

MELBOURNE AIRPORT COMMUNITY AVIATION CONSULTATION GROUP

ANNUAL REPORT 2015

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 other stakeholders, including Melbourne Airport, and assists Melbourne Airport to fulfil its obligations as a responsible corporate citizen within the local and broader community, while recognising its role as a major economic contributor for the local region, Melbourne and Victoria.

In particular, its role is:

- a. to 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. to identify current and emerging trends in respect of community opinion relating to Melbourne Airport;
- c. to stimulate the interest of the local population in the development of the airport;
- d. to collect and analyse feedback from the community regarding Melbourne Airport;
- e. to report with recommendations to airport management regarding community perceptions and concerns relating to Melbourne Airport; and
- f. to 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:

Darrell Treloar

Australian Mayoral

Aviation Council:

Cr Adam Atmaca, Domenic Isola (until 2 February 2015)
and Michael Sharp (from 4 February 2015)

Board of Airline Representatives: Community:	Stephen Polombo (until 19 August 2015) Susan Jennison, David O'Connor, Mateja Rautner, Frank Rivoli, Deanna Van Rooy, and Robert Walters (until 19 May 2015)
Local Government Officers:	Bob Baggio (from 18 November 2014), and Henry Bezuidenhout (from 18 November 2014)
Melbourne Airport Noise Abatement Committee:	Catherine Hunichen (until 18 November 2014) and Lorraine Dowsey (from 18 November 2014 - substitute Leanne Deans)
Victorian Department of Environment, Land, Water and Planning ¹ :	Jim Gard'ner (substitutes Rachael Joiner and John Ginivan)
Victorian Trades Hall Council:	Brian Boyd (until January 2015) and Luke Hilakari (from January 2015)
Virgin Airlines:	Captain Darren Gray (from 19 May 2015)

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 and Regional Development (Rod Burgess, Marcelo Alves, Jesse Gillard, and Catherine O'Riordan); Air Services Australia (Simon Cousins, Neil Hall, Matthew Marais and Kylie Hobday); Aircraft Noise Ombudsman (Ron Brent and Tim Abberton); and Melbourne Airport management (Jo Powell, Samara Williams, Henry Travers, Elizabeth Joldeski, Kris Perkovic, Carly Dixon, Trent Kneebush, Bryan Thompson, Melanie Hearne, Caroline Doherty, Paula Bradshaw, Pamela Graham, Sarah Renner and Anna Gillett).

SUPPORT STAFF

Secretariat support was provided by Jo Powell until her departure from Melbourne Airport in November 2014. Elizabeth Joldeski took over the role from March 2015. Other Melbourne Airport staff including, Melanie Hearne, Samara Williams, Michael Prebeg, Henry Travers and, more recently, Kris Perkovic have assisted at various times.

¹ The planning function of the former Victorian Department of Transport, Planning and Local Infrastructure moved to the newly created Department of Environment, Land, Water and Planning on 1 January 2015.

CHAIRMANS REPORT – Darrell Treloar

As the CACG continues to evolve, members' awareness and understanding of airport operations and community issues grows. So too does the level of discussion within the group and its determination to pursue the difficult issues in a meaningful way. The three-way tension between airport operations and growth; residential land development and limitations of the existing planning (airport safeguarding) framework; and community impact has become more apparent and there is a noticeable increase in the level of stakeholder concern. Hopefully this energy can be harnessed to produce improved long term outcomes for all stakeholders.

The CACG inspected various Melbourne Airport projects and sites of relevance to its work, and held a strategic planning session in March 2015. It gave consideration to the manner in which it operates with a view to improving its processes. It also identified a list of issues that require further discussion. They were:

- Planned changes to and operation of existing E-W runway
- Proposed third (second E-W) runway
- Aircraft noise abatement
- Noise complaint processes
- Traffic congestion
- Residential development around the airport
- Community health
- Alignment of the State's planning agenda and Melbourne Airport's plans
- Use of curfews and noise sharing

Each of these items will be included in the CACG's forward work plan, to be explored in an informed and constructive manner.

