% drop in domestic and international passengers. We have had state border closures and a ban on any international arrivals to Melbourne Airport, however, that has begun to shift. Domestic state borders are starting to reopen and we are part of the trans-Tasman bubble. Not seeing a huge jump in numbers, but certainly a first step in rebuilding confidence. Melbourne Airport will soon start the international arrivals process, following the Premier’s announcement last week. The first day of our restart saw about 8000 people come into the terminal – not a big number compared to where we were but certainly a positive step. Through December we do expect domestic numbers to go up. This has also had a huge impact on other aspects such as our retailers, airlines, and the other major employers on the estate. We think the airport’s retail workforce is down by about 30-40%, and that may be sustained for longer. The jobs we had onsite, the 20,000 people, isn’t a number we are going to get back to immediately.

**Liz Beattie:** In pre-COVID times you talked about 20,000 people onsite – what’s your estimation of how many people are on site at this time? **Travis:** We have about 1000 staff a day onsite. Quite a significant drop.

**Fred Ackerman:** What are the expectations for international travel resuming, apart from Australians returning from overseas? **Travis:** It’s still driven by government as to when that can happen. At the moment it’s only Australian citizens that are permitted and that is heavily capped as well. I don’t think there’s a date as yet when Australians will be able to travel internationally.

Travis explained about the work undertaken at the airport to cater for the green and red zones for travellers. We have taken the international arrivals hall and split it to create a red and green zone. Green zone will be any point of origin that the government deems as an area where COVID is under control, at the moment it’s only New Zealand. That allows people to arrive into Australia and not have to have hotel quarantine. From 7<sup>th</sup> of December we will start receiving flights from red zones and that will be severely capped into Melbourne at a 160 people per day to start and no more than 50 people per flight. Those passengers will come through immigration and undergo health checks and taken to hotel quarantine under the Department of Justice and Community Safety.

Scott spoke about the measures the airport has undertaken to keep staff and passengers safe when travelling through the airport. COVID started for Melbourne Airport with flights inbound from mainland China and we added significant measures and was the start of us working with state agencies (DHHS, Victoria Police). We looked at how the airport, which was running at capacity at that time, could process these at-risk passengers to come into the country, through the airport and to home quarantine. After that it went from home to hotel quarantine. We established a red zone approach where we isolated parts of the airport to allow these flights to land, to have nurses and doctors doing health checks as soon as passengers came off the plane so we could work with Ambulance Victoria to transport any passengers that was sick to be taken to a quarantine hospital. Other passengers, who were lower risk based on the answers to questions and not have temperatures they then went through a different process at the airport. From the start Melbourne Airport looked to exceed requirements and worked out ways for all agencies to work together. There’s about 6-7 agencies we collaborate with to ensure that process is seamless for the passengers. The learnings from the beginning of the year across the state centred on hotel quarantine with a new taskforce and department taking over the program. What Melbourne Airport did at the beginning of the year hasn’t changed that much. Passengers get on Skybus on airside and don’t go to any public domain. Those Skybuses then move directly to hotel quarantine under escort

by Victoria Police, so they don't stop along the way. They then get to the hotel and go through the quarantine process.

**Susan Jennison:** Part of the COVID safe plan is about the cleaning processes – what is that process?

**Scott:** We've had a long time to make sure we are very well prepared and have tested all of our processes and all the things we must get right. We have assessed all third-party contractors COVID safe plans and every tenants plan to make sure they are appropriate and safe. We have embedded very robust cleaning processes at all touch points. People can also come in and use one of the hand sanitiser stations around the airport or wipes at baggage carousels. We have a quality assurance team on the floor reminding people to sanitise and wear masks. And we have a cleaning regime in place to ensure those touch points – such as security screening and gate lounges, are being cleaned.

