

# Community Aviation Consultative Group

## Minutes of Meeting

**Meeting:** Wednesday 3 July 2019, 09:00 – 12:48 (QLD Time)

**Venue:** Bay Room, Twin Towns Services Club

**Chairman:** Ron Brent

**Secretary:** CACG@gcal.com.au

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### 1. Welcome & Introduction

The Chair opened the meeting by acknowledging the traditional custodians of the land on which we were meeting, and paying our respects to their elders, past present and emerging. The Chair then welcomed the members of the Committee to the July CACG meeting. He acknowledged the full agenda and requested that, where possible, any additional items or questions please be emailed and referenced as correspondence to be dealt with out of session and tabled at the next meeting.

### 2. Apologies

Apologies and attendees are listed at **Attachment 1**.

### 3. Record of Proceedings of Previous Meeting, 6 March 2019

The minutes of the last meeting were approved in the amended version to be circulated separately following agreement by Lindy Smith and Julie Murray.

**Action:** Circulate amended final version of March minutes (due August 2019).

### 4. Action Items

The action items were reviewed, and the action list updated. The updated action list, including actions from this meeting, is at **Attachment 2**.

Rod Bates queried the Air Asia flights over the Pinehurst building.

Julie Murray noted that she is still waiting on a response about her query on how the airport is going to cope with 16 million people arriving/departing without increasing flights over the Kingscliff area. Julie also mentioned she had an unanswered question about safety issues relating to Kingscliff. The Chair asked if they could discuss after the meeting, so he can better understand the question. John Hicks noted it was a strategic work program item and the potential to have it as an agenda item.

**Action:** Chair to follow up with Rod Bates and Julie Murray on questions they have put to Airservices on which they are still awaiting a response. Due August 2019

## 5. CACG Strategic Work Program

### Airport Offsets & Air Quality Monitoring Report

Norbert Benton, Environment Manager, presented on the airport offsets and air quality monitoring report. His presentation is at **Attachment 3**.

Julie Murray commended GCA for the collection of plastic bottles for recycling and asked what action is being taken to encourage tenants to reduce single use plastics. Norbert provided a brief update on the waste management strategies for GCA and as part of the EMS and mentioned that it is a big journey that the Airport is currently working towards with its tenants.

In response to questions from the committee NB:

- advised that a link to the airport offsets report will be provided to the committee once it has been made available to the public.
- provide clarification of species at the offset sites will be provided separately.
- Advised that the entire Project Lift footprint was approximately 40 hectares with around 35 hectares of vegetation requiring removal.
- clarified that air quality monitoring is being used to monitor the current air quality status and does not relate specially to vegetation removal.
- provided an overview of the purpose of the air quality monitoring program screening assessment and noted that a final report will be made available to the public.

**Action:** When the report in relation to the airports offsets becomes available, the secretariat will provide a link to the website.

Make the final report on the air quality monitoring program screening assessment available to the public.

### PFAS Monitoring & Management Update

John Jansen, Health Safety & Environment Manager and Nathan Zurig, Senior Environmental Officer, provided a presentation on 'PFAS Monitoring & Management Update' at **Attachment 4**.

Nathan provided an overview of the water monitoring and re-infiltration process and noted that the PFAS onsite is a legacy issue. The PFAS levels from the monitoring are not averages but rather the specific results from each test. More detail on PFAS management appears in **Attachment 6**, the presentation provided in item 7 below.

Noting the high technical content, it was suggested that GCA produce a one-page summary to allow community representatives to convey the CEMP briefing in plain English to their networks.

## 6. Airport Developments

Brett Curtis took feedback from previous meetings requesting more detail on airport operations, so the update provided was GCA operations and development focused. The presentation is at **Attachment 5**.

Brett advised that the planned easement for the new railway line is detailed in the Airport Master Plan and runs between Southern Cross University and the GCA Airport Hotel, and that the heavy rail will be an extension of the Brisbane passenger rail line.

In response to a request for a summary of the hotel monitoring results, BC advised that this

information would be made publicly available when available.

Lindy Smith raised questions in relation to the ground water monitoring and the Chair asked for them to be emailed in detail, so a response can be sent, and any actions items be included in the action list.

## **7. Airservices Report**

Andrew Collins provided the presentation at **Attachment 6**. Discussion focused on the timing of the Detailed Site Investigation (DSI).

The Chair asked that any detailed questions be sent to the PFAS enquiry line ([pfascomms@airservicesaustralia.com](mailto:pfascomms@airservicesaustralia.com)) and to CC in the CACG secretariat so they can be included as correspondence. The Chair will follow up with Airservices on any enquires made to the PFAS communications line and copied to the secretariat.

David Gray raised concerns on behalf of the Bilinga residents on how long the DSI is taking and asked that an expected time frame be provided to the committee. Andrew advised there are a number of factors to consider and the approvals required can delay physical works. He is anticipating results may be available in December 2020.

Chris Cherry asked if it would be beneficial for the committee to write a letter to the airport to expedite the PERCOW approval. Brett confirmed that GCA will make every effort to expedite the process and Andrew also confirmed that there had been no issues or delays from GCA.

Julie Murray asked if Tweed Shire Council could be included in the distribution of the report and not just QLD government. Andrew noted that there is no formal process for Airservices to involve or provide the report to council. The Chair requested that any local government engagement is to include both QLD and NSW.

John Hicks identified two specific items from the CACG Strategic Work Program (page 2) that had not been addressed in the Airservices presentation. These items, under the "Strategies and actions required" column are:

- "Community representatives are engaged in the development of the details of the PFAS contamination investigation at the airport and adjacent lands and waterways.
- Content of the GCA Master Plan is significantly strengthened in relation to PFAS contamination and the specific actions planned to address this issue."

Based on this John Hicks asked if the successful tenderer of the DSI will be required to consult with the members of this committee who have long-term knowledge of the PFAS contamination issue at GCA in order to fully inform the development of the DSI.

**Action:** Andrew Collins to give formal response to John to consider whether the successful tenderer for DSI can be asked to consult specifically with relevant members of this CAGC prior to designing the investigation.

The group also requested that in the next master plan, GCA make a commitment to significantly strengthen attention on the PFAS issue.

### **Complaint Process**

Ruth Jost, NCIS Manager, provided a presentation on the complaints process at **Attachment 7**. In response to questions from the committee, Ruth provided the following additional information:

- An issue is usually about the flight path not the airline or the time of day but there are cases where a person raises concerns about a specific aircraft, airline or flight.
- Complainants are registered as individuals not an address.
- The internal escalation and review of complaints is not under legislation but is a commitment by the NCIS. The Chair also confirmed that government decided that the ANO should not be a legislative ombudsman but is instead established under a charter and contract with the Board of Airservices.
- The NCIS team are continually liaising with ATC managers as required.

Anthony Nugent presented his Airservices report, included at **Attachment 8**. Anthony advised that in the period 28 February to 24 June 2019 there had been 100 uses of the ILS by RPT jets (used on 21 days in this period). The ILS was also used for 155 training flight movements by aircraft under 5,700kg.

Chris Cherry requested for a report from the Banora Point noise monitor. Anthony suggested that members seek this report online as it is publicly available on Airservices website. It was agreed that instructions on where and how to get this report will be provided to the committee. The committee wanted to formally note that it has taken a long time to obtain a second noise monitor.

Following discussion about reinstating the Tweed Head noise monitor it was agreed that members of the Committee who had information about specific sites would provide that directly to Airservices copying the secretariat in on any correspondence.

Bill Pinkstone asked for the coordinates of the Cudgen way point. He will email Anthony directly and copy the secretariat into the correspondence.

**Action:** Provide instructions to the committee on how to access the noise monitor results online.

## **8. ANACC Report**

Due to time restrictions in the meeting, Matthew Bender only provided information on team changes and introduced Jared Feehely as temporary Chair of ANAAC.

There was discussion about whether ILS arrivals are occurring during the curfew period, and whether they were delayed due to weather.

**Action:** The Chair to follow up with DIRD on whether the Curfew Quota movements report can identify any ILS arrivals and the reasons for their curfew arrival.

There was discussion about ILS arrivals, including numbers and reasons of the use of the ILS. The community asked if an ILS movement report could be provided to each meeting.

**Action:** Airservices to consider whether a report on ILS arrivals can be provided to CACG meetings.

## **9. Items to note**

The members farewelled George Beattie and expressed sadness at his passing. The Committee formally acknowledged the significant contribution that George made to the CACG alongside his substantial contribution to the community in many other ways. The committee members noted his contribution has been recognised through a park being named in his honor.

## **10. Other Business**

### **CACG Correspondence:**

Nil

### **Strategic Work Program items for next meeting:**

- Management of increasing RPT aircraft movements at GCA

## **11. Actions from this Meeting**

Actions were identified during the meeting. The action list at **Attachment 2** is the updated list.

## **12. Agreed Meeting Dates for 2019**

Agreed dates are:

6 November

All meetings to be 3 hours from 9:00 a.m. to noon.

## Attachment 1: Attendance List

**Meeting:** Wednesday 3<sup>rd</sup> July 2019, 09:00 – 12:48 (QLD Time)

**Venue:** Bay Room, Twin Towns Services Club

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### Attendees

Matt Bender	Gold Coast Airport	Andrew Collins	Airservices
Brett Curtis	Gold Coast Airport	Bernice Ng	Airservices
Jared Feehely	Gold Coast Airport	Bill Dennis	East Banora Residents Association
Norbert Benton	Gold Coast Airport	Pat Tate	Banora Point & District Residents Assoc
John Jansen	Gold Coast Airport	Chris Cherry	Tweed Shire Council
Melissa Pearce	Gold Coast Airport	David Gray	Bilinga Neighbourhood Watch
Nick Tzannes	Gold Coast Airport	Garth Threlfall	Friends of Currumbin
Nathan Zurig	Gold Coast Airport	Lindy Smith	Tweed Heads Pony Club
Stella Serpico	Gold Coast Airport	Nathan Goldman	Department of Transport & Main Roads
Rod Bates	Proxy - Geoff Provest	Arthur Elliott	Cyclades Cres Neighbourhood Watch
Helen Gannon	DIRD	Glenda Threlfall	Proxy T.P.A
Helen Twohill	Fingal Head Community Association	Ronni Hoskisson	Tweed District Residents
Julie Murray	Kingscliff Ratepayer & Progress Assoc	Bill Pinkstone	ANACC
John Hicks	Gold Coast Lifestyle Association		

### Apologies

Barry Jephcote	SECCA	Emily Neal	Proxy - Karen Andrews
Gloria Baker	Bilinga Neighbourhood Watch	David Farndon	Department of Transport & Main Roads
Marion Charlton	Gold Coast Airport	Jason Thomas	Gold Coast Tourism
James Owen	Proxy – Jann Stuckey	Audra Topping	Tugun Progress Assoc
Rose Wright	Destination Tweed	John Sweeney	Proxy – Bill Pinkstone (ANACC)
Rob Anderson	Virgin Australia	Phillip Follent	Tugun West Neighbourhood Watch
Paul Burton	Griffith University	Anthony Nugent	Airservices Anthony was at the meeting.
Guy Proctor	Jetstar	Scott Stephens	Airservices
John Alcorn	ACCA	Jeff Godfrey	Tweed Residents & Ratepayers Assoc
Jodie Bellchambers	Proxy - Justine Elliot		

## Attachment 2: Action List

	Date of CACG Meeting	Action	Who	Target Completion Date	Progress Commentary
13	3 July 2019	To provide an update on the offset area management plans once the plans are approved.	Gold Coast Airport (Norbert Benton)	6 Nov 19	To be presented at the next meeting
18	25 July 2018	To provide a clarification of markers for different types of PFAS	Airservices (Andrew Collins)	6 Nov 19	To be presented at the next meeting
20	25 July 2018	To provide advice on whether the PFAS Management Plan or a summary may be able to be provided to the CACG.	Airservices (Andrew Collins)	6 Nov 19	To be presented at the next meeting
23	25 July 2018	Follow up to identify the groundwater monitoring and report on the outcome.	Airservices (Andrew Collins)	6 Nov 19	To be presented at the next meeting
25	25 July 2018	To investigate if an environmental expert can present to address the group about the DSI.	Airservices (Andrew Collins)	6 Nov 19	To be presented at the next meeting
33	7 Nov 18	Rod to provide email to Neil to follow up	Rod Bates	6 Nov 19	Chair to follow up with Airservices on Rod's query about Air Asia flights over Pinehurst building
34	7 Nov 18	Norbert to provide update at next meeting on the results of the air quality testing	Gold Coast Airport (Norbert Benton)	6 Nov 19	To be presented at the next meeting
36	7 Mar 19	GCA to provide an update on the southern access road process at the next meeting	Gold Coast Airport (Brett Curtis)	6 Nov 19	To be presented at the next meeting
39	3 July 2019	Circulate final minutes of 7 March 2019 meeting	Secretariat	August 2019	

	<b>Date of CACG Meeting</b>	<b>Action</b>	<b>Who</b>	<b>Target Completion Date</b>	<b>Progress Commentary</b>
40	3 July 2019	Airservices to consider whether a report on ILS arrivals can be provided to CACG meetings.	Airservices (Anthony Nugent)	6 Nov 19	To be presented at the next meeting
41	3 July 2019	Chair to follow up with Rod Bates and Julie Murray on questions they have put to Airservices on which they are still awaiting a response. Due August 2019	Chair	6 Nov 19	To be presented at the next meeting
42	3 July 2019	When the report in relation to the airports offsets becomes available, the secretariat will provide a link to the website.	Gold Coast Airport (Norbert Benton)	6 Nov 19	To be presented at the next meeting
43	3 July 2019	Andrew Collins to give formal response to John to consider whether the successful tenderer for DSI can be asked to consult specifically with relevant members of this CAGC prior to designing the investigation. The group also requested that in the next master plan, GCA make a commitment to significantly strengthen attention on the PFAS issue.	Airservices (Andrew Collins)	6 Nov 19	To be presented at the next meeting
44	3 July 2019	Provide instructions to the committee on how to access the noise monitor results online.	Airservices (Anthony Nugent)	6 Nov 19	To be presented at the next meeting
45	3 July 2019	The Chair to follow up with DIRD on whether the Curfew Quota movements report can identify any ILS arrivals and the reasons for their curfew arrival.	Chair	6 Nov 19	To be presented at the next meeting



