

Sunshine Coast Airport

...the natural choice

21 November 2024

COMMUNITY AVIATION FORUM

Agenda



ITEM	TIME	LEAD
 Welcome and Introductions Actions from meeting 15 August 2024 	5:30pm	Ron Brent
Airservices Australia Update ATC Update NCIS Complaints Update PIR Update	5:40pm	John Graham (online) Donna Marshall
Sunshine Coast Airport Update CAF membership PDA Aviation update New initiatives/updates	6:15pm	Scott Norris, Kylie Ezzy, Adrian Bannister Ethan Clissold
Member Updates and Other Business	6:30pm	All
Conclusion	6.55pm	Ron Brent



Donna Marshall – Community Engagement Head



Air Traffic Movements



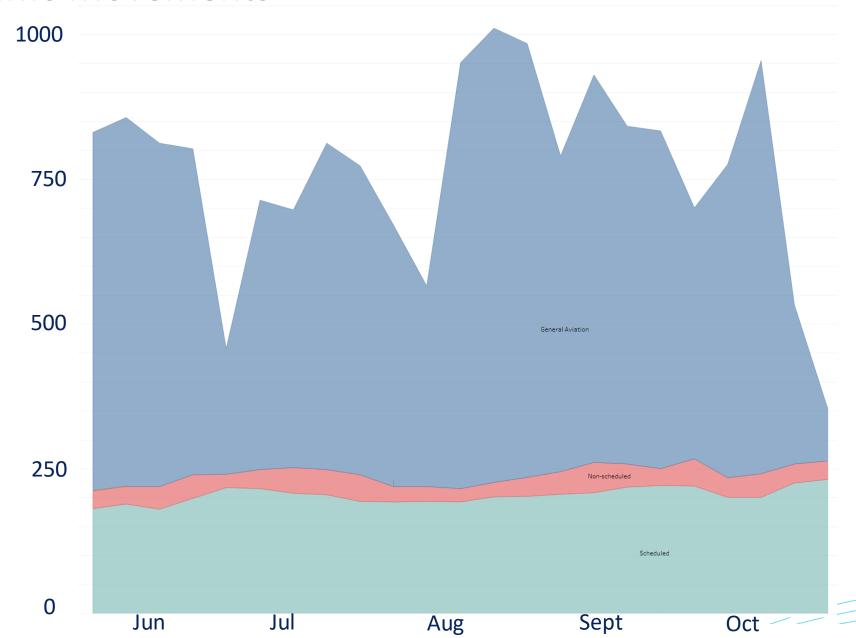
General Aviation

Non-scheduled

Flight Type

Military

Other Scheduled





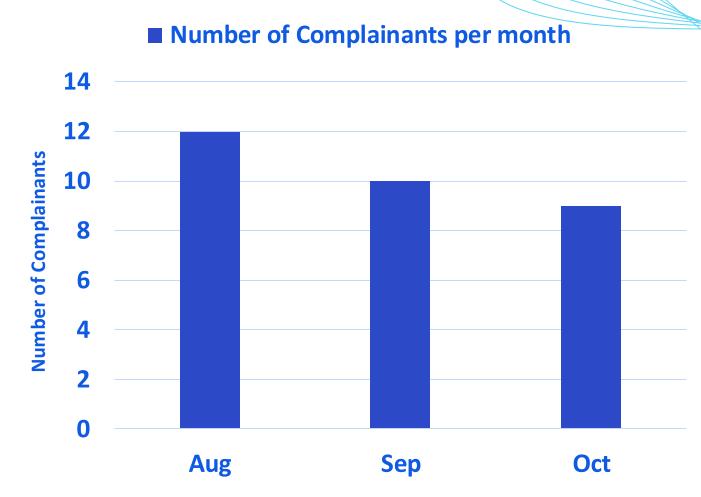
NCIS UPDATE August to October 2024

Complainants

- 22 individual complainants
 - 43 contacts
 - 9 new complainants

Suburb

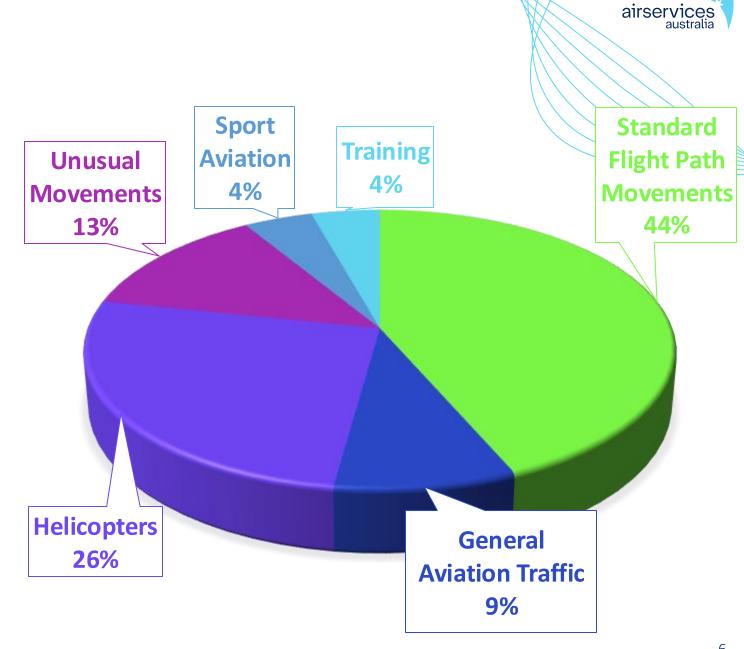
- 16 suburbs recorded two complainants
 - Verrierdale 3
- 11 suburbs recorded a single complainant



NCIS UPDATE August to October 2024

Issues

- Standard flight path movements
 - movement outside tower hours 4
 - multiple runway directions 3
 - Runway 13 arrivals 1
 - Runway 31 departures 1
- Helicopters
 - emergency services night 3
 - emergency services day 2
 - standard operation day 1
- Unusual movements
 - traffic management 3
- General aviation
 - standard operations day 2
- Sport aviation
 - parachute operations 1
- Training
 - instrument training 1



Aircraft in your neighbourhood



aircraftnoise.airservicesaustralia.com

- Enter your address or select Sunshine Coast and drop a pin
- Select 'What flight disturbed me' and 'Sunshine Coast complaints report'
- Up to October 2024 now available



Community Engagement Updates



PIR recommendation implementation plan

Engagement Phase 1 – first half 2025

- (1) Aviation roles and responsibilities
- (2) Improved reporting
- (3) Noise monitoring program
- (4) Minor flight path changes
- (5) Major flight path changes
- (6) Initial Noise Abatement Procedures
- Airservices work nearly complete
- Engagement process to follow Community Engagement Standard we will provide flight path/operational change options and conduct engagement activities, seek feedback, undertake assessment, identify a preferred option and conduct Environmental Impact Assessment and further engagement prior to implementation decision.