**Travis** said the team reviewed every tenants COVID safe plan – over 250 of them. We looked for gaps and areas we thought they could do better. While the airport is a big site, there is a lot of crossover of agencies, we didn't want one persons' weakness to impact the entire site. Particularly now with major employers coming back, we are continually having discussion with them on how to bring their people back to work from a COVID safe perspective but also their own personal safety as well. There's baggage handlers that have been sitting at home for six months and they haven't lifted a 20kg bag, so making sure employers are providing retraining and induction for those team members, so people are not coming back and hurting themselves. **Scott:** We had Alfred Health come out and walk through our processes throughout the entire terminal. We have lent on our relationships to learn from the experts to ensure we keep everyone safe. Airports are transactional places and we need to consider the huge impact COVID and the infection control protocols have.

**Rosie:** In Australia the aviation response to COVID and the measures we are putting in place are coordinated. We got together as an industry, put forward what we think needs to happen at airports and that has been signed off by all the chief medical officers across all the states and the national chief medical officer. We've tried to be very coordinated so that passengers at Melbourne experience a similar levels of precaution, safety and security throughout Australia.

## Federal Government's recovery for aviation industry – Kathryn Kominek

Kathryn spoke the staff changes in the department, with many staff being pulled to help with the COVID response as well as staff help with the grants program for the aviation sector and the jobkeeper and jobseeker program. The department continues to deliver a range of COVID related support measures for the aviation sector. However, much of our work now is about what we can do to support the sector through its recovery and the future. This includes looking into opportunities for reform to ensure the aviation sector is on a sustainable long-term footing as travel bans and border restrictions are lifted. To facilitate this work the government has sought input from the aviation sector and the public to inform a five-year plan to strengthen and grow the aviation sector. An issues paper on the future of Australia's aviation sector was released in October with submissions originally closing 13<sup>th</sup> November, however, it's been extended to the 27<sup>th</sup> November. The issues paper is on the department's website. There's also expected to be an announcement about a reference panel on policy directions raised in the issues paper. The consultation process will directly inform the development of the government's five-year plan for aviation, which is expected next year. Kathryn alerted CACG to Catherine King's announcement of a senate inquiry into the aviation sector. However, no terms of reference have been released but we will filter that down as more information becomes available. The department has also been busy consulting on a policy issues paper on emerging aviation technologies as well as exploring the findings of a report commissioned through Deloitte access economics. The paper is the first step toward a national policy for the management of drones and other emerging aviation technology.

**Fred Ackerman:** You referred to a five-year plan. Is there also a 10, 20 year plan? Five years seems very confined.

**Kathryn:** It is at the moment. We are just focussing on the initial recovery because it's going to take approximately five years to return to pre-COVID numbers. I guess once a plan is in place they will focus on the longer term recovery of the sector depending on how the pandemic plays out.

## MAEO Update – David Kirkland

David Kirkland provided an update on the MAEO process whereby the Minister wrote to all the councils and Melbourne Airport to advise of the process going forward. The Minister asked that the councils look at the MAEO maps and provide landholder contact details and any other feedback they had. The Minister also asked councils to provide property ownership details so information could be distributed. Five of six councils have agreed to that and there is some negotiating with the remaining council. From there the Minister will decide when that update will occur and when landholders will be notified. The state has also sought advice from the airport as to what impact the third runway might have on the MAEO so that the Minister can take all the information into account.

David also provided an update on the Melbourne Airport Environs safeguarding Standing Committee (MAESSAC). This is the committee appointed late in 2019. There are two parts to the committee. Part A is to look at planning proposals strategic importance and Part B is to look at the improvements to planning provisions to safeguard the airport. For Part A there was an application for a helipad in Somerton, which the airport asked the Minister to call in from VCAT. It was referred to the committee. A hearing was held in October and the committee has now made its report to the Minister. We are now waiting for that decision. For Part B submissions to that process closed in October. There was 31 submissions and available on the engage.vic website. There was a directions hearing on 16<sup>th</sup> October and public hearings are set to commence on 1<sup>st</sup> February, 2021.

**Susan Jennison:** Which council is delaying the planning overlay? **David:** to be fair what I said was one we are negotiating with in regards to the property information. **Catherine Hunichen:** Brimbank Council has an issue with privacy and giving people's names and addresses without their consent. So, we are happy to give out addresses of properties that will be impacted, but not names. It's our council's view that you can still consult with that information.