	<b>Date of CACG Meeting</b>	<b>Action</b>	<b>Who</b>	<b>Target Completion Date</b>	<b>Progress Commentary</b>
46	3 July 2019	Airservices to consider whether a report on ILS arrivals can be provided to CACG meetings.	Airservices (Anthony Nugent)	6 Nov 19	To be presented at the next meeting
6	22 Nov 17	The Chair will write to the NSW EPA to enquire whether landholders just outside the Airport should take any precautions.	Chair	May 2018 Revised date: Oct 2018	Completed NSW and QLD health have attended on separate occasions
35	7 Mar 19	GCA to consider if an overview of the soil and groundwater controls included in the Hotel CEMP can be made public.	Gold Coast Airport (Brett Curtis)	3 Jul 19	Document circulated prior to meeting
37	7 Mar 19	AsA to look at the NCIS complaints and report to next meeting process	Airservices (Anthony Nugent)	3 Jul 19	Complete (Ruth Josh Presentation)
38	7 Mar 19	AsA to suggest the location for noise monitors and advise first step of the process.	Airservices (Anthony Nugent)	3 Jul 19	AsA provided an email update

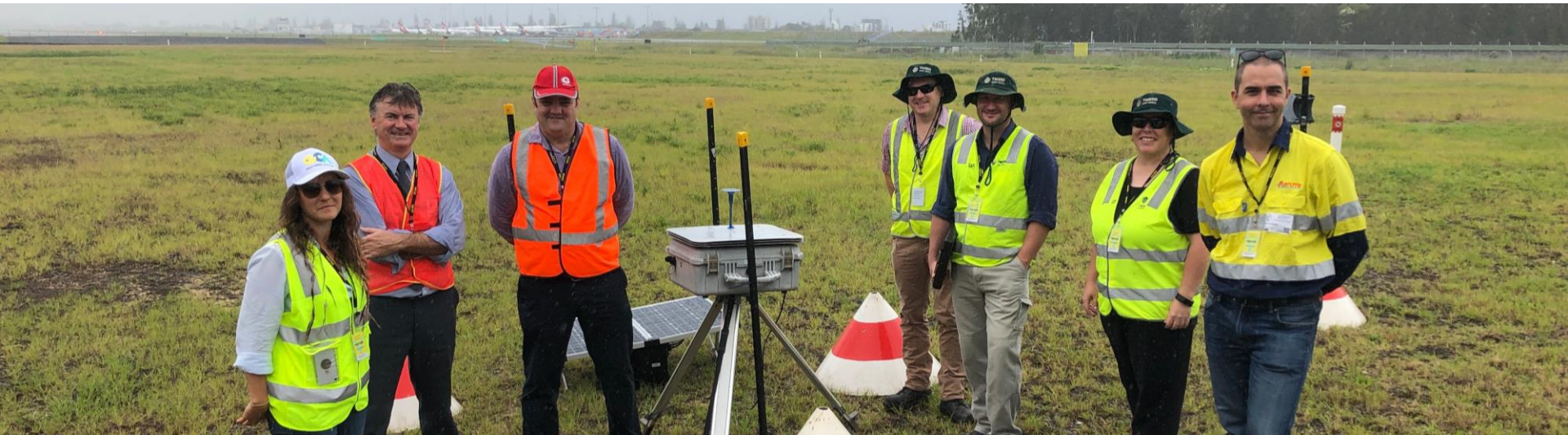
# Environment Update

CACG Presentation July 3, 2019

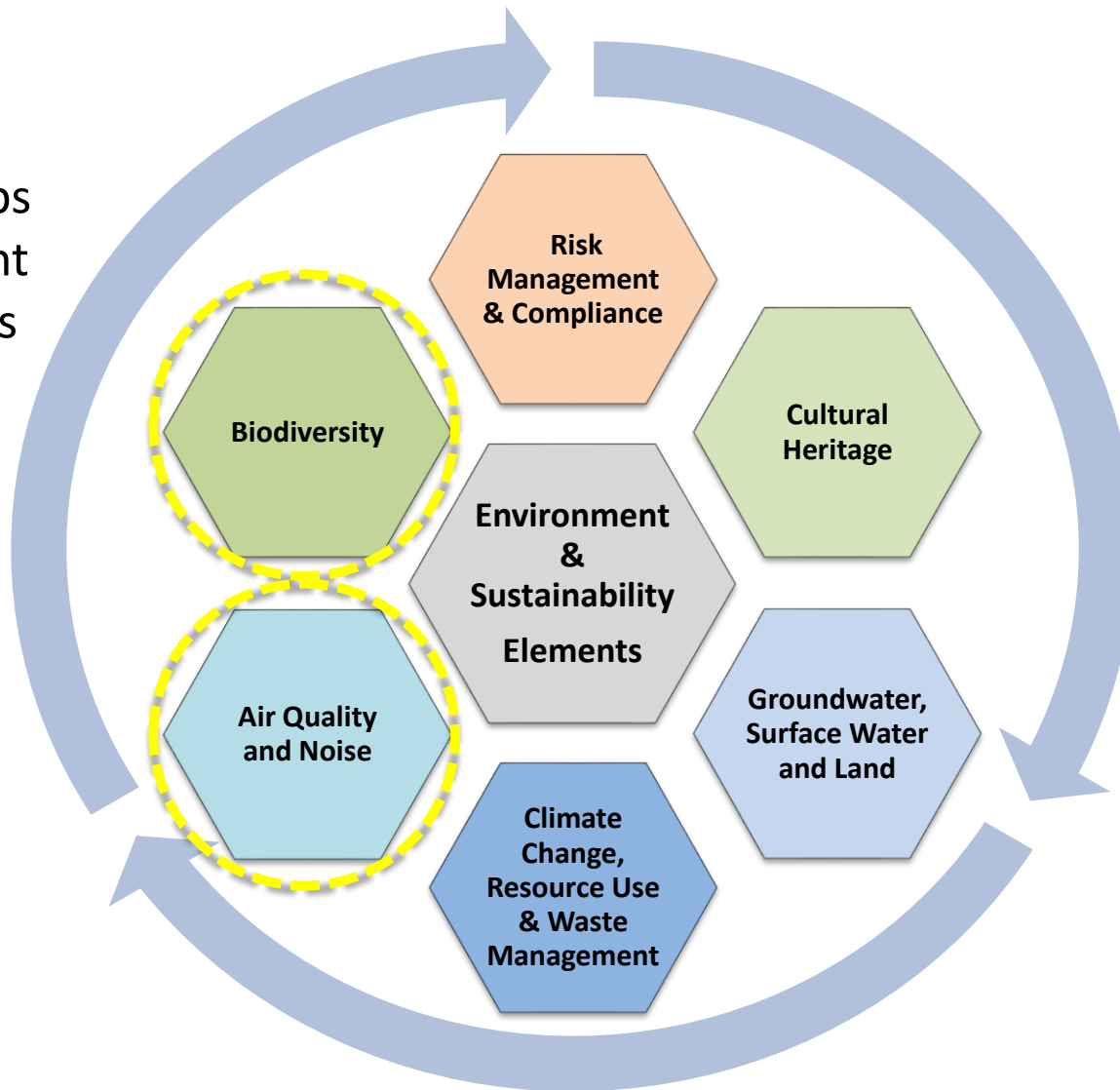
**Presented By:** Norbert Benton, Environment Manager –  
Gold Coast Airport Pty Ltd

# Agenda

- FY19 Key Achievements
- GCA Air Quality Screening Study Update
- Project LIFT Offsets Update
- Questions



Relationships with relevant stakeholders



Continuous Improvement

Sound systems to provide timely and appropriate environmental management inc. assessment, approvals and advice

# FY19 Key Achievements

- ✓ Level 2 Airport Carbon Accreditation
- ✓ EMS update and certification upgrade to ISO 14001:2015 standard
- ✓ Cultural Intelligence Training
- ✓ Container deposit program implementation
- ✓ Air quality screening assessment commenced
- ✓ Finalisation of PLIFT OAMPs



# Air Quality Screen Study Update

## Parameters Monitored

- VOCs – Radiello Tubes
- NOx – Radiello Tubes
- Lead – Air Pump/Filter
- PM<sub>10</sub> & PM<sub>2.5</sub> – DustTrack
- Stereomicroscopy & Scanning Electron Microscopy



# Air Quality Monitoring Sites

**Site 1**  
VOCs, NOx & Lead



**Site 4**  
VOCs, NOx & Lead



**Site 2**  
VOCs, NOx & Lead



**Site 3**  
VOCs, NOx, Lead & Particulate Matter (PM10 & PM2.5)



# Project LIFT Offsets Update

## Progress to date:

- Offset requirements under EPBC Act triggered
- Preparation (inc. consultation with DEE) and DEE approval of Project LIFT Offset Proposal
- Preparation of draft OAMP for DEE feedback
- Finalisation and submission of PLIFT OAMPs for the Minister's consideration – response anticipated by end of July

## Next steps (once OAMPs are approved):

- Make information regarding offsets available on the GCA website
- Secure offsets with legally binding mechanism
- Implement actions identified in OAMPs, including appointing relevant consultants and contractors to undertake certain activities



# Project LIFT Offset Matters



Wallum Sedge Frog Habitat



Wallum Froglet Habitat



Common Planigale Habitat

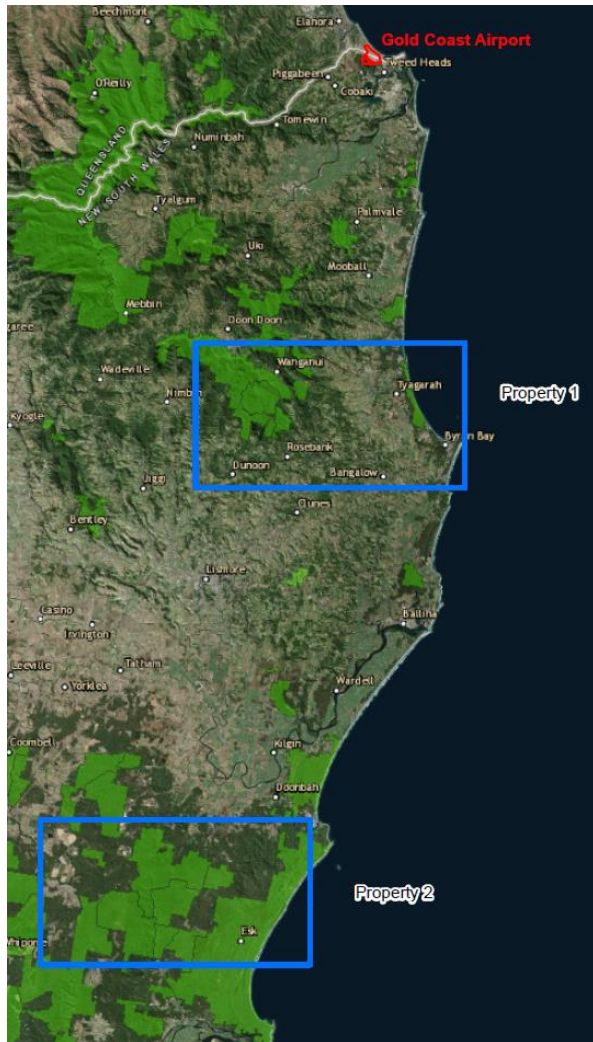


Swamp Sclerophyll Forest

# Offsets Site Selection

- Potential offset properties identified within coastal half of Northern Rivers Catchment Management Authority boundaries.
- Suitable areas closest to GCA within the Tweed Shire prioritised for assessment.
- Targeted areas known to support habitat and records offset matters under threat from current land management.
- Up to 36 properties identified as potentially suitable for offsets.
- Landholders for six potentially suitable properties within the Tweed Shire (including one belonging to TSC) contacted. No viable options identified.
- Further landholder engagement identified 7 landholders interested in progressing offsets.
- Further landholder engagement and detailed field surveys identified two properties to be the most suitable based on:
  - Combination of vegetation communities and offset values present
  - Interest of landholders in pursuing an offset arrangement

# Offset Areas



## Property 1

- Located approximately 50 km south of GCA
- Vegetation communities present include scribbly gum woodland, leptospermum shrubland, melaleuca swamp forest and lowland rainforest
- Contains suitable habitat for wallum sedge frog, wallum froglet, common planigale and swamp sclerophyll forest EEC
- Offset matters under threat from degradation associated with livestock grazing, uncontrolled weed infestations, unplanned fire and predation by vertebrate pests.

## Property 2

- Located approximately 120 km south of GCA
- Vegetation communities present include melaleuca swamp forest, scribbly gum woodland, eucalypt forest and heath.
- Contain suitable habitat for wallum froglet, common planigale and swamp sclerophyll forest EEC
- Offset matters under threat from degradation associated with livestock grazing, uncontrolled weed infestations, vertebrate pests and unplanned fire.

Questions?

# GOLD COAST AIRPORT HOTEL ENVIRONMENTAL MANAGEMENT

# Gold Coast Airport Hotel Location



# Hotel Planning and Approval Process

## PFAS Considerations

### Master Plan

- Gold Coast Airport (GCA) is a Commonwealth leased airport and is regulated under the *Airports Act 1996* (the Act) under which an Airport Master Plan is prepared for the airport.
- The hotel project is consistent with the land use plan contained in the 2017 Gold Coast Airport Master Plan.

### MDP

- The hotel development triggered preparation of a Major Development Plan (MDP) under the Act.
- The MDP included assessment of potential environmental impacts associated with the development, including the disturbance of PFAS impacted soil and water along with the plans for managing these impacts.
- In line with requirements under both the Act and *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), prior to public exhibition DIRDC referred the MDP to the Department of Environment and Energy (DoEE) for advice.
- Advice provided by DoEE was addressed in the MDP and the community along with state and federal agencies consulted. Feedback received was considered in preparing the draft MDP which was submitted for the Ministers consideration.
- The Minister approved the hotel MDP in September 2018.