Community Engagement Updates



PIR recommendations

Recommendation 1: Improved information sharing with the community

- Aviation roles and responsibilities to be shared to assist in clarifying which agencies and bodies are responsible for the various elements of aviation management.
- Noise information.
- Aircraft movement numbers.
- Aircraft tracking against published flight paths.

Recommendation 2: Investigate feasible flight path change suggestions

- Shift the initial departure path from runway 31 slightly west to track aircraft over cane fields prior to resumption of current tracking to the MOOLO and TAPET SIDs.
- Shift the MOOLO SID departure path from runway 31 further north over Lake Weyba. Shift the runway 13 and 31 REBEG STAR from the north further east over water to avoid Teewah Beach.
- Shift the runway 13 RNP-AR short approach slightly south to be equidistant between Marcus Beach and Castaways Beach.
- Consider an additional VOR/DME non-precision approach procedure to better facilitate training operations to the new runway.
- Reduce the heading change on the runway 31 ITIDE STAR for aircraft arriving from the south.
- Relocate waypoint NAVTO on the TAPET SID to achieve RNP navigation requirements.
- Review the airspace extending into the Mary River Valley (Kybong Airfield) to allow greater use of the airspace by other aviation users.
- No change to current flight paths (include and consider against alternative suggestions).
- Consider opportunities to reduce track miles for industry as part of investigating any flight path changes.
- Relocate OLTUD Initial Approach Fix (IAF) of the RNP Z RWY 13

Community Engagement Updates



PIR recommendations

Recommendation 3: Investigate feasible NAP improvements

- Airservices to engage with Sunshine Coast airport operators reaffirming the importance of the NAPs.
- Investigate increased sharing between runway 13 RNP-AR short approach with RNP long approach.
- Investigate measure to improve adherence to the TAPET SID departure procedure.
- Conduct further community engagement into the need for a preferred runway use NAP.
- Investigate expanding Aircraft in Your Neighbourhood to include NAP adherence reporting.
- Investigate excluding visual tracking to runway 31 (over water) from NAP 2 (Preferred flight paths for aircraft above 5700kg).

