



## **DARWIN INTERNATIONAL AIRPORT COMMUNITY CONSULTATION GROUP**

### **Web Report No 19 – 9 March 2017**

held at

Pandanus Room, Airport Management Centre, Darwin International Airport

#### **1. Welcome and Apologies**

Independent Chairman Daryl Manzie welcomed members to the 19<sup>th</sup> meeting of the Community Consultation Group. Apologies were noted. The Summary Record and Meeting Report of the meeting on 10 November 2016 had been previously settled by circulation.

#### **2. DIA Property Developments**

Ross Baynes gave an update on property developments at DIA, including:

- Flipout was completed in late 2016, and is now trading. Feedback received has been positive.
- Osgood South has secured two new tenants, and a second stage directly to the east is under development.
- Little Flyers Child Care (adjacent to Osgood South) is now complete and trading.
- Agreements are being finalised for the current and future jet fuel storage facilities.
- The Royal Flying Doctors Service has commenced construction of a new hangar, due for completion in late 2017.
- The public comment period for the Air Traffic Control Upgrade Project Preliminary Draft Major Development Plan finished on Monday 27 February. DIA will now prepare the Draft document for submission to the Federal Minister for approval.
- An agreement for lease has been executed between DIA and Dan Murphy's as the anchor tenant to activate a new development to the south of Bunnings. Dan Murphy's currently operates in all other Australian states and territories, except the NT. The agreement is subject to securing the transfer of an existing liquor licence, and achieving a right hand turn out of Osgood Dve onto Bagot Rd.

The proposed Dan Murphy's development will provide greater choice for consumers, and has committed to a range of initiatives to ensure the appropriate sale of alcohol, including the removal of certain products that are associated with increased harm in the Territory (e.g. wine containers larger than 2L). CCG members held a robust discussion on the issues surrounding such a development, including:

- The social issues that currently exist due to excessive alcohol consumption, and the potential reintroduction of the Banned Drinkers Register by the recently elected Labor Government.
- The benefits such a development could provide to disabled customers, including wider aisles and accessible parking.
- The questionable size limitation enforced by the NT Government of 400m<sup>2</sup> for any new liquor premises, with no apparent review of why this size limitation is necessary.
- The consideration of pedestrian management crossing Bagot Rd if such a development occurred.

Independent Chairman Daryl Manzie cited a 2004 inquiry he had been involved with in regards to developing an alcohol framework for the Northern Territory. He noted a number of key indicators of alcohol related harm documented in the inquiry report, including that at the time of writing the NT had the highest consumption of alcohol across Australia. He emphasised that these figures had not changed in the past 13 years since the inquiry. CCG members agreed that the NT Government needs to consider a holistic approach to the issue of alcohol.

### **3. DIA Air Service Developments, Retail and Ground Transport**

Stephen Prasser presented:

#### Air service developments

- Domestic and international passenger numbers are marginally ahead of last year's figures, however this is influenced by Darwin resident outbound travel rather than visitors coming into Darwin.
- With the Inpex construction phase reaching completion, Qantas and Virgin flights are expected to be impacted in some way on Brisbane and Perth routes.
- AirAsia will retime its service to Bali in late March to provide better connectivity through Denpasar.
- DIA and NT Government continue to pursue improved connectivity with mainland China, with discussions progressing on a number of options.
- Jetstar is maintaining daily services to Bali (up from 4/wk).

#### Ground transport developments

- The new car park equipment is now operational, with the next step being the establishment of online booking functionality in the coming months, providing dynamic pricing / discounts for repeat users, and additional value to customers by bundling with other products.

#### Commercial developments

- The office space at the western end of the expanded terminal building is currently under construction, and will provide both a business hub and leased offices.
- DIA is looking at further broadening its retail offering in the domestic departure lounge, with options including sunglasses and cosmetics.
- A series of in-terminal activations is under development for the dry season, to promote major events and the tourism industry.

Stephen provided the following feedback in response to a number of DDA queries previously raised by CCG Member Dawn Lawrie:

- Provision of accessible car spaces: DIA had an Access Audit undertaken by an independent consultant in 2011. This report found no non-compliances in its parking areas against AS2890.1(1993) *Parking facilities, part 1: Off-street car parking*. All parking areas constructed since this audit comply with applicable standards.
- Darwin City Airport Shuttle: The operator's drivers will assist passengers with heavy luggage, and assist elderly and people with some mobility restriction on and off the bus. In the case of a wheelchair passenger, the operator's staff will assist with arranging a wheelchair-compliant taxi.

## **4. Department of Infrastructure and Regional Development update**

Helen Gannon provided an update on:

- The Airports Amendments Bill was introduced into parliament in late 2016. The Bill was subsequently referred to a committee, with the inquiry taking submissions until 6 March 2017. Following the receipt of submissions, the Committee can choose to hold public hearings. The timeframe for these processes is subject to influences beyond the control of DIRD.
- The Aviation Access Forum last met in November 2016, and are currently looking at regulations relating to the carriage of assistance animals.
- As part of the recommendations accepted for the review of federally leased airports' consultative arrangements, airports will be required to provide an overview of stakeholder engagement activities undertaken over the past 12 months, and the future 12 months.
- In February 2017, Ms Narelle Bell was appointed the new Aircraft Noise Ombudsman, replacing Mr Ron Brent who held the position for 6 years since the creation of the role. Ms Bell's focus for 2017 is community engagement.