# Hotel Planning and Approval Process

## PFAS Considerations

### Key MDP PFAS Considerations

- The MDP included requirements for soil and groundwater investigations, including PFAS, and the preparation of a Construction Environmental Management Plan (CEMP) to assess and manage potential environmental impacts.
- The MDP required the CEMP to consider inclusion of the following sub-plans:
  - Dewatering Management Plan
  - PFAS Management Plan
  - Acid Sulfate Soils Management Plan

### Construction Environmental Management Plan (CEMP)

- A CEMP was prepared in line with the MDP addressing various environmental aspects including erosion and sediment control, air quality, contaminated soils and groundwater management.
- Investigations undertaken in line with the MDP identified low level PFAS impacted soil and groundwater.
- The CEMP included the sub-plans noted above, being a Dewatering Management Plan, PFAS Management Plan, Acid Sulfate Soil Management Plan.
- Preparation of the CEMP and sub-plans also considered the requirements of the PFAS National Environmental Management Plan (PFAS NEMP).
- The CEMP was assessed and approved by the Department of Infrastructure Regional Development and Cities (DIRDC) as part of the Airport Building /Control Application process.
- Works are progressing in line with the CEMP, including regular inspections by DIRDC's onsite Airport Environment Officer (AEO).



# Soil Management

- Soil investigations undertaken to inform the CEMP indicated soil PFAS concentrations are below relevant human health and ecological screening levels contained in the PFAS NEMP.
- Planned soil movements and reuse were risk assessed. The risk assessment informs the CEMP and soil movements are undertaken in accordance with the CEMP and sub-plans.
- Excavated material is re-used within the hotel footprint or stockpiled in approved locations on airport in accordance with the CEMP.

# Groundwater Management

- Use of interlocking sheet piling designed to minimise groundwater dewatering requirements.
- Dewatering was risk assessed in accordance with the PFAS NEMP.
- This risk assessment informed the CEMP and identified re-infiltration of groundwater as an acceptable management method.
- Extracted groundwater is re-infiltrated close to the source following monitoring and in-line treatment of turbidity and pH.
- The PFAS concentrations of the extracted groundwater are lower than those at the re-infiltration location.
- If required the PLIFT retention basin can be used as a contingency.
- Regular inspections and monitoring of groundwater and surface water during dewatering/re-infiltration.
- Post construction groundwater and surface water quality monitoring to monitor effectiveness of management measures.

# PFAS Soil Concentrations

PFAS NEMP Criteria	Soil concentration (mg/kg)	
	PFOS + PFHxS	PFOA
Standard Residential (10% homegrown fruit and veg)	0.009	0.1
Residential high-rise (minimal opportunities for soil access)	2	20
Commercial/industrial	20	50
Interim soil – ecological direct exposure (public open space)	1	10
Interim soil – ecological indirect exposure (Commercial / industrial)	0.14	-
<b>Hotel Site</b>	0.0043	0.0001

This table represents the average soil concentrations within the hotel site compared against the PFAS NEMP guidance values.

# PFAS Groundwater Concentrations

PFAS NEMP Criteria	Groundwater concentrations (ug/L)		
	PFOS + PFHxS	PFOS	PFOA
Drinking water HBGV	0.07	-	0.56
Recreational contact HBGV	0.7	-	5.6
Ecological Screening Level 95% species protection	-	0.13	220
<b>Hotel Site</b>	0.37	0.17	0.01

This table represents the average groundwater concentrations within the hotel site compared against the PFAS NEMP guidance values.

Thank You

# Gold Coast Airport

July 2019 CACG Presentation



## Passenger numbers

- March = 502,000 (down 7.5% on prior year)
- April = 560,000 (down 1.7% on prior year)
- May = 471,000 (up 0.6% on prior year)



## Seoul Service

- Service to commence 8 December 2019
- Jetstar's Boeing 787 Dreamliner
- Departing to Seoul Sunday, Wednesday and Friday (midday)
- Arriving from Seoul Monday, Thursday and Saturday (mid-morning)





## **Darwin Service (via Townsville)**

- Service to commenced 8 April 2019
- Airnorth's Embraer E170
- Operates Wednesday and Sunday (afternoon)



## Aviramps

- Passenger boarding ramp system
- Suitable for use on multiple aircraft types



## Skytrax World Airport Awards

- Winner Best Regional Airport in the Australia Pacific
- Winner Best Service Staff in the Australia Pacific
- Awards are based on surveys by the travelling public



- Piling works commenced this week
- Opening programmed to occur mid 2021

**Project LIFT – Southern Terminal Extension**



Airport Hotel



# Gold Coast CACG Airservices Update on PFAS

**July 2019**

**Aviation Rescue Fire Fighting Service (ARFFS)  
National PFAS Management Program**

- Responsible, through the *Air Services Act 1995* (Cwth), for the provision of air navigation and **Aviation Rescue Fire Fighting Services (ARFFS)** at a number of Australian airports.
- Maintains ARFFS operational infrastructure and training facilities, as per regulations set by the Civil Aviation Safety Authority (CASA).
- **Failure to maintain operational capability will “close down” an Airport.**
- Commonwealth agency - but not Commonwealth-funded.



# Airservices & PFAS



- Airservices, created in 1995, and its predecessors used aqueous film-forming foam (AFFF) from 1978 to 2010.
- Used **operationally** and for **training** at **22** locations :
  - 1995 to 2003: used 3M Light Water™ containing PFOS
  - 2003: changed to Ansulite, later found to contain PFOS
  - 2010: transitioned to a PFAS-free foam Solberg RF6
- Airservices does not use fire fighting foam containing PFAS at Gold Coast Airport.
- Airservices has used PFAS free foam at the airport since 2010.
- **PFAS is a legacy issue**





# Airservices PFAS Management Program

Key areas of focus:

## Keeping our people safe

- Stopped using PFAS foams
- Staff exposure studies: 2013 + 2018
- Advice for site staff and contractors

## Characterisation of sites

- Investigations at 20 airports
- Publish results
- Working with Commonwealth and States for consistent approach and community advice

## Finding practical solutions

- Airservices R&D initiatives
- Management action plans

# Gold Coast Airport Investigations



- **2008** - Airservices engaged independent experts to conduct a Preliminary Site Investigation of the Fire Training Ground (FTG).
  - PFAS found at the FTG, within reporting thresholds.
- **2016** - Airservices engaged independent experts (GHD) to conduct an airport wide Preliminary Site Investigation.
  - No detections or low levels of PFAS in soil and water at the airport boundary and no detection in seafood in the Cobaki Broadwater.
  - Low levels of PFAS at airport boundary – the levels detected at the airport boundary in soil and groundwater were below the levels indicated by FSANZ and enHealth that are protective of human health (for drinking water). In surface water (Coolangatta Creek), PFAS was below the recreational screening criteria.
- **2017** – Airservices undertook biota sampling at request of EPA
  - No PFAS was detected in surface water from Cobaki Broadwater and no PFAS in fish samples.

# Gold Coast Airport Investigations

- **September 2017** - Airservices completed a targeted PFAS investigation at the eastern side of Gold Coast Airport.
  - Sampling of 18 residential spear bores at properties adjacent to the Airport and sampling from Coolangatta Creek to better understand any potential off-airport impacts.
    - The spear bore investigation concluded the health risk associated with the use of groundwater from the spear bores tested for recreational and irrigation use was low.
    - All groundwater samples taken from spear bores at residential properties to the east of the Airport reported PFAS levels below the Commonwealth Department of Health recreational water quality values.
    - Drinking water not affected - six of the 18 samples reported PFAS levels above the Commonwealth Department of Health PFAS drinking water quality values (but the spear bores not required drinking water sources).
    - All Coolangatta Creek samples outside airport boundaries reported concentrations below Commonwealth Department of Health recreational water guidelines.

## Engagement

- Results have been shared with
  - DIRDC (airport regulator),
  - Commonwealth PFAS Taskforce (incl. Commonwealth Department of Health),
  - Gold Coast Airport,
  - Gold Coast Council,
  - Queensland IDC (which includes Queensland DES and Health),
  - This CACG
  
- Resident properties tested; consent for testing was received and residents whose spear bores were sampled provided with their results.
  
- Results publicly available on website

## Current activities

- Management Actions - Monitoring :
  - Involves groundwater and surface water sampling on airport, related to the known source areas (e.g. fire station) and pathways from them (e.g. Coolangatta Creek)
  - Previous testing showed no migration off-airport above *relevant* screening criteria
  - No change in observed PFAS since 2017 investigation
  - Dynamic - will evolve as conditions change (e.g. improved knowledge from DSI)

## Current activities

- Other Management Actions:
  - R&D underway to identify methods of treating waste to reduce if not eliminate PFAS (e.g. AquaGate for stormwater treatment)
- R&D activities underway at multiple sites:
  - Waste water treatment trials (Hobart)
  - x55 concrete treatment trials (Hobart)
  - RemBind™ (AquaGate) storm water treatment (Adelaide)

# Gold Coast Airport Investigations



## Next steps – a DSI

- Airservices has committed to a detailed site investigation (DSI):
  - We are going to open market tender, not sole sourced, to select a supplier
  - We have approval to proceed.
  - We are currently organising to go to tender.
  - We expect to have the DSI underway December 2019.
  - The intention is to provide the successful tenderer with all available reports, not just from Airservices

## DSI

- Implementation of sampling plan
  - Sampling will cover soil, sediment, water (surface and ground), biota (if relevant)
  - Plan will test from source areas outwards to delineate area of impact (produced by those source areas) and may detect other source areas. This may include off-airport sampling.
  - This will involve drilling new wells, taking samples from existing wells and surface sites (both new and old) as identified by the independent consultant and site auditor
- Reporting – drafting report, consultation with relevant regulators (e.g. DES) and stakeholders (e.g. airport).
- All DSI activities supported by an external independent site auditor.
- Requires willing co-operation of all stakeholders.



Advice from external regulators and experts has been updated, but not essentially changed:

- C'th Dept of Health advice: updated (2019 ) - enhealth guidance
  - PFAS are not readily broken down in the environment, so they can persist for a long time...
  - Because of their widespread use, people in Australia commonly have some PFAS in their body.
  - Currently, there is no evidence of a significant impact on human health.
  - Although there is still uncertainty around the potential for PFAS exposure to cause significant adverse human health effects, we do know... *some PFAS*...can persist for a long time both in the environment and in humans. Therefore, it is prudent to reduce exposure to PFAS as far as is practicable.

# Regulation and Advice



- PFAS NEMP (National Environmental Management Plan)
  - Provides consistent advice regarding site assessments for use in all jurisdictions
  - Still evolving – some screening criteria have been relaxed, others tightened, neither significantly
- Airservices has a dedicated email for stakeholder enquiries:  
[pfascomms@AirservicesAustralia.com](mailto:pfascomms@AirservicesAustralia.com)

# Thank you





# Noise complaint handling and reporting

Noise Complaints and Information Service

Ruth Jost  
NCIS Manager

# Outline

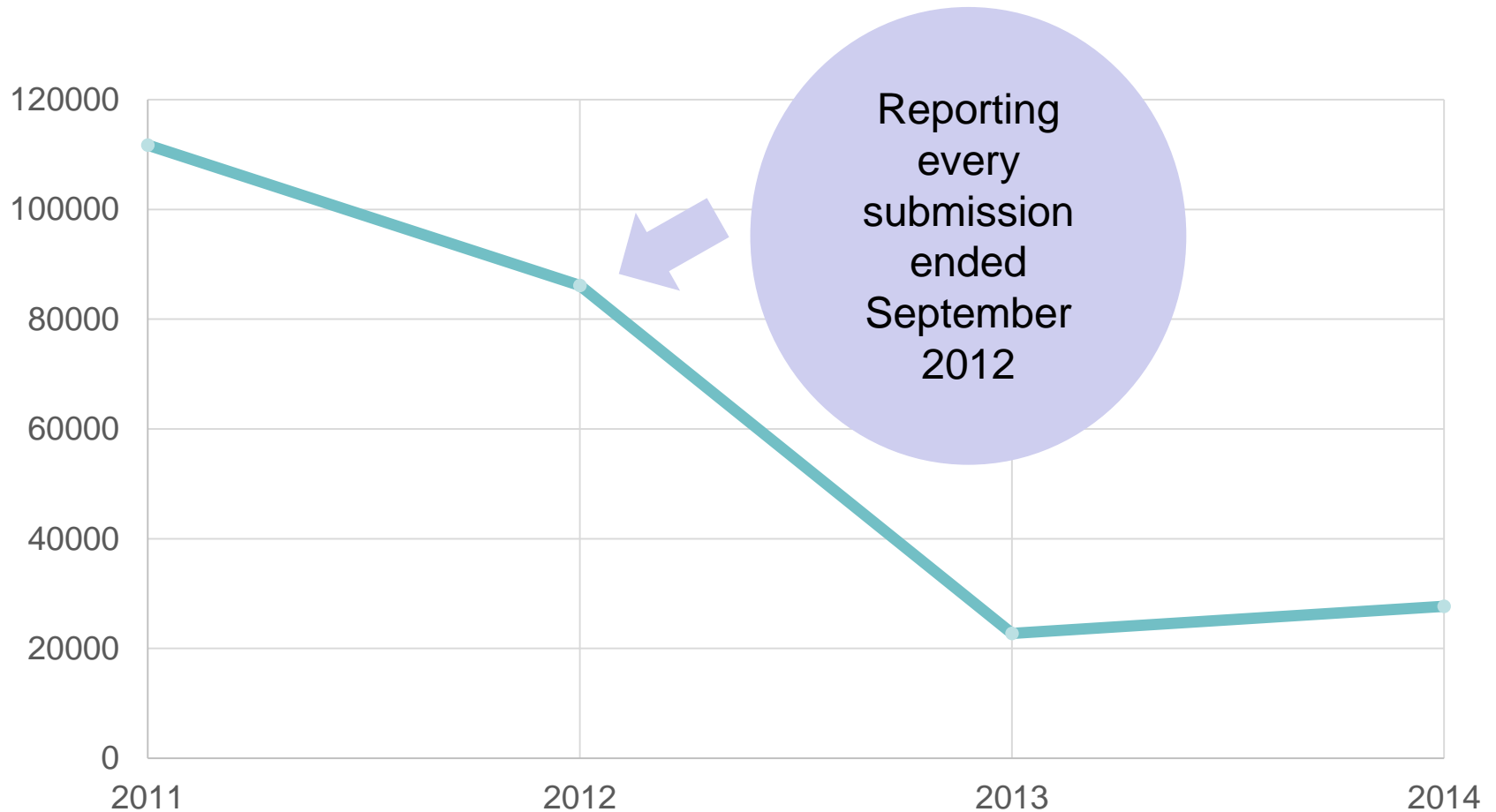
- Airservices approach to complaint handling
- Complaint handling process
- Complaint classification scheme
- Reporting on complaints