Recommendation 4: Investigate in parallel with the Noise Action Plan for Brisbane implementation, potentially feasible flight path suggestions that interface with Brisbane operations

- Turn the runway 31 MOOLO SID to the left to track to the west of the airport over land/Maroochy River to avoid crossing coastal communities.
- Introduce a north-west SID departure path from runway 31.

Recommendation 5: Investigate the potential for a noise monitoring program, either permanent or temporary, to provide information on aircraft noise levels to Sunshine Coast communities

- Consider appropriate noise monitoring locations against community requests for information.
- Develop a noise monitoring program for consultation with the community.



Thank you





PDA Update



Incremental development timeline* Sunshine Coast Airport Priority Development Area

0 - 5 Years

- Precinct planning and public notification for Gateway and Airport North
- Terminal expansion
- · Car parking expansion and upgrades
- Aerospace expansion including new hangars
- Infrastructure enabling works
- First stage of Gateway development in accordance with approved Precinct Plan
- Implementation of renewable energy infrastructure.

5 - 10 Years

- Ongoing infrastructure enabling works
- Staged development opportunities in accordance with Precinct Plans.

10 - 20 Years

- Terminal expansion next phase to accommodate passenger growth
- Airside aviation related infrastructure enhancements
- Staged development opportunities in accordance with Precinct Plans.

Continuous monitoring and nurturing of biodiversity areas.





Aviation Update



CAIRNS Sunshine Coast Airport Sunshine Coast AUCKLAND ADELAIDE SYDNEY MELBOURNE australia AIR NEW ZEALAND QANTAS Jetstar





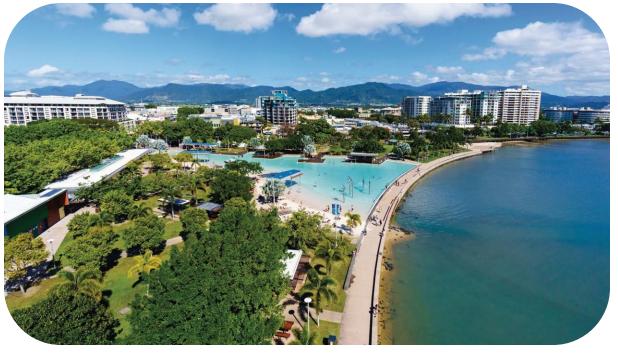




Auckland and Cairns







Auckland:

• 13 December 2024

Cairns:

• 3 December 2024

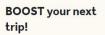


Marketing Activity October-November 24



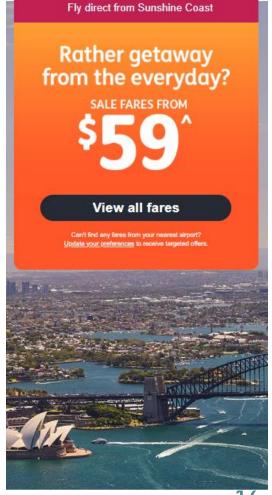






Our newest beverage option, Boost Juice is now open! Offering all of the iconic smoothies and Juices, choose from a huge range, with selfordering available. Find the store in between Swell Café and News Travels after passing through security. 300St





Security Screening









Operational early December

Other Updates









Qantas Group roundtable

Lifeflight Sod turning

Other Updates





Won the Diversity, Equity and Inclusion Leadership 2024 Award at the annual Australian Airports Association Awards for our Australian-first use of accessible technologies.

The collaboration with BindiMaps and Cérge helps remove barriers for those with a disability, making all passengers feel welcome, included and confident when travelling.