**Petrus Barry:** In terms of Part A – significant applications – what's the guide for significant and who defines that? **David:** It requires some degree of judgement on behalf of the councils and particularly asking the airport to comment on proposals. There are no set guidelines for deciding an application reaches some threshold and be referred to the committee.

**Kim Jordan:** I attended the directions hearing and I was impressed with how the committee was dealing with people in that hearing. I felt the committee gave very fair hearing to people who wanted to speak. There was still some misunderstanding about the fact the policy was there to protect the airport and frustration from the community about not protecting the residents and only the airport. But that feedback was taken on board.

## Community letter – Kim Jordan

Kim spoke about a letter she received, as did the airport a letter from several community groups. She circulated that letter to CACG members. The essence of the letter was that Hume Residents Airport Action Group and the Melbourne Airport Community Action Group have sent a letter to the Federal Minister. The letter that came to me was asking for CACG's assistance in ensuring that Minister rectifies the flawed process which is the consultation over the Master Plan and Major Development Plan for the third runway. Just wanted to check in with CACG to talk about what we should do and how we should proceed. Kim responded to the community groups to say the letter will be discussed at CACG. The first aspect of it is the public exhibition of the Master Plan and MDP

at the same time. Paige and Rosie gave us a little bit of information as to why the documents were to be exhibited at the same time.

**Liz Beattie:** What's the question you are asking of us? **Kim:** These two groups have asked us to do something I don't think we can do which is ensure the Minister rectifies the flawed process. However, we should have the conversation because our primary role is to provide information and advice to the airport and how much of what is in this letter does CACG agree with.

**Liz Beattie:** I acknowledge that both of those groups or any individual has a right to protest or write to the Minister but asking the CACG to join in with them on a flawed process, we are assuming the process is flawed. But is the process flawed?

**Susan Jennison:** Is there a way in which CACG can say to Melbourne Airport that people are concerned and will the airport consider its timetable to for those two very important documents to be given more time for consultation? **Tony Brun:** We've given previous commitments that even though there's a statutory timeframe of 60 business days that we would go beyond that. We are more than happy to go over and above. The premise of going through concurrently is if we were not to get approval for the MDP we would not change the Master Plan. And if we don't get an approved Master Plan there is no MDP. What we want to know from those community groups is, what do you want us to do more of? Melbourne Airport is happy to discuss that.

Paige added some points that communication received from both groups in the past has been about how Melbourne Airport conducts community engagement. We consistently ask for suggestions, ideas and feedback on our engagement program. I also wanted to provide CACG with some comparisons from the timeframe outlined in the letter to the engagement we have undertaken since 2018.

Between 2015 and 2017 – 257 people attended CACG meetings which were held four times a year with 155 questions asked. During that time up until 2018, CACG was the only means in which the airport conducted any form of community engagement. That was changed in 2018. CACG meetings were closed and CACG became a part of the engagement program.

Since 2018-2019 – 456 people have attended engagement activities; 37 engagement events; 33 local government m=briefings; 8 CACG meetings and 4 briefing sessions; 421 questions asked and answered on our online engagement hub; attended 4 festivals, with 1900 people attending the display; and 46,100 site visits to the third runway page on my.melbournearport.com; and 2 mail-outs of 330,000 households.

**Catherine Hunichen:** I wanted to clarify that the MAESSAC is a Victorian Government initiative to undertake. It's about informing planning controls that not just protect the airport but also the surrounding communities. Then you have the Master Plan and the MDP which are a different set of regulations that are at a Federal level and the federal and state departments don't talk to each other. The combined consultation of the Master Plan and the MDP, I think it's a great idea in reducing community consultation stress. A lot of stuff will be repeated and will complement each other and will probably lead to better informed submissions for both projects. **One suggestion can Melbourne Airport provide a summary of major changes from one Master Plan to the next?**

**Steve Finlay:** Not only provide the changes but also the reason for the changes to provide some context.

**Fred Ackerman:** We should also encourage those groups in our response to keep engaging with CACG and Melbourne Airport.