# NCIS: Role

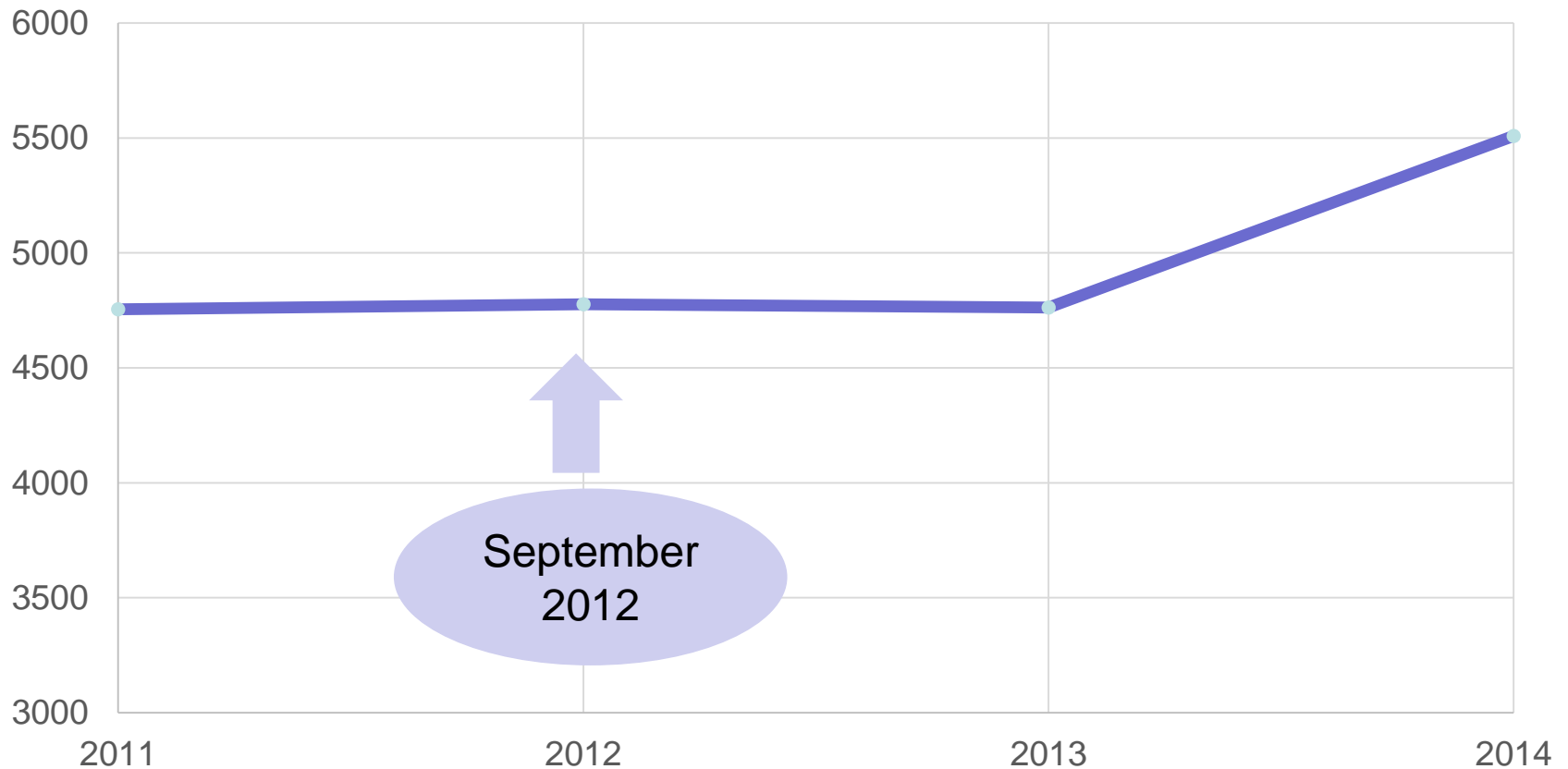
Primary interface for aviation-related enquiries and complaints

- National service
- All states
- All airports – major, secondary, regional, aerodromes and airstrips
- Non-airport-based activities
- Inside controlled airspace
- Outside controlled airspace

# Number of submissions 2011-14



# Number of complainants 2011-14





# Complaint handing process



## Outcomes Airservices cannot offer



Close or move airports or operators



Reduce the number of flights



Refuse to let an aircraft land or take off



Investigate safety concerns



Police noise levels

## Solutions Airservices can offer



Investigate whether any noise improvement can be identified and implement if within our remit



Work with partners such as airports and operators if we identify improvements outside our remit