Member Updates and Other Business

Next Meetings:

27 March 202531 July 202527 November 2025

Thank you



SUNSHINE COAST AIRPORT COMMUNITY AVIATION FORUM

MINUTES - 21 November 2024

Sunshine Coast Airport – 10 Electra Lane Marcoola

Attendees

Chair	Mr Ron Brent
Yandina Creek Progress Association	Ms Cheryl Sykes
Mudjimba Residents Association	Mr Martin Peelgrane
Twin Waters Residents Association	Mr Kevin Lyons
East West Runway Action Group	Ms Mary McLean
Marcoola South	Ms Dawn MacKinnon
Seaside Shores Community Association	Mr Richard Dennis
North Shore Traders Association	Mr Paul King
Airservices Australia	Ms Donna Marshall, Head of Community Engagement
Airservices Australia	Mr John Graham, Community Engagement Advisor
Sunshine Coast Airport	Mr Adrian Bannister, Manager Airport Operations
Sunshine Coast Airport	Ms Kylie Ezzy, GM People and Communications
Sunshine Coast Airport	Mr Scott Norris, GM Aviation and Commercial
Sunshine Coast Airport	Mr Ethan Clissold, Corporate Media and Communications Manager
Apologies	
Sunshine Coast Airport	Ms Kate McCreery-Carr, GM Operations
State Member for Ninderry	Mr Dan Purdie
State Member for Maroochydore	Ms Fiona Simpson
Marcoola Community Group	Ms Susie Chapman
Noosa Shire Council	Lynne Banford
Federal Member for Fairfax	Mr Ted O'Brien
Sunshine Coast Council	Cr Taylor Bunnag
State Member for Noosa	Ms Sandy Bolton
Coolum Business and Tourism Association	Mr Murray Noyce
Buddina Flight Path Group	Mr Quentin Brown
Not attended	
Hinterland Unite Flight Action	Ms Susan Crosser
Buderim War Memorial Community Group	Ms Marilyn Keelty

Noosa Hinterland Residents Association	Ms Tamara Hussin
Flight Path Forum	Mr Colin Ingram, Ms Marion Kroon

1. Welcome and Introductions

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

It was announced that John Graham was moving to another role within ASA and as such, would no longer be attending Sunshine Coast Airport (SCA) Community Aviation Forum (CAF) meetings.

The Chair acknowledged and thanked John for his high level of professionalism and support he provided to the CAF. This was seconded by Cheryl Sykes who stated John would be missed and thanked him on behalf of CAF members for his hard work and diligence in supporting the community.

Donna Marshall advised that Hannah Johnson would be replacing John on the CAF as one of ASA's representatives.

2. Actions and Minutes from CAF Meeting 15.08.2024

The minutes of the meeting held on 15 August 2024 were confirmed as a true and accurate record, subject to the following amendment:

• It was noted that Ms Dawn MacKinnon was incorrectly listed as attending, whereas an apology should have been recorded.

Mr Quentin Brown was an apology for the November meeting however did send in an email requesting it be noted that his question regarding VFR routes referred to all light aircraft operating at low altitudes along the coastline (north to south), not just helicopters. His concerns focused on the increasing noise impacts from both light aircraft and helicopters in coastal areas, and he questioned whether the 'seaward of the coast' rule still applies.

While the minutes of the meeting reflect a discussion around helicopters, they also provide addition information regarding all aircraft and a response to the coastal VFR route as outlined below:

Outside controlled airspace aircraft, including helicopters, are not under the direction of air traffic control but they must comply with aviation regulations set down by the Civil Aviation Safety Authority.

ASA also advised that the coastal VFR route was removed due to the potential conflict with the 13/31 runway flight paths. ASA further advised that this was outlined in the PIR engagement report.

Mr Brown also asked a series of questions in his email in relation to whether NAPs or other mechanisms were available to assist in providing relief for low flying GA aircraft to residents along the coastline between Buddina and Caloundra.

Due to Mr Browns questions being tabled just prior to the meeting commencing, they were taken on notice and provided to ASA to respond to at the next meeting.

ACTION 29:

ASA to provide response to Mr Brown at next CAF meeting.