As in previous years, I attended the CACG Chairs' Forum, Airservices Australia's annual conference: "Waypoint" and the CASA Airspace Consultative Forum in Canberra. I was also fortunate to be invited to the Australian Mayoral Aviation Council Annual Conference and the International Sustainable Aviation Forum, both held in Melbourne. These conferences featured speakers who addressed contemporary issues and provided an insight regarding new initiatives being progressed within the aviation sector. They also showcased how other organisations are addressing issues similar to those facing the Melbourne airport CACG. The 5th Annual Australian Airports Association and Airservices National Noise Forum and Melbourne Airport's stakeholder report, this year named "The Woodruff Years", were also attended.

The CACG hosted representatives from Perth Airport at its November 2014 meeting. The delegation showed an interest in how our CACG operates, while reviewing how its own CACG works and engages with stakeholders.

During the past year, 110 residents attended the four CACG meetings. They asked 38 questions which were answered, mainly, by Airservices Australia and Melbourne Airport officers. These questions are an important part of our meetings as they provide answers to the community and give CACG members a first-hand knowledge of those issues which are important. Recording the questions and answers in our minutes, which are published on the Melbourne Airport hosted CACG website, offers easy access to information.

Early in the year, it became clear there was a mismatch between expectations of some members and the public gallery regarding the format of CACG meetings and the arrangements that apply. This was partly addressed by clearly explaining the format at the commencement of each meeting and members discussing the matter at the strategy session. In particular, members have recognised that some venues have limitations which promote misleading expectations regarding the meeting format. This will be addressed when selecting venues for future meetings; however, it is clear from feedback received in response to the members' and stakeholders' surveys that more needs to be done.

Membership of the CACG changed with a number of people moving on and agencies nominating replacement delegates. Lorraine Dowsey replaced Catherine Hunichen, Michael Sharpe replaced Domenic Isola and Luke Hilakari replaced Brian Boyd. We welcomed Bob Baggio and Henry Bezuidenhout to the newly created local government officer positions and Captain Darren Gray was nominated by Virgin Airlines. Each of these new members will contribute much needed specialist input to the work of the CACG. In addition, Robert Walters resigned from the CACG due the pressures of competing interests. The matter of finding a replacement for him has been held over until the outcome of the Commonwealth Department of Infrastructure and Regional Development's review of CACGs has been completed and the findings published.

Jo Powell, who had been the Melbourne Airport contact and support for the group since its inception, left Melbourne Airport shortly after the November 2014 meeting to take up a new role in the energy sector. While she is missed, we are pleased to welcome Elizabeth Joldeski as the new Manager Stakeholder & Government Relations at Melbourne Airport and look forward to her support over the coming years. Kylie Hobday of Airservices Australia replaced Simon Cousins, who had been the Airservices liaison officer for the previous two years.

I also wish to acknowledge the enthusiastic support of the retiring Melbourne Airport Chief Executive Officer, Chris Woodruff. He was committed to the CACG, ensured it was well resourced and regularly attended its meetings.

The past year has seen considerable change. The people involved in many areas have changed and I believe we are on the cusp of demonstrating a new level of maturity in the way we function. How this occurs and the benefits it can offer will rely largely on how well we can all continue to work collaboratively to achieve improved outcomes for all stakeholders.

I offer my sincere thanks to all CACG members, past and present, 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 whole Melbourne Airport team is also greatly appreciated. Finally, I thank all residents who have taken an interest in the CACG and helped us by speaking out about those matters that are important to them.

HIGHLIGHTS, CHALLENGES AND OUTLOOK

The CACG's Strategic Plan 2012-2015² identifies four strategies. They are:

1. Airport Development and Growth - fostering maximum community involvement in consultation processes relating to development, including major development plans and the preliminary draft master plan, and increasing awareness of the national importance of Melbourne Airport.
2. Community Engagement - expanding and improving the level of community communication and engagement, including in relation to aircraft noise
3. Safeguarding the Airport - proactively participating in public processes to ensure land use planning decisions do not compromise the future of the airport by exposing future residents to inappropriate impacts, including high levels of aircraft noise.
4. Sustaining the CACG - ensuring appropriate membership and supporting members

This section of the Annual Report discusses highlights, challenges and the outlook in respect of those strategies.