Review and change flight paths for commercial aircraft

# Classification scheme

## Issues

- Level 1
- Broad categories

## Classifications

- Level 2
- Descriptors that break down the Issue

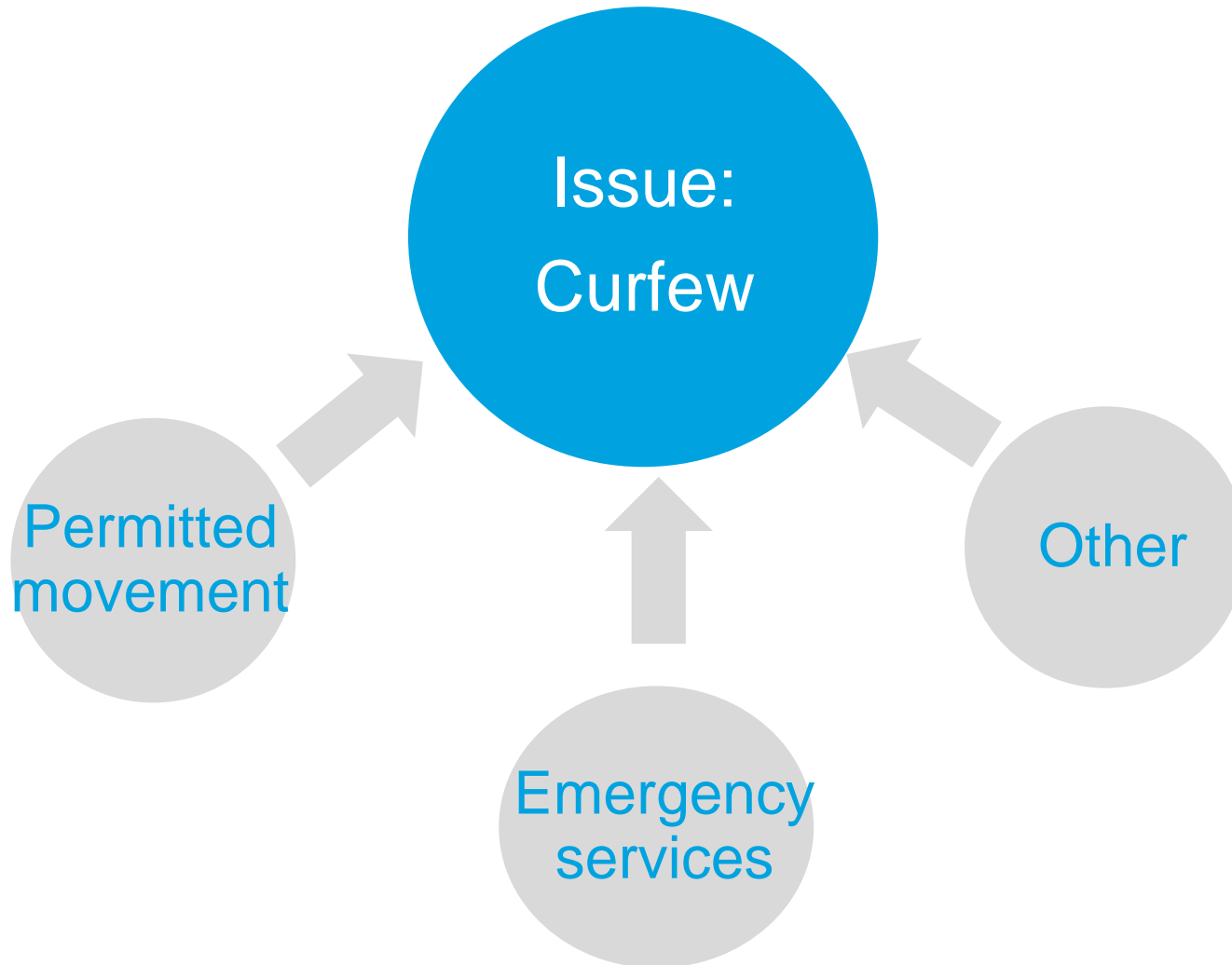
# Issues

Curfew  
Movements

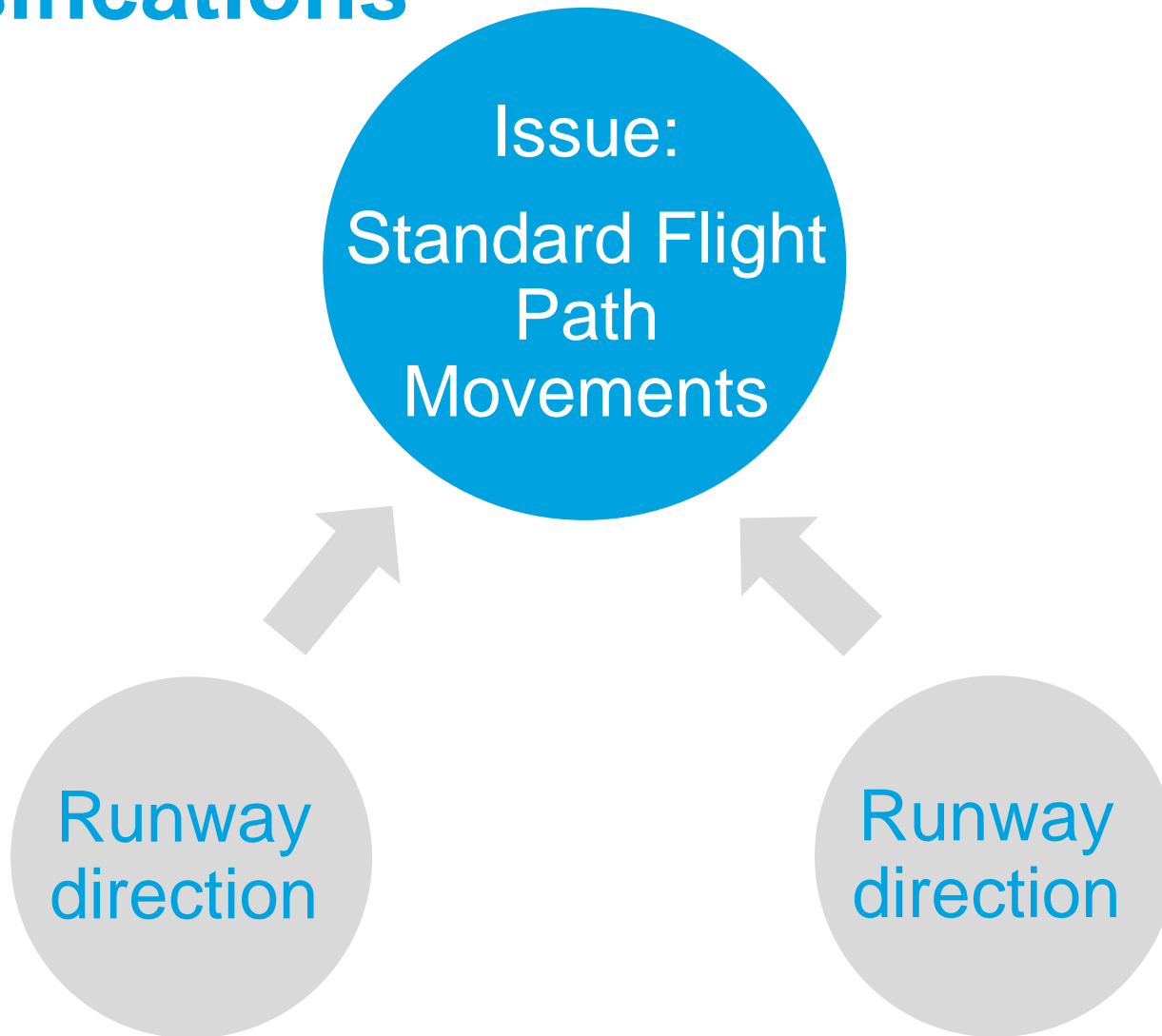
Standard  
Flight Path  
Movements

General  
Aviation Traffic

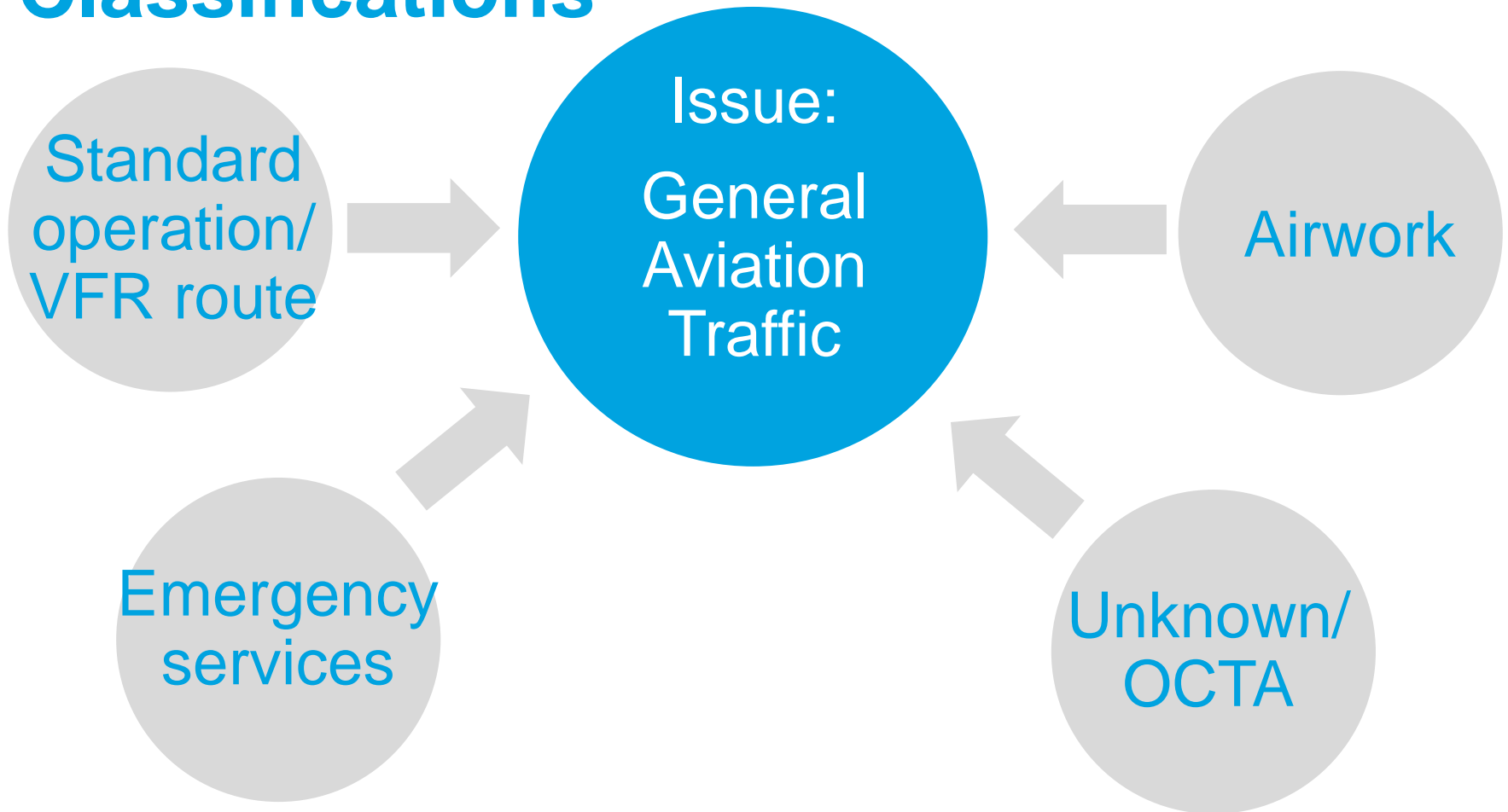
# Classifications



# Classifications



# Classifications





Investigate

Can we  
change it?

Can we  
explain it?

One  
Issue

One Case

One  
Classfn

Respond

Explanation  
Outcome  
Reasons

Standard  
Flight Path  
Movements

One Case

Runway 14  
Departures

Curfew

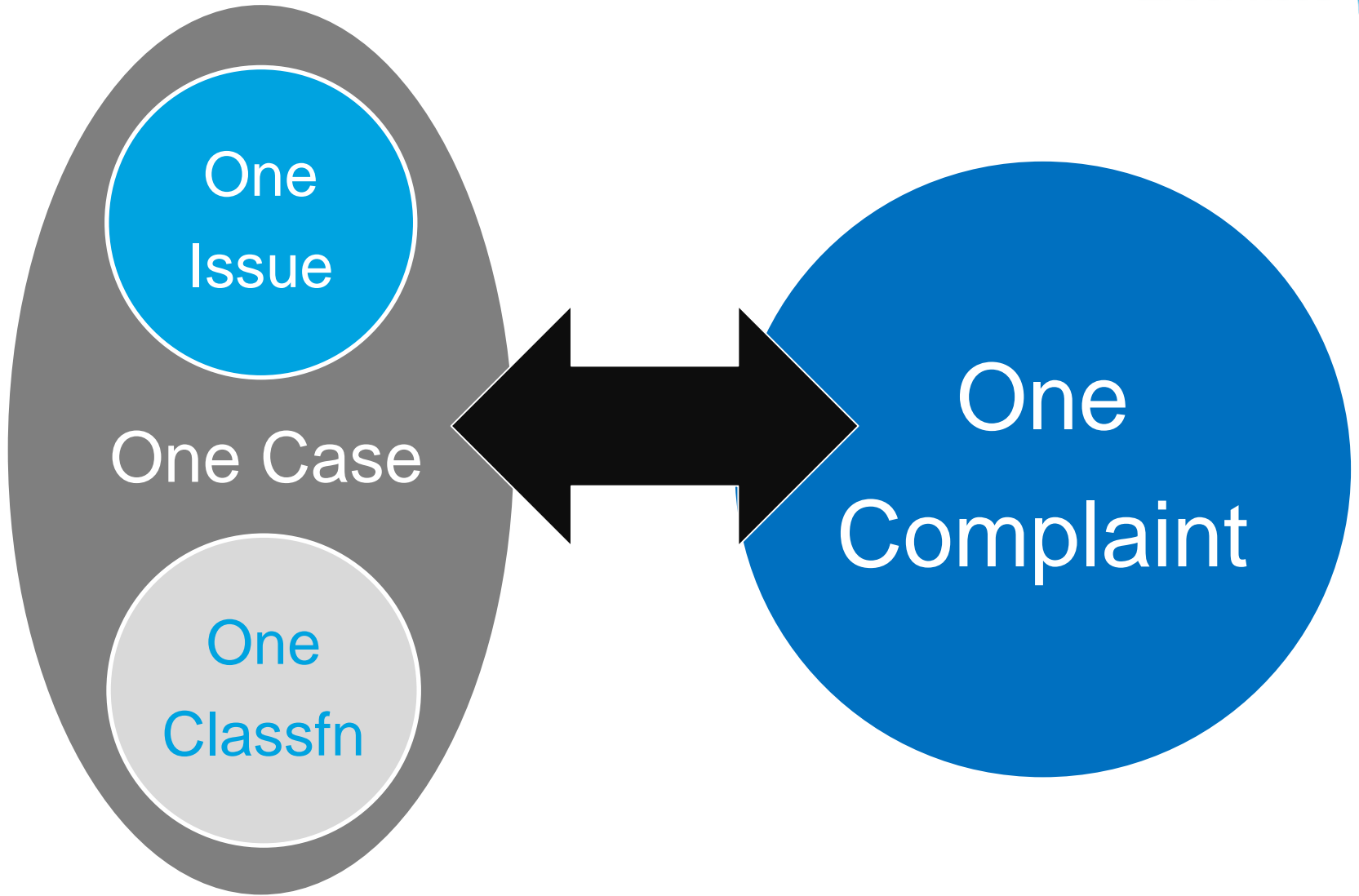
One Case

Permitted  
movements

Curfew

One Case

Emergency  
services



# One Complaint

Standard  
Flight Path  
Movements

14  
Departures

# One Case

25 June

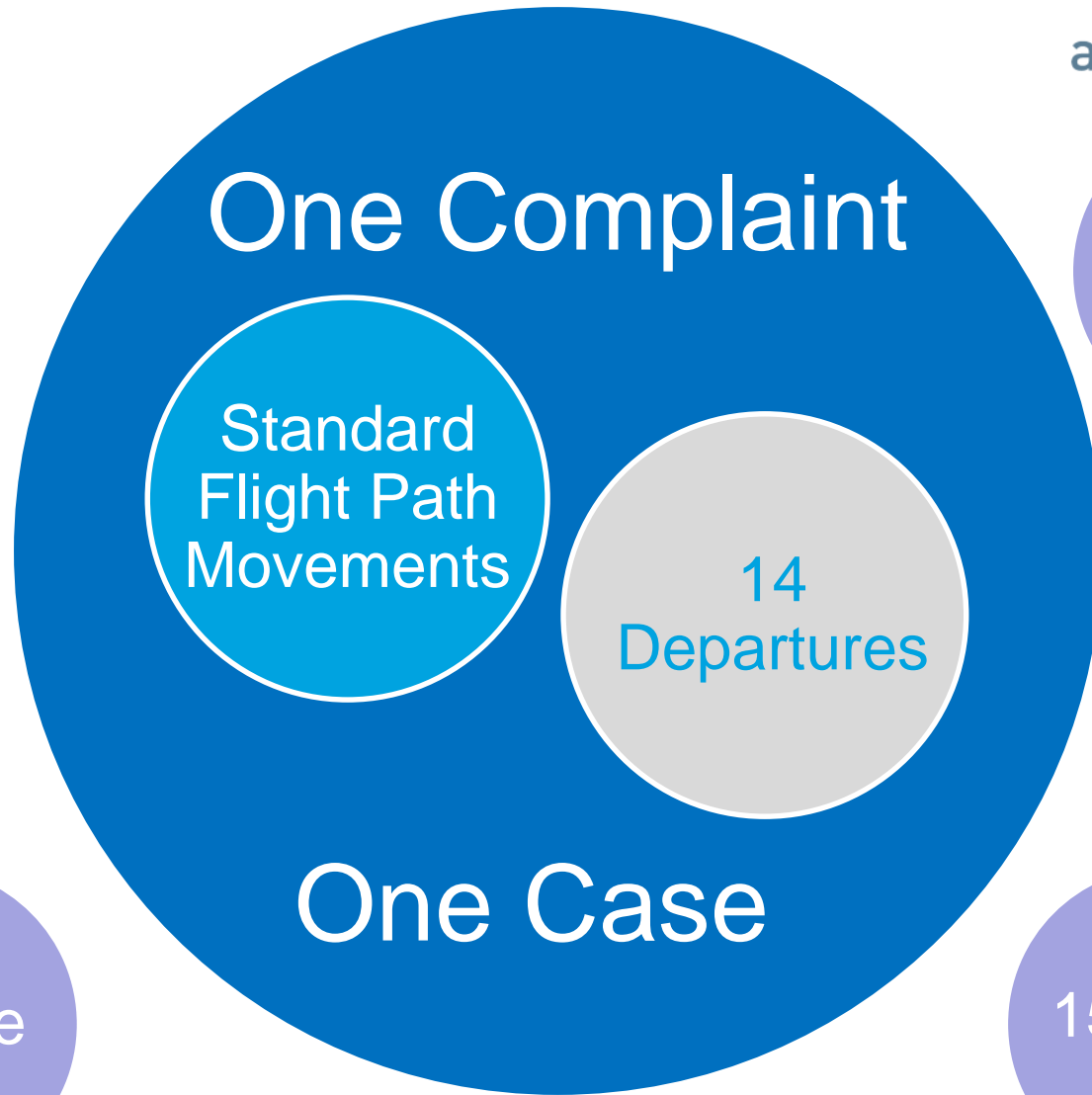
20 June

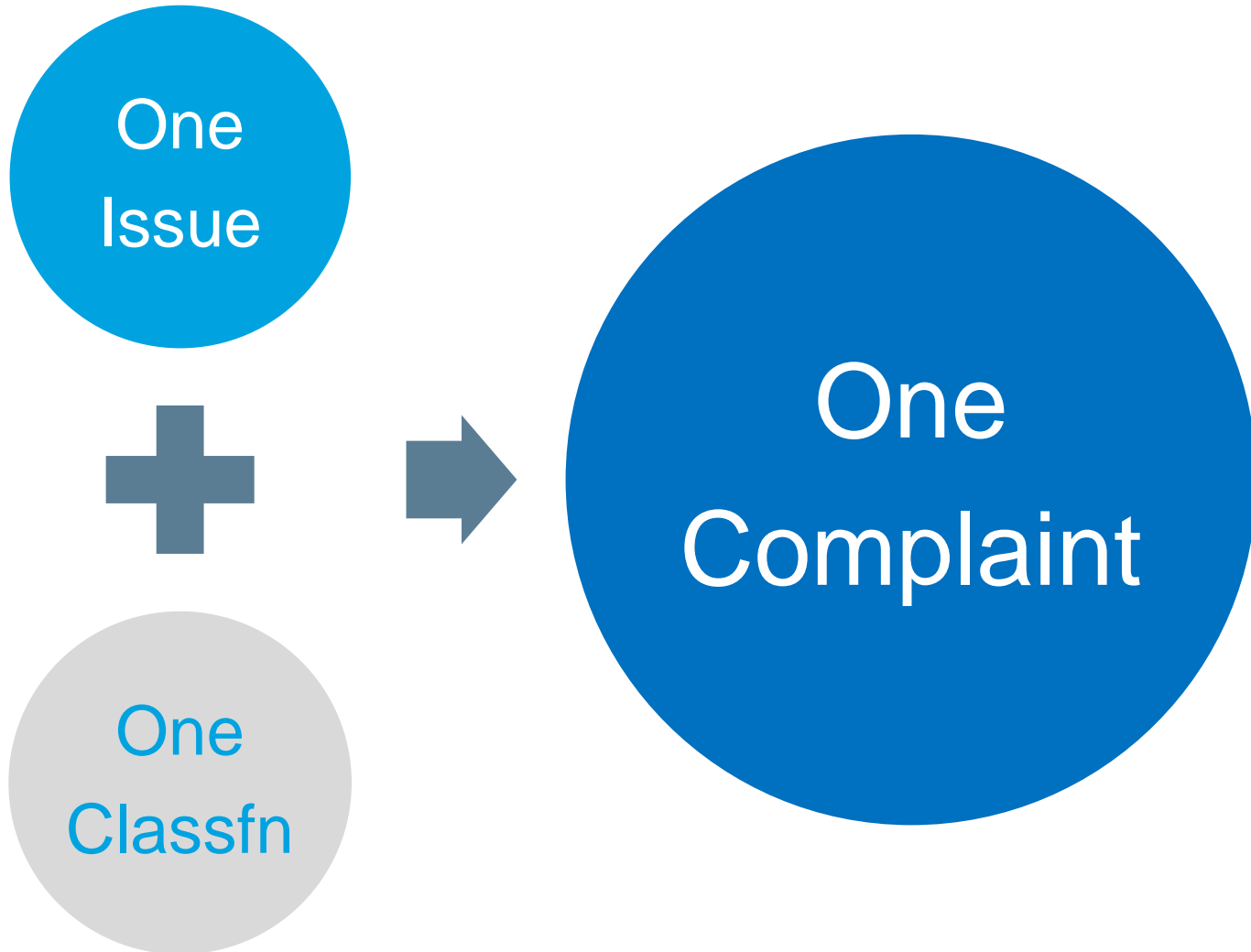
15 June

2 June

8 June

12 June





## Investigate

Is there a new question we can answer?