The Chair outlined actions from the last meeting as below:

Actions from 15 August 2024

Meeting date	Action	Responsibility	Date due
Action 27 * 15/08/2024	SCA to discuss with LifeFlight the concerns raised by Mr Peelgrane and provide a response at next CAF meeting. Response: LifeFlight reissued instructions to their pilots to remind them of the Fly Neighbourly flight track they implemented. They have advised that there is also a lot of visiting pilots and they have taken action to also advise them	SCA	Completed
	of the requirements. LifeFlight did however advise that at times due to ATC requiring certain flight paths to be tracked, helicopters must fly a certain profile for landing operations which at times force LifeFlight out of the routes shown in the Fly Neighbourly policy.		
Action 28 * 15/08/2024	SCA to outline the proposed steps in reviewing CAF membership and advise at November meeting.	SCA	Completed

^{*(}Action numbers will continue from existing list to have a single continuous record)

3. ASA Operations, NCIS and Community Engagement Update (Slides 3-11)

ASA provided an update on the NCIS data between August and October 2024 noting that complainants had been reducing over the last three months.

ASA spoke about the detailed information the community can access on the *Aircraft in Your Neighbourhood* website: <u>aircraftnoise.airservicesaustralia.com</u> and advised of improvements to reporting that were due to be implemented in early 2025 including NAP adherence.

An update was provided on the PIR recommendation implementation plan with ASA advising the first phase of engagement is scheduled for first half of 2025.

ASA acknowledged the community had been waiting a long time for the engagement to commence however advised the timing had been dependant on several issues including the Noise Action Plan for Brisbane actions and the dates of the school holidays (noting that engagement is not conducted in school holidays). ASA also advised that once the Federal election is announced, all community engagement activities have to cease as the Federal Government would be in caretaker.

Ms Cheryl Sykes spoke about the proposed NAP reporting and that it will be important to not only provide the community with information about percentage adherence, but data and information on the reasons for any non-adherence to assist the community in understanding NAP deviations. Ms Sykes also stated that how it was labelled will be

important in providing explanations to the community. ASA stated they will provide examples of what was proposed and seek feedback from the CAF.

Ms Sykes also questioned how decisions would be made on the implementation of recommendations in particular wanting to understand whether the decision-making process was available to the community and whether weighting was added to the degree of agreement or disagreement. Ms Sykes also questioned whether the community's feedback would be seriously considered as they get tired of having to continuously provide feedback.

ASA reiterated it was incredibly important for the community to have the opportunity to provide feedback and encouraged all members of the community to provide feedback.

ASA spoke about how all feedback is considered, and outcomes would be decided on what gives wholistically the best outcome for the community, giving regard to other competing requirements. ASA stated that criterion is also applied to assist in determining the least impact option.

ASA provided an example of how this process was implemented in Brisbane to assist in determining an outcome when community views were equally divided.

ASA also confirmed that the decision-making criteria would be made available as part of the engagement process.

Mr Martin Peelgrane spoke about his concerns with LifeFlight operations. Specifically, regarding the number of recent approaches that appeared to be lining up with the runway centreline rather than following the previously agreed flight track that was introduced to reduce noise impacts on neighbouring residents.

Mr Peelgrane stated that he had made numerous complaints to ASA about helicopter operations with limited responses provided.

ASA stated that while complaints can be lodged with ASA, they do not control helicopters. Helicopters are not restricted to where they can fly except in controlled airspace where they must comply with directions from air traffic control whether flying on or off established routes. Outside controlled airspace, they must comply with CASA regulations.

Mr Peelgrane expressed his frustration at the lack of clarity on where the community was to direct its complaints to resolve issues.

Ms Sykes stated that the community gets tired of continually making complaints with nothing being resolved. She believed the number of complainants data doesn't reflect the real story of people being impacted.

ASA spoke about the PIR recognising that there is a desire for change to reduce community impacts and wants to hear from community representatives.

The Chair Mr Ron Brent said the issues raised were important to reflect on as an example of the frustrations the community experienced when the processes they are asked to use by ASA and others, either don't work, or are not clearly defined and communicated.

Ms Ezzy offered to arrange a meeting between SCA, LifeFlight and Mr Peelgrane so that he could raise his concerns directly with LifeFlight.

ACTION 30:

SCA to arrange a meeting between SCA, LifeFlight and Mr Peelgrane to raise his concerns.

4. Sunshine Coast Airport - CAF membership and Update (Slides 12-20)

Ms Kylie Ezzy provided an update on the progress of the review of CAF membership. Ms Ezzy spoke about a number of community groups expressing an interest in joining the CAF and the need to review existing membership, given some members had not attended.