Strategy 1 - Airport Development and Growth

With the Melbourne Airport master plan approved by the Commonwealth Minister for Infrastructure and Regional Development on 18 December 2013, Melbourne Airport's focus has turned to preparation of a Major Development Plan (MDP) for construction of the proposed third (East -West) runway. The airport is undertaking a wide range of studies as part of its Runway Development Program and has briefed the CACG at each of its meetings on progress to date, planned work and the indicative timetable. The airport has committed to being open and transparent throughout the process and will release the findings of the studies as they are completed - adopting an approach of "no surprises" when the MDP is formally placed on exhibition. Notwithstanding this, some sections of the community are anxious for information. There is also a view that the MDP process is "window dressing" and the MDP will be approved and the runway constructed regardless of community opinion.

A Hume Residents Action Group was formed in October 2014. It is opposed to the proposed third runway and its goal is to stop its construction. The CACG will actively monitor the planning and approval process with a view to ensuring all issues are responsibly addressed and community views fully considered. Its meetings have already

² The CACG commenced a review of its Strategic Plan in March 2015.

been useful in this regard, with issues such as health impacts and asbestos in existing buildings being identified for attention.

The CACG made a submission in relation to the proposed construction of four new warehouses at the airport. These are in addition to the two approved in the previous year and recently constructed. Issues discussed included vehicular traffic management, noise from warehouse activities, possible increased aircraft movements, impact on local employment, air pollution, precedence for additional industrial development and the fairness of the process. Most of these items were satisfactorily addressed but the CACG still had reservations regarding the possibility of heavy traffic using Melrose Drive and the effectiveness of Airport Drive to mitigate against traffic problems south of the airport.

The CACG was briefed at its November 2014 meeting on "Melbourne Airport Joblink", a joint employment initiative of Melbourne Airport, Hume City Council and the Victorian Government. The program gives priority to airport jobs being advertised in suburbs around the airport.

Melbourne Airport has many infrastructure projects under construction and an extensive forward capital investment program planned. The CACG is regularly briefed on the program and where appropriate, will offer its views and participate in formal consultation processes. It will also monitor community reaction and facilitate community input as required.

Strategy 2 - Community Engagement

The four quarterly CACG meetings were attended by 110 residents³ and a total of 38 questions were asked and answered. The meetings continued to offer a forum for members of the community to engage directly with Melbourne Airport and Airservices Australia staff, both during the 30 minutes set aside at each meeting for question time and submissions, and informally before and after meetings. Melbourne Airport reintroduced the use of information stands at the meeting venue for the May 2015 meeting. This was well received and is likely to continue.

CACG members gave consideration to possible improvements to the meeting process at a strategy session held in March 2015, reviewing the meeting format, timing and venues. The CACG also trialled a 7:00 pm start at its May 2015 meeting with a view to testing whether or not a later start time would allow more people to attend. It is expected some changes will be introduced early in the next reporting year.

The Commonwealth Government undertook a review of master planning and major development plan approvals processes during the year with a view to amending the *Airports Act 1996*. The CACG made a submission advocating not to erode opportunities for community review and input, and that information regarding noise impacts be

³ The figure quoted is an aggregate of the number of persons at each of the four meetings.

enhanced by mandating the inclusion of N contours in new master plans. A further submission was made when the draft changes were published. The Commonwealth Government is still to amend the legislation.

Changes made to Airservices Australia's complaint handling and recording procedures were highlighted as an issue of concern and raised at a CACG meeting with the Aircraft Noise Ombudsman. The concerns were acknowledged and led to the matter being examined and a report on findings being made to a subsequent meeting. The issue has not been resolved to everyone's satisfaction and will continue to be discussed. Meanwhile Airservices Australia has made improvements to its WebTrak tool and a new Noise Information website has been jointly established by Airservices Australia and the Australian Airports Association.

Melbourne Airport introduced a regular Melbourne Airport Operations report, commencing at the November CACG meeting. This initiative is a useful means of keeping CACG members and the community up-to-date with airport matters.

Strategy 3 - Safeguarding the Airport

Airport safeguarding⁴ became a prominent issue during the year with the CACG gaining a better understanding of the planning framework in place for Diggers Rest and the potential for established noise abatement procedures to be undermined by future residential development. While the CACG has been aware of the need to protect existing and future communities from the impact of aviation activities, and the ongoing operation of the airport; it did not fully appreciate the extent of risk arising from future residential development at Diggers Rest. It also became apparent that the level of understanding of the risk at Victorian Government and local government levels fell short of that needed to adequately protect the interests of majority stakeholders. Consequently, the CACG sought a meeting with the Minister for Planning to make its views known. Meetings were subsequently held with the Executive Director, State Planning, Building Systems & Strategy, Department of Environment, Land, Water & Planning; the Shadow Minister for Planning; and an adviser to the Minister for Planning. A particular proposal to amend an existing section 173 agreement on land within the ANEF contours at Diggers Rest (to permit much denser residential development) assisted to galvanize government, Melbourne Airport and the CACG to resolve to tackle the issue head on. Consideration of this application is currently on hold and, more importantly, inadequacies of the existing planning framework have been highlighted.