**Action:** Kim Jordan to write to respond to the community letter based on feedback from the CACG.

## Other items

2021 meeting dates provided to CACG.

- Susan Jennison – Can you please tell CACG the location of the new CSL facility to be built at the business park?

Response: It's in the business park – opposite Porche dealership, diagonally opposite Urbnsurf.

- Susan Jennison – Is there any update on the Airport Rail Link?

Response: No new information on rail, only what's been reported about the state and federal government's commitment to build and fund the rail link.

Next meeting February 23, 2021

## Close – Kim Jordan (Chairperson)

### Summary of actions - Open

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request
20/06/19	Melbourne Airport to provide milestones	Melbourne Airport	ongoing	
26/11/19	Discussion on state and federal planning to be organised for CACG in 2020.	Kim Jordan	2020	
24/11/20	Send Calendar invites for 2021 CACG meetings	Paige Ricci	ASAP	

### Summary of actions - Closed

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request
16/4/19	Airservices to provide an update on the Keilor noise monitoring station	Airservices Australia	June CACG meeting	Explanation provided at June CACG meeting. Closed.
16/4/19	CACG members to provide CACG chair their comments regarding the CACG review	Kim Jordan	End of April	Comments provided to Chair. Closed.

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request
16/4/19	Is there a correlation between increase in movements or runways used and number of complaints?	Airservices Australia	June CACG meeting	Explanation provided at June CACG meeting. Closed.
16/4/19	Melbourne Airport to provide an estimate of construction jobs to be created with all the new building works	Melbourne Airport	August CACG meeting	To be provided at the August CACG meeting. Closed
20/6/19	CACG members requested a survey to determine best meeting time/day going forward	Melbourne Airport	August CACG meeting	Survey circulated. Results of the survey showed that these were the most popular days and times.  Days: Tuesdays or Wednesdays  Times 12pm to 3pm or 10am to 1pm. Closed
20/6/19	Community reps requested engagement workshop	Melbourne Airport	Before August CACG meeting	Workshop organised for July 22, 2019. Closed
20/06/19	Wayfinding – Melbourne Airport Head of Marketing to present at the next CACG	Melbourne Airport	August CACG meeting	Presentation at August CACG meeting. Closed.
20/06/19	Provide additional public transport for Sunbury Route i.e. Smartbus.	Melbourne Airport	August CACG meeting	CACG Chair to take up discussion. Ongoing
20/06/19	MAEO Submissions – ascertain the correct process	David Kirkland	August CACG meeting	Mr Kirkland provided an overview at the November 2019 meeting. Closed.
26/8/19	CACG to consider having a session on Victorian planning processes.	The Chair	Ongoing	The Chair to discuss with Melbourne Airport to put on agenda for 2020. Closed.
26/8/19	The third runway to become a standing item on the agenda from the November meeting onwards.	The Chair	Ongoing	Added as a standing item to agenda. Closed.

Date	Action requested	Responsible person	Deadline	Closed? Action taken if different to the request
26/11/19	Provide written response to questions raised by David O'Connor on behalf of Hume residents Airport Action Group.	Paige Ricci	ongoing	Clarification needed. Responses provided via email.
26/11/19	Circulate calendar invites with dates for 2020 to all CACG members.	Paige Ricci	End 2019	Closed. Invites circulated December 3, 2019
26/11/19	Organise meeting with Hume Council and Melbourne Airport to discuss Bulla Bypass.	Paige Ricci	Ongoing	Reached out to Hume Council – awaiting reply. Meeting held February 4.
26/11/19	Provide response to CACG regarding wait zones.	Paige Ricci	February 2020 meeting	<p>Melbourne Airport can monitor the capacity through boom gate data, however, our observations is that it very rarely overflows.</p> <p>We do have an underutilised 10 minute free pick up zone next to T123 which we can direct vehicles to in order to alleviate bottlenecks in peak periods.</p> <p>Through capacity triggers/ modelling we are currently reviewing whether an extension to ring and ride is required as part of the Stage 2 Elevated Roads project.</p>