## **5. Defence Support Report**

Katie Elsley advised on the following Defence matters:

- The PFAS task force is in Darwin this week, engaging in a start-up meeting.
- The weed management program for RAAF Base Darwin is progressing, with the new plan in place being followed. Defence are expecting better synergies as a result.
- The Rapid Creek Weir licencing is progressing.
- Flood mitigation works at RAAF Base Darwin have commenced for the Ludmilla Creek catchment.

## **6. RAAF Base operational issues**

WGCDR Steve Parsons provided the following operational update:

- A contingent of 1850 US Marines will be arriving through April, with 13 aircraft.
- 2017 is an 'off' year for big military exercises.
- Throughout June there will be 60-80 aircraft in Darwin (including approx. 50 fighter jets) and 800-1000 personnel for military exercises.
- Talisman Sabre will be held primarily on the east coast this year, with Darwin expected to accommodate only 10-20 large aircraft (no fighter jets).

Dawn Lawrie highlighted concerns around helicopter noise complaints, with Lesley Alford commenting that better synergies were still needed between Defence and Airservices regarding noise complaints. WGCDR Steve Parsons noted that sometimes still nights can amplify the noise, and reiterated that noise complaints are taken seriously, with Defence continuing to engage with the community and mitigate/minimise noise where possible.

## **7. Airservices matters**

Neil Hall updated members on the business transformation to Airservices, including its new operating model:

- There are two key business groups focusing on service delivery to customers: Aviation Rescue Fire Fighting (ARFF) and Air Navigation Services.
- Safety and innovation in Air Navigation Services provision.
- Effective and efficient Aviation Rescue Fire Fighting services.

- Single point of accountability and reducing duplication.
- Commitment to noise management including complaint handling and improving noise information and community engagement.

Airservices' Noise Complaints and Information Service (NCIS) will continue to respond to all noise complaints. In regards to representation at the Darwin CCG, local Air Traffic Control (Defence) will manage general reporting to the CCG, with Airservices and Defence to determine one month prior to scheduled CCG meetings whether Airservices will be in attendance. Airservices will likely attend if there are any flight path changes, as these may require explanation of noise impacts from environmental assessment and why they are being implemented.

## **8. Airport Service Quality survey results 2016 and *Welcome to Our Place* update**

Tara Dennison summarised Darwin Airport's Airport Service Quality (ASQ) survey results for 2016:

- The airport has seen improvement in each of the category areas, with 'Overall Satisfaction' at 4.06 (out of 5; a score over 4 is considered excellent for AUS/NZ).
- The improvements in the airport's ASQ scores can be attributed to a range of highlights in 2016, including:
  - The construction of undercover walkways from car parks
  - Change of cleaning contractors
  - Terminal improvements, including big fans, water bubblers, free to air TV, background music and plants
  - New shuttle bus provider
  - New and improved retail / F&B offerings
  - Opening of the Catalina Lounge
  - Installation of a larger kids play area
  - Main screening point redesign
  - Implementation of *Welcome To Our Place* (DIA's new customer charter)

*Welcome To Our Place* has been successfully rolled out to Darwin Airport staff, and is now being rolled out to airport stakeholders. A customer experience working group is being established with DIA and business partners.

## **9. DIA 2017 Master Plan (incl. Environment Strategy)**

Victoria Moore reiterated to members that the DIA 2017 Preliminary Draft Master Plan and Environment Strategy was released for public comment on Tuesday 7 March. The public consultation period will run for 60 business days, closing on Tuesday 6 June. The Master Plan and Summary Document can be accessed:

- On the Darwin Airport website
- Viewed at the Darwin Airport Management Centre
- Purchased from the Darwin Airport Management Centre (the Summary Document is available free of charge)
- Viewed at Darwin City, Casuarina, Palmerston, and Taminmin Community libraries.

Printed copies of the Summary Document were circulated to CCG members.

## **10. DIA Planning issues**

Victoria Moore provided an update to members on a number of planning issues, including:

- The two independent CDU reports on the airport's water monitoring data (previously discussed at the July 2016 CCG meeting) were publicly released on 7 March. The reports are available on the Darwin Airport website.
- The Henry Wrigley Drive footpath is due for completion at the end of April.
- Stage 2 of the airport's solar facility is now complete, with DIA having won an award recently from the Airports Council International for the project.
- The public comment period for the Air Traffic Control Upgrade Project Major Development Plan finished on 27 February. DIA is now preparing the Draft Major Development Plan to be submitted to the Federal Minister for approval.

## **11. Community Consultation Group member issues**

Dawn Lawrie queried a report in the NT News regarding bird strikes at Darwin Airport. Bob Calaby explained that wildlife strikes are an issue at all Australian airports, with significant effort invested into reducing the strike rate. The nature of Darwin's geography, climate, and migratory bird species all contribute to the issue. DIA has a comprehensive Wildlife Hazard Management Plan in place (in conjunction with Defence), and is a member of an Australian airport forum that shares best practice.

Jamie O'Donnell queried reports of wild dogs being seen behind the Mercure Resort. Jan Nordin (Defence) explained that these wild dogs come through every year, migrating from the west