The Victorian Government has indicated it will review the Melbourne Airport Environs Strategy following approval of the new Melbourne Airport Master Plan 2013. The CACG welcomes this review and seeks to be involved in a meaningful way. It believes Melbourne Airport, having been built as a greenfield development 50 years ago, is

⁴ 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.

different to every other major airport in Australia and planners have had a unique opportunity to model best practice, rather than just relying on the Australian Standard AS2021 for guidance. Unfortunately, the benefit of being a "greenfield" airport has been progressively eroded, with successive residential developments being permitted around the airport. It is important that the upcoming review of the Melbourne Airport Environs Strategy does not promote more of the same but recognises that a courageous and innovative response will protect the community and the airport for the benefit of all Victorians.

A "soft" review of the Australian Standard: *AS2021 Acoustics, Aircraft noise intrusion, Building siting and construction* was done by Standards Australia resulting in the publication of AS2021 - 2015. The CACG participated in the review process, advocating for the inclusion of alternative noise metrics, including the N-contours and a greater emphasis on effective measures to protect communities living around airports. Regrettably the revised standard fell way short of what is required. On a positive note, an aircraft noise handbook is also being produced by Standards Australia and it may be a useful tool, however, it is unlikely to influence the regulatory framework.

The CACG will continue to participate in high level forums to promote improvements to the airport safeguarding framework. More particularly, it will work to ensure the adverse impact of airport operations on current and future residents is minimised and the future operation of the airport is safeguarded.

Strategy 4 - Sustaining the CACG

Membership of the CACG was expanded with the appointment of two local government officers in November 2014. In addition, a number of representatives were replaced by their sponsoring organisations, as reported elsewhere. One community member position is currently vacant and three other positions (one nominee of the Melbourne Airport Environment and Business Partners Committee and up to two persons with connections to relevant representative agencies or organisations) have never been filled. It is anticipated the status of these positions will be considered once the outcome of the Commonwealth Department of Infrastructure and Regional Development's review of CACGs is known.

As part of the CACG strategy session, a number of aspects were discussed including selection of members; role; culture of the group; meeting format, timing and venues; and induction. This work is continuing and will be discussed further in August 2015. A members' dinner was also held in July 2014 at which a start was made on reviewing the operation of the CACG.

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. Results for the 2014 year are also shown for comparison.

Item No.	Description	Measure	Target	Result 2015	Result 2014
1	Role	Number of meetings held and open to the public	4	4	4
2	Conduct of meetings	Total number of interested persons who attended meetings	100	110	69
3 a.	Effectiveness of meetings	Attendance by Group members	80%	76%	67%
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 2. of some use but falls well short of expectations 3. satisfactory performance but with significant areas requiring improvement 4. generally effective but minor opportunities for improvement 5. most effective in satisfying all requirements 	4	2.94	3.91

Table 1 – CACG Performance 2014/15

The CACG met its primary requirements, holding four meetings during the year and with an increased level of public attendance. Attendance by members was 76%, still below the 80% target but an increase on last year. A 57% return was achieved in response to the Members' Survey, with those members who joined the Group during the year feeling they were not sufficiently qualified to complete an assessment. Members' self assessment of performance (2.94) was significantly below last years' result. This rating signifies "satisfactory performance but with significant areas requiring improvement", although some members felt performance fell well short of expectations while others felt the CACG was generally effective. A number of community stakeholders were also surveyed and the rating was similar (2.80). Members and community stakeholders were invited to suggest ways in which the performance of the CACG can be improved and the feedback received will be used to inform future strategies.

FINANCIAL INFORMATION

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

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. In addition, the National Aviation Policy White Paper⁵ 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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⁵ Australian Government National Aviation Policy White Paper: Flight Path to the Future, December 2009
www.infrastructure.gov.au/aviation/nap