Ms Ezzy stated a survey would be sent to existing members seeking their feedback on a range of issues including CAF content, structure and operations and areas for improvement. Ms Ezzy also commented that it was timely to also update the CAF terms of reference.

Community groups that have previously expressed interest in attending will also be sent a survey to better understand their reasons for wanting to join the CAF, the extent of their membership reach, and their connections with other community groups.

The intention is for the new CAF to be in place for the first meeting in 2025.

Ms Ezzy provided an update on the PDA stating that on the 27 September, the SCA PDA Development Scheme came into effect following the public notification period that was held between 26 June 2024 to 8 August 2024.

Ms Ezzy spoke about the incremental development timeline that was proposed, noting that precinct planning had to be completed and public notification take place before development could occur in the Gateway and Airport North precincts.

Mr Scott Norris provided an aviation update discussing the new Jetstar services recently announced to Auckland and Cairns and the marketing campaign that will be implemented to support their promotion.

Ms Sykes mentioned the long queues through passenger screening and the frustration of passengers being expressed. She also mentioned the frustration with Jetstar weighing all hand luggage.

SCA stated that while operational matters such as those mentioned by Ms Sykes are at the discretion of individual airlines, SCA would provide feedback to Jetstar to look for ways to improve the passenger experience.

SCA also provided an update on new passenger screening equipment that was currently being installed, and an aviation award SCA received. The award recognised SCA for its work in helping to remove barriers for passengers with a disability through improvements to infrastructure and services.

Mr Kevin Lyons asked for an update on the terminal redevelopment. SCA advised that design development was currently being undertaken and that it is expected that SCA will be able to provide further details in 2025.

Mr Adrian Bannister advised that there were several diversion events due to a recent extreme weather event. He further commented that the long-range weather forecast indicates the region may experience more of these in the future.

5. Member Updates (Slide 21)

The recent RAAF exercise was mentioned and while acknowledged this was exciting for some members of the community, there was a concern expressed by some CAF members that the traffic parked along the SCA boundary fence at David Low Way was a concern.

Meeting closed at 6.44pm

6. Action register

The Chair outlined actions from the 21 November meeting as below:

Meeting date	Action	Responsibility	Date due
Action 29 * 21/11/2024	ASA to provide response to Mr Brown at next CAF meeting.	ASA	Next meeting
Action 30 * 21/11/2024	SCA to arrange a meeting between SCA, LifeFlight and Mr Peelgrane to raise his concerns.	SCA	Next meeting

^{*(}Action numbers will continue from existing list to have a single continuous record)

Meeting date	Action	Responsibility	Date due
Action 1 12/10/2021	ASA to provide a link to response to questions posed through the CAF along with the CAF minutes	Ms Prema Lopez	Completed
Action 2 12/10/2021	Cr Suarez will discuss with Ms Marshall the need to consider future monitoring at sites at Peregian Beach West.	Cr Maria Suarez	Completed
Action 3 12/10/2021	Mr Vivian to raise his concerns over the way complaints are recorded by ASA with the Chair of CAF and ASA directly.	Mr Phil Vivian	Completed
Action 4 12/10/2021	The Airport to discuss with FPF its ongoing role on the CAF and report back to the CAF. Summary of discussion: SCA and FPF met in December to discuss FPF involvement in CAF. It was agreed that FPF has a valuable role in representing the issues and concerns that are common across its membership/community groups. FPF provided information on the groups who are members of FPF and it was agreed that SCA would ensure that future invites or information would be sent to two email addresses to ensure that FPF was aware of upcoming meetings. FPF provided a list of the membership/community groups it represents: Castaways Beach Residents Association, Cootharaba Community Association, Friends of Lake Weyba, Friends of Marcus Beach', Peregian Beach Community Association, Verrierdale Residents Group, Yandina Creek Progress Association FPF raised that some of its various member groups also wish to be members of the CAF in their own right as there are issues that are specific to their locality or membership that are not relevant for FPF to pursue. It was acknowledged that some members of FPF are currently members of the CAF in their own right and this would continue as it was agreed at the last CAF meeting	Ms Kylie Ezzy	Completed