Do we have more information to provide?

One Issue

One Case

One Classfn

## Respond

Provide further explanation

OR

Advise we have no further information to provide and consider case closed



# Review process

## Level 1 – internal review

- review will be conducted by a different team member
  - outcome will be provided in writing

## Level 2 – internal review

- requests must be in writing with reasons given
- after consideration of reasons we may decline the request
  - complainant will be advised in writing

**Any time - external review**

Aircraft Noise Ombudsman

# Reporting on complaints - quarterly

- Intro
- Movements
- Flight Paths
- Runways
- Investigations & Consultation
- Noise Monitoring
- Complaints**

## Complaints

Airservices manages enquiries and complaints about aircraft noise and operations collected by the NCIS for the purpose of complaint management, analysis of issues. Complainants are people who contacted the NCIS. While some people submit complaints, the primary concern they raised.

+ January - March 2019

+ 2018 Overview

+ October - December 2018

+ July - September 2018

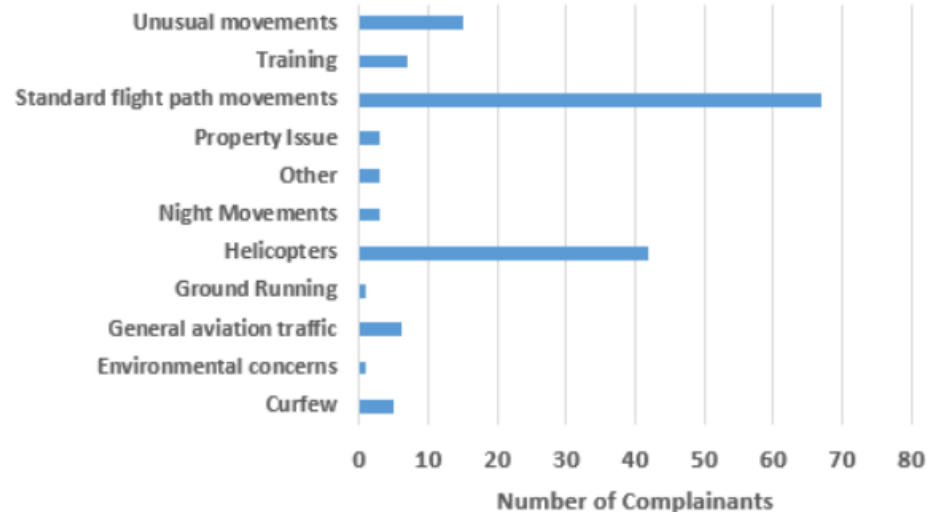
+ April - June 2018

+ January - March 2018

### Issues

The major issue raised in 2018 was Standard flight path movements, with 47 percent of complainants raising this issue (67) in 2018 (67) than 2017 (87). As can be seen in Chart 1 below, the issue of Helicopters was also significant in 2018.

Chart 1: Issues



# Reporting on complaints

## Monthly report to Airports

Issue	Classification	Suburb	Number of complainants
Standard Flight Path Movements	Runway 14 Arrivals	Palm Beach	1
Standard Flight Path Movements	Runway 14 departures	Tweed Heads	1
Standard Flight Path Movements	Multiple Runway Directions	Tugun	1
Curfew	Permitted Movements	Tweed Heads	2
General aviation	Standard operation/VFR route	Fingal Head	1

# Reporting on complaints

- In any reporting period, you only need to contact us once about an issue to appear in our reports as “one person with that issue”
- Reporting periods:
  - Airport reports: monthly
  - Online reports: quarterly

# Why don't we report on the number of submissions?

- If our investigations show we have no ability to make an improvement, the number of submissions received cannot change this outcome

# 2011 national statistics

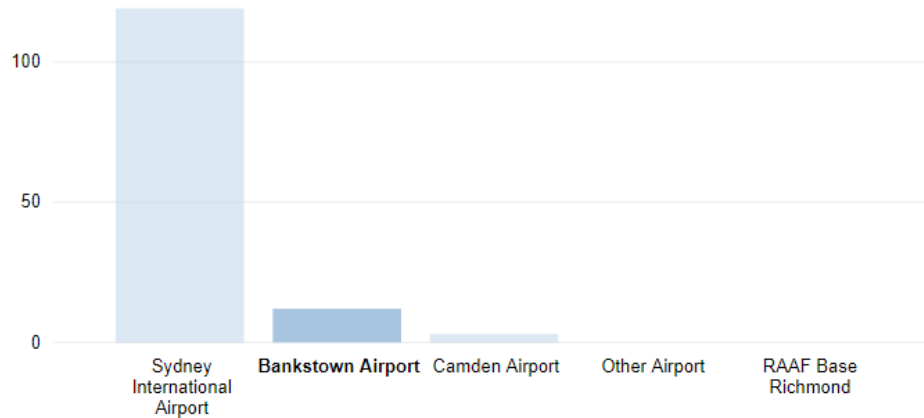
Most prolific people	% of all submissions lodged	% of all complainants
Top 10	57%	0.22%
Top 20	70%	0.43%
Top 30	77%	0.65%
Top 40	81%	0.87%
Top 50	85%	1.09%

# Why don't we report on the number of submissions?

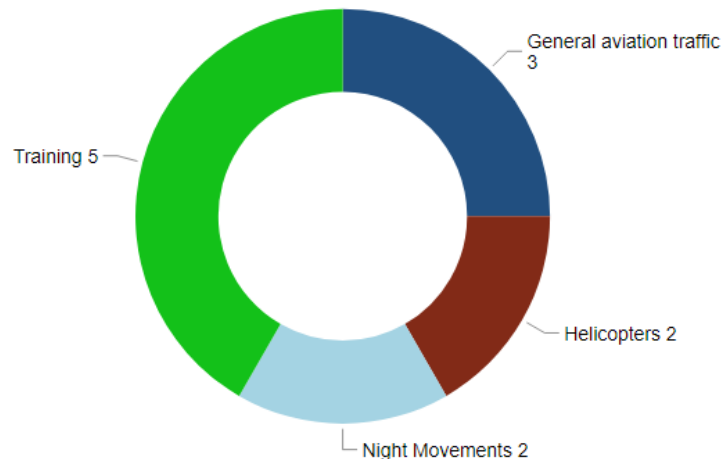
- Need to be fair to everyone:
  - Does a person who lodges many submissions have a greater claim than someone who lodges only one?

# Sneak peek – future developments

Number of complainants by airport



Issues

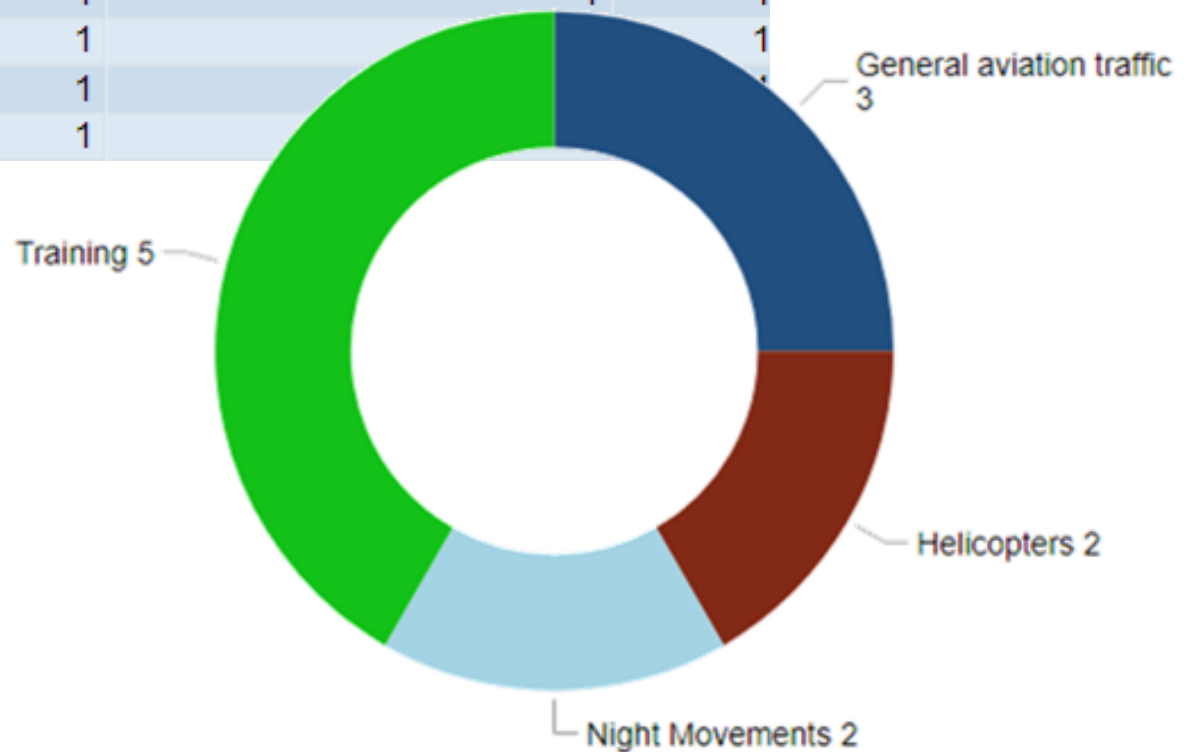


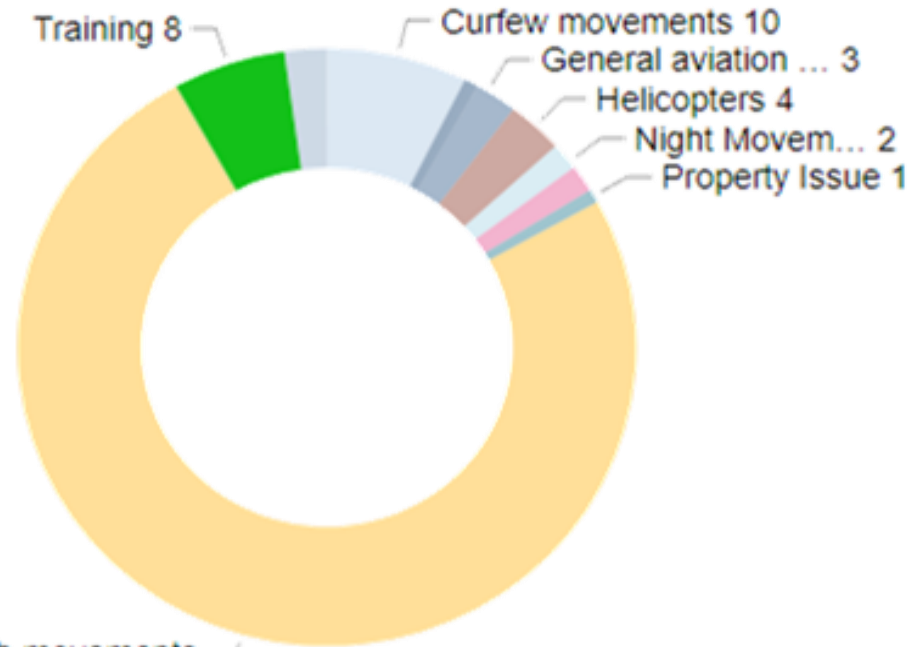
Suburbs

Suburb	Complainants	Monthly avg. complainants	Issues
Panania	3	2	1
Revesby	2	1	2
Bankstown	1	1	1
Cabramatta	1	1	1
Enmore	1	1	1
Hurlstone Park	1	1	1
Kingsford	1	1	1
Mosman	1	1	1
Padstow Heights	1	1	1
Abbotsbury	0	1	0
Airds	0	1	0
Balmain	0	1	0
Barden Ridge	0	1	0
Bardwell Park	0	1	0
Bass Hill	0	1	0
Beecroft	0	1	0
Bellevue Hill	0	1	0
Blaxland	0	1	0
Bonnet Bay	0	1	0
Breakfast Point	0	1	0
Bringelly	0	2	0
Burraneer	0	1	0
Cabramatta West	0	1	0
Cambridge Park	0	1	0
Camperdown	0	1	0
Carlingford	0	1	0
Castlecrag	0	1	0
Cheltenham	0	1	0
Chester Hill	0	1	0
Chipping Norton	0	1	0
Cobbitty	0	1	0
Colyton	0	1	0
Condell Park	0	1	0
Croydon Park	0	1	0
Drummoyne	0	2	0
Dural	0	1	0
Earlwood	0	1	0
East Hills	0	2	0
Edensor Park	0	1	0
<b>Total</b>	<b>12</b>	<b>11</b>	<b>4</b>



Suburb	Complainants	Monthly avg. complainants	Issues
Panania	3	2	1
Revesby	2	1	2
Bankstown	1	1	1
Cabramatta	1	1	1
Enmore	1	1	1
Hurlstone Park	1	1	1
Kingsford	1	1	1
Mosman	1	1	1
Padstow Heights	1	1	1





Standard flight path movements 102



Circuit training - fixed wing 8

Suburb	Complainants	Monthly Avg. Complainants	Issues
Panania	3	2	1
Bankstown	1	1	1
Cobbitty	1	2	1
Harrington Park	1	1	1
Kirkham	1	1	1
Revesby	1	1	1
Bringelly	0	2	0
Camden	0	1	0
Chipping Norton	0	1	0
Condell Park	0	1	0
East Hills	0	2	0
Ellis Lane	0	1	0
Erskine Park	0	1	0
Georges Hall	0	1	0
Greendale	0	1	0
Luddenham	0	1	0
Milperra	0	1	0
Moorebank	0	1	0
<b>Total</b>	<b>8</b>	<b>5</b>	<b>1</b>

# Conclusion

Our focus is on:

- Seriously investigating issues raised with us
- Identifying improvements we can make and implementing them
- Being honest about what we can't change and not giving false hope
- Ensuring our systems and processes support this – including reporting

If we have seriously investigated an issue and we can't make an improvement, that outcome will not change no matter how many submissions are received about that issue.