	that the arrangements for the CAF		
	 SCA discussed that CAF membership has on a number of occasions been reviewed and changes have been made to CAF membership to ensure groups of interest are represented. However, if other FPF member groups wish to pursue membership of CAF, they should write to the Chair of CAF and to Kylie outlining their reasons and why their issues or members interests are not already represented. To address the needs of community groups or individuals who may want to engage with the airport, SCA reiterated that it was happy for any group or individual to contact the airport on an issue they may have whether they are members of the CAF or not. 		
Action 5 09/02/2022	ASA to provide information on the outcome of the noise monitoring at Mudjimba, Yandina and Cooroy Mountain/Eumundi.	Ms Prema Lopez	Next meeting
Action 6 23/06/2022	ASA to circulate how many of the 102 fight path submissions were taken forward for further consideration by ASA.	Ms Donna Marshall	Completed
Action 7 23/06/2022	Cr Suarez to provide ASA with further information (and links to relevant documents) on the environmental initiatives being progressed on the Sunshine Coast as they may be pertinent to ASA considerations for the PIR review of the Sunshine Coast Airport.	Cr Suarez	Completed
Action 8 20/10/2022	ASA to provide details of current tower hours, the ASA process for extending tower hours and what happens with air traffic control outside of tower operating hours.	Ms Donna Marshall	Completed
Action 9 23/03/2023	ASA to provide a map of the Bonza flights on the existing flight paths.	Ms Donna Marshall	Completed
Action 10 23/03/2023	SCA to schedule a CAF focus group on the TXP and invite members to an online forum.	Ms Kylie Ezzy	Completed

Action 11 23/03/2023	Andrew Brodie to contact SCC CEO Emma Thomas to discuss the letter from OSCAR and any reference to SCA.	Mr Andrew Brodie	Completed
Action 12 23/03/2023	ASA to provide more information on the 34 complainants including issues and specific locations.	Ms Donna Marshall	Completed
Action 13 23/03/2023	SCA to provide an update on the maintenance program for the Eastern Airport Drain.	Ms Kate McCreey- Carr	Completed
Action 14 23/03/2023	SCA to provide an update on SCA NAP procedures including the process for approvals and unapproved flights.	Ms Kate McCreey- Carr	Completed
Action 15 20/07/2023	ASA to provide a statement regarding its obligations and if possible, provide examples of where the information presented to the community was defined as forecast in nature (clear caveats provided).	Ms Donna Marshall	Completed
Action 16 20/07/2023	Cr Suarez to provide SCA with the information regarding waste bin sensors.	Cr Suarez	Completed
Action 17 30/11/2023	ASA to provide update on outcomes of the investigation into Bonza's reported deviation from flight tracks at the next meeting.	ASA	Completed
Action 18 30/11/2023	Ms Sykes will consider the comments provided by ASA on VFR and determine whether there is still a question for ASA to respond to. Ms Sykes to respond directly to Donna Marshall on this matter.	Ms Cheryl Sykes	Completed
Action 19 30/11/2023	Mr Peelgrane will send an email to ASA (Ms Marshall) reiterating his concerns with the preferred runway on behalf of Mudjimba residents.	Mr Martin Peelgrane	Completed
Action 20 30/11/2023	SCA to contact LifeFlight to confirm Fly Neighbourly Procedure is still in operation.	SCA	Completed
Action 21 30/11/2023	SCA to include the PDA as a standing agenda item while the proposed development scheme process is carried out.	SCA	Completed

Action 22 30/11/2023	Martin Peelgrane to provide resident details and SCA to contact resident to discuss the concerns raised.	SCA	Completed
Action 23 30/11/2023	ASA to provide information on how the SCA airspace operates outside of tower hours.	ASA	Completed
Action 24 27/03/2024	ASA to discuss with Chair how complaints are handled and whether all options for responding to flight track deviations are considered. Topic to be included for discussion at the next CAF meeting.	ASA	Completed
Action 25 27/03/2024	ASA to follow up on ASA complaint response letters and whether root causes of complaints are assessed. To be discussed at the next CAF meeting.	ASA	Completed
Action 26 27/03/2024	SCA to investigate CAF membership to discuss at next CAF meeting.	SCA	Completed
Action 27 15/08/2024	SCA to discuss with LifeFlight the concerns raised by Mr Peelgrane and provide a response at next CAF meeting.	SCA	Completed
Action 28 15/08/2024	SCA to outline the proposed steps in reviewing CAF membership and advise at November meeting.	SCA	Completed

Greyed action items have been completed and deleted from next action list.