# Gold Coast CACG

**3 July 2019**

Anthony Nugent ALM

# Airservices Update

- Action items
- ILS Noise Monitor Update
- RNP AR use update
- Airservices News
- Online reporting
- Confirm prioritisation of future action items

# Action Items

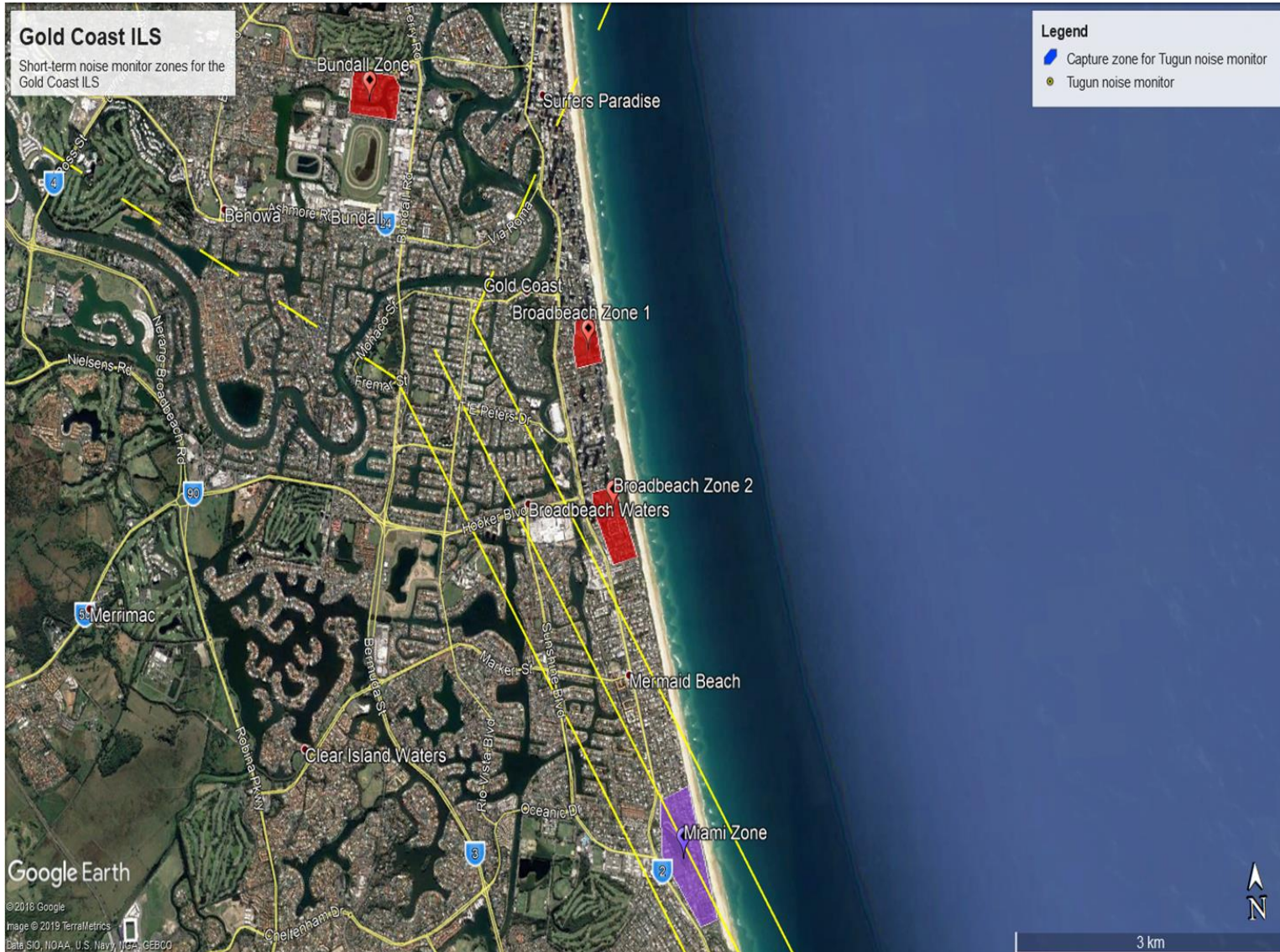
- PFAS will be addressed by our specialist Environment (PFAS) Team
- The NCIS Manager, Ms Ruth Jost will provide a presentation on Airservices reporting and NCIS complaint handling to address concerns raised by the CACG members
- Airservices responded directly to the Chair on:  
*ASA to suggest the location and report back to the next meeting on the timeline for reestablishment of the Tweed Heads noise monitor. The Tweed Council Depot was suggested for possible location for the southern Noise Monitor.*

# ILS Noise Monitor Update

- Airservices as per the Departmental approval will provide one noise monitor for a period of three months
- Airservices is providing a second noise monitor to provide additional data for the community
- Airservices has identified three possible locations for the second noise monitor and is providing the community, through the ANACC a six week feedback process
- Feedback closes on 30 June and Airservices will provide further updates to the CACG when available

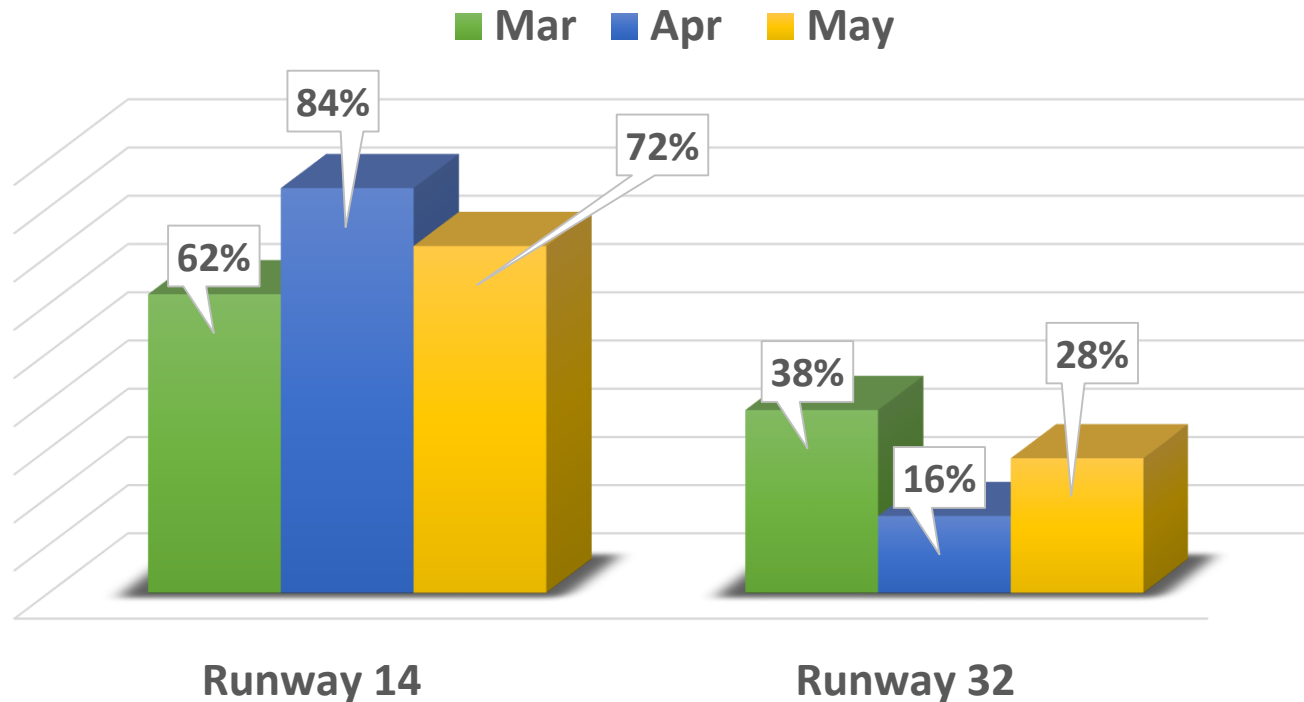


# ILS Noise Monitor Update



# RNP AR (Smart Tracking) use – Mar, Apr, May 2019

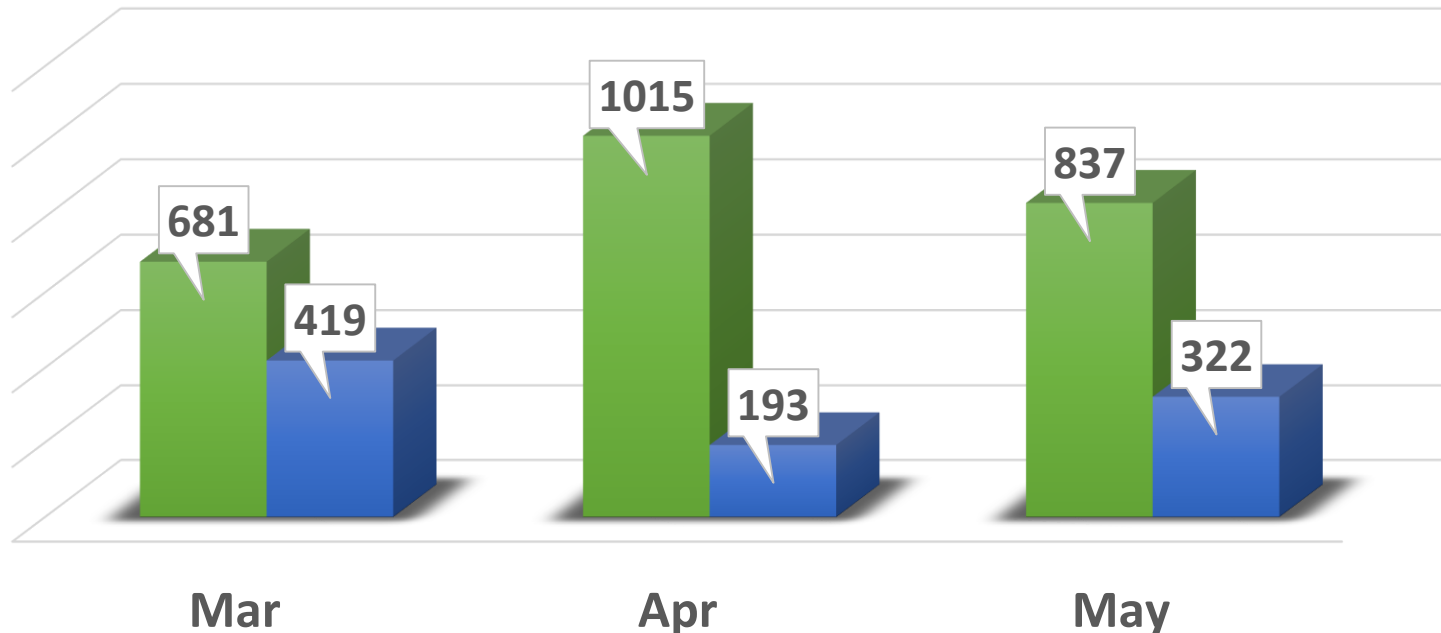
## Percentage RNP operations by runway



# RNP AR (Smart Tracking) use – Mar, Apr, May 2019

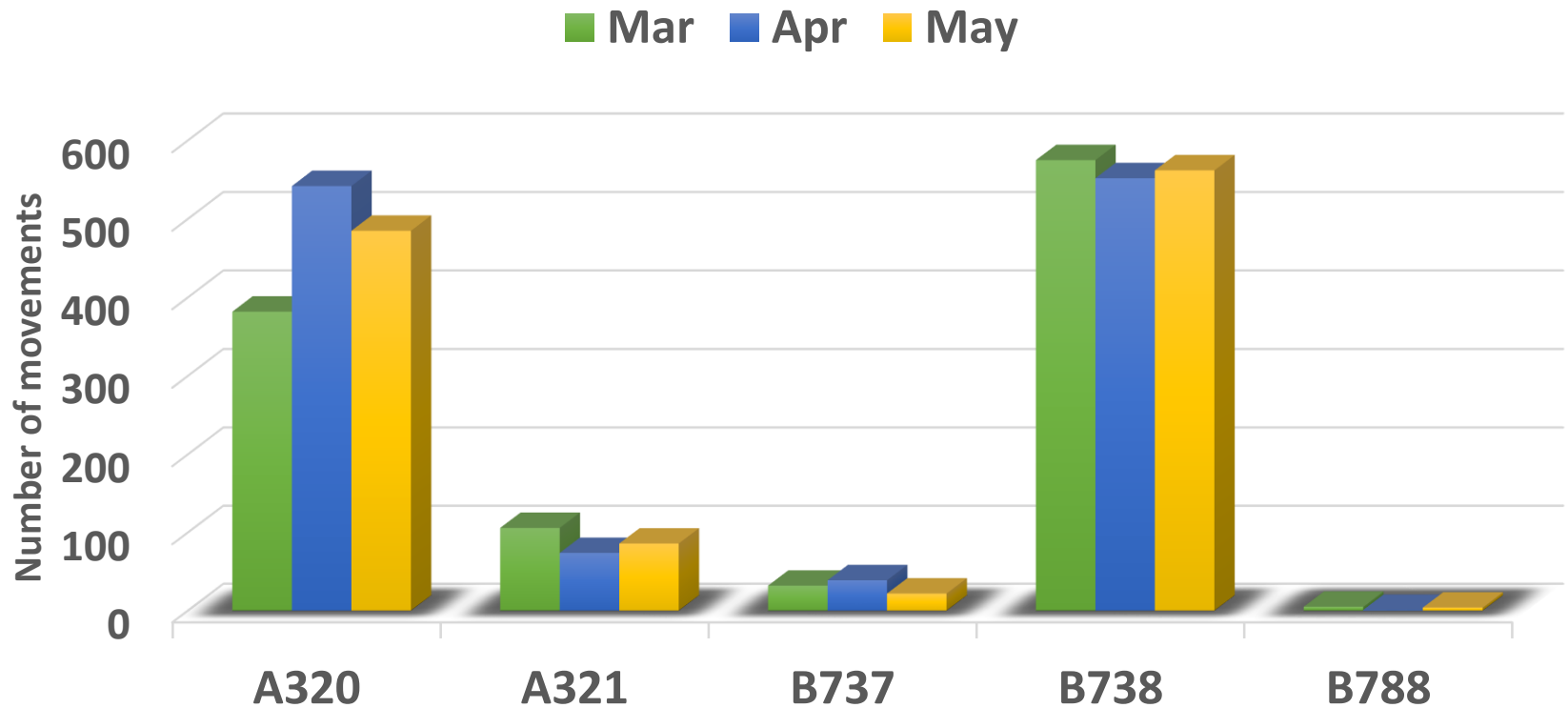
## RNP operations by RNP route

■ RNP 14 ■ RNP32-M



# RNP AR (Smart Tracking) use – Mar, Apr and May 2019

RNP operations by aircraft type



# Airservices News

- During peak times of air travel in Australia there are 500 airborne aircraft under the control of our air traffic controllers
- Airservices is creating a video series on air traffic control
- Episode 1 – What are the three types of air traffic control is available at:  
<https://www.youtube.com/watch?v=UKa10xrx6qo&feature=youtu.be>

# Airservices online reporting

- Airservices online reporting will be available on our website Tuesday 9<sup>th</sup> July at:
  - <http://www.airservicesaustralia.com/aircraftnoise/airports/>, select Gold Coast and then select complaints

# Q2 2019 – Complainants

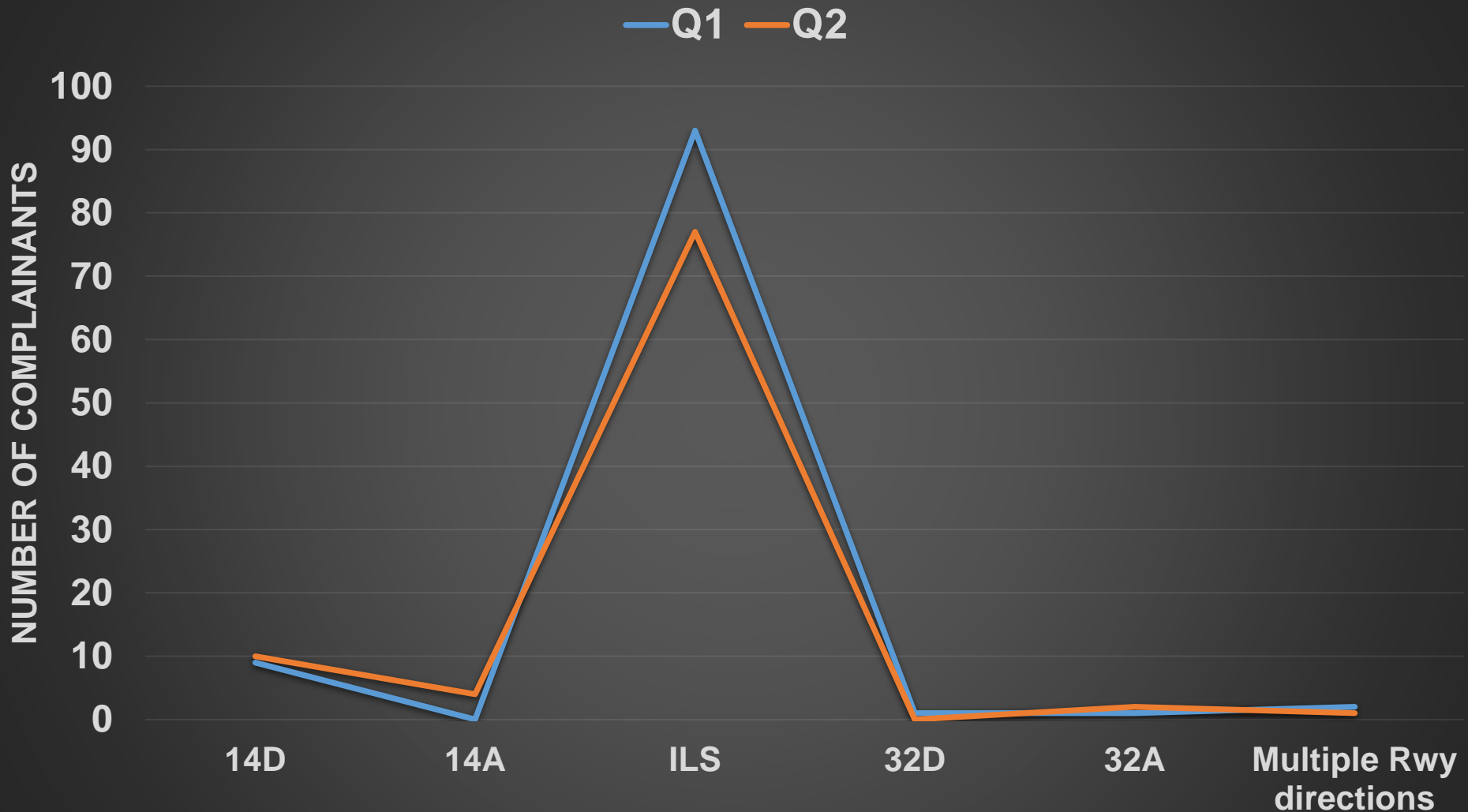
- 111 complainants in Q2, a slight decrease from 114 complainants in Q1
- Standard flight path movements including ILS usage is the main reason complainant numbers remain high

## Q2 2019 – Issues

- Standard flight path movements including the use of the ILS affected 85% of complainants
- Seventy seven complainants specifically raised the use of the ILS
- Unusual movements and general aviation traffic affected six complainants each
- Military movements, Ground running and concerns regarding noise monitors were also raised



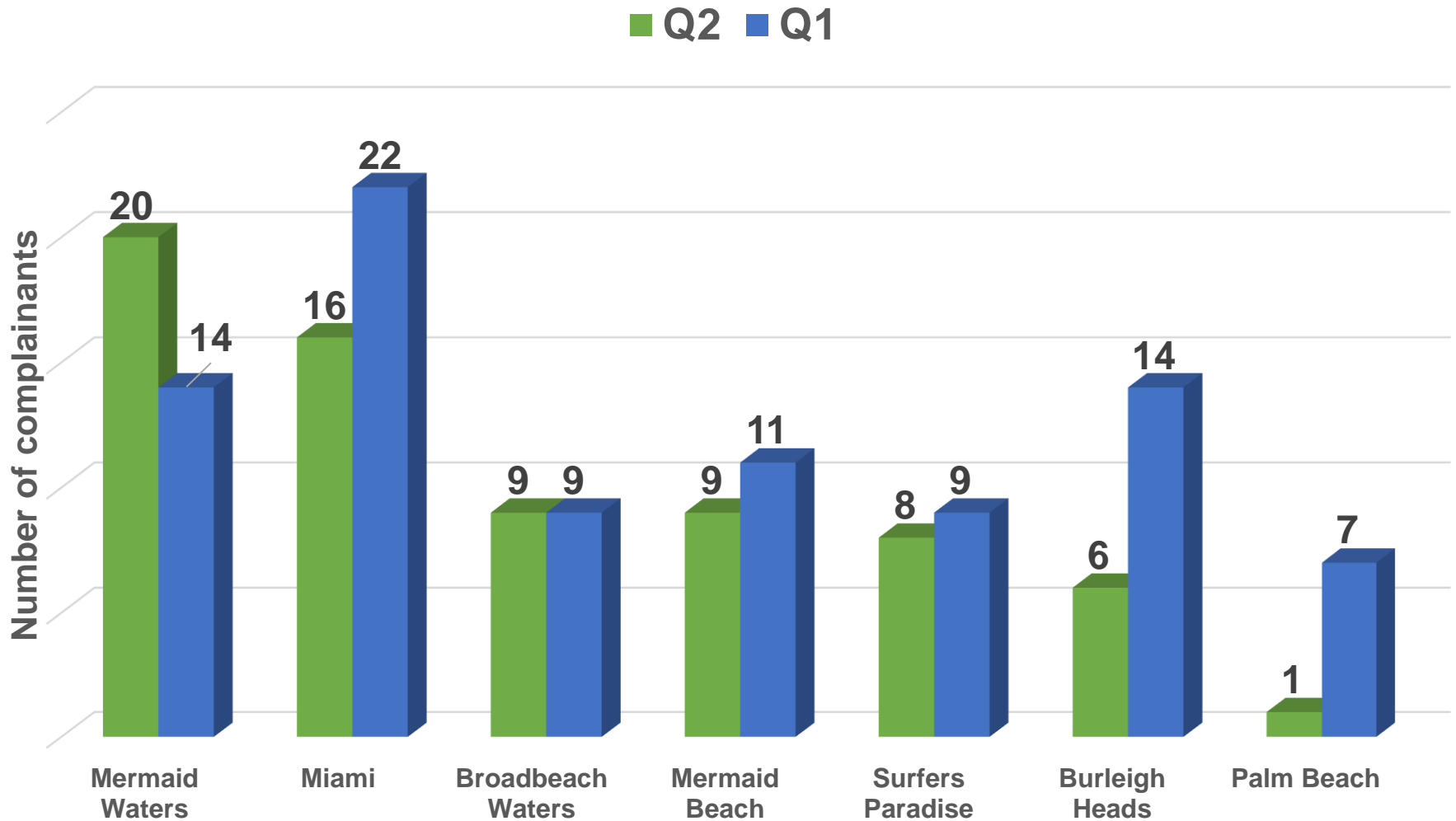
# Q2 2019 – Issues – Runway Directions and ILS usage



## Q2 2019 – Suburbs

- 29 suburbs recorded complainants
  - A single complainant was recorded in 12 separate suburbs
  - Seven suburbs recorded five or more complainants
- Suburbs recording the most complainants
  - Miami Waters (20)
  - Miami (17)
  - Mermaid Beach (11)
  - Broadbeach Waters (9)
  - Surfers Paradise (8)
  - Burleigh Heads (6)

# Q2 2019 – Suburbs



# Action items this meeting

- Airservices requests the CACG to determine the priority of the two action items for this meeting



## AIRCRAFT OPERATIONS DURING GOLD COAST AIRPORT CURFEW

1 January to 31 May 2019

### SUMMARY

Dispensations Granted	Pre-curfew Taxi Clearance	Curfew Quota Movements	Emergency & Search/Rescue Movements	Permitted Jet Movements	Exempt Propeller Driven Aircraft	Diversions
4	5	8	9	12	21	0

#### Dispensation

- There were four dispensations approved during the January to April 2019 period.
  - On 30 March 2019 Jetstar Airways flight JQ428 was granted a dispensation to land no later than 11:15pm. The aircraft landed at 11:04pm.
  - On 25 April 2019 a dispensation was granted to the operator of VH-FST (P51 Mustang) to depart Gold Coast Airport before 6am to conduct an aeronautical display in Currumbin for Anzac Day. The aircraft departed at 5:50am.
  - On 25 April 2019 a dispensation was granted to the operator of VH-OPJ (CA-25 Winjeel) to depart Gold Coast Airport before 6am to conduct an aeronautical display in Currumbin for Anzac Day. The aircraft departed at 5:51am.
  - On 25 April 2019 a dispensation was granted to the operator of VH-DMI (CT4) to depart Gold Coast Airport before 6am to conduct an aeronautical display in Currumbin for Anzac Day. The aircraft departed at 5:51am.

#### Pre-curfew Taxi Clearance

- There were five pre-curfew taxi clearance movements.
  - Jetstar Airways flight JQ449 departed at 11:05pm on 27 January 2019.
  - Virgin Australia flight VA1696 departed at 11:01pm on 22 March 2019.
  - Jetstar Airways flight JQ441 departed at 11:09pm on 29 March 2019.
  - Virgin Australia flight VA1696 departed at 11:11pm on 29 March 2019.
  - Tigerair Australia flight TT579 departed at 11pm on 7 April 2019.

## Curfew Quota movements

- There were five curfew quota movements conducted by airlines during the January to April 2019 period.
  - Jetstar Airways flight JQ446 arrived at 11:17pm on 17 April 2019.
  - Virgin Australia flight VA1695 arrived at 11:17pm on 18 April 2019.
  - Virgin Australia flight VA761 arrived at 11:22pm on 18 April 2019.
  - Jetstar Airways flight JQ446 arrived at 11pm on 19 April 2019.
  - Virgin Australia flight VA543 arrived at 11:08pm on 13 May 2019.
  - Jetstar Airways flight JQ8995 departed at 11:37pm on 17 May 2019.
  - Tigerair Australia flight TT572 arrived at 11:06pm on 31 May 2019.
  - Tigerair Australia flight TT579 departed at 11:42pm on 31 May 2019.

## Diversions

- There were no diversions to Gold Coast Airport.

## Emergencies/ Search and Rescue

- There were nine movements declared as emergencies. There were two search and rescue operations using a helicopter. There were seven aeromedical flights, using such aircraft as Cessna 525's, Learjet 45's, a Challenger 600, Beechcraft Super King Air's and PC12's

## Other approved aircraft movements:

- There were 21 approved propeller driven aircraft movements. These aircraft included: 5 x Cessna Caravan's; 3 x Cessna 210's; 3 x Cessna 172's; 2 x Pacific Aerospace PC750; 1 x Piper Navajo's; 1 x Britten-Norman Islander; 1 x Beechcraft Baron; 1 x Pilatus PC12's; 1 x Beechcraft Super King Air; 1 x Cessna 310; 1 x Cessna 182 and 1 x Bombardier Dash 8.
- There were twelve business jet movements. These were from 5 x Hawker 4000's; 2 x Cessna 650's; 2 x Falcon 50's; 1 x Cessna 525A's; 1 x Cessna 680; and 1 x Falcon 50.

## Curfew movements to note

- On 26 March 2019 a helicopter departed the Gold Coast Airport at 5:35am in contravention of the Air Navigation (Gold Coast Airport Curfew) Regulations 2018 (the Regulations). The operator have claimed that they were not aware of a curfew restriction for propeller-driven aircraft under 34,000kgs. The Department is seeking additional information from the operator to determine whether any further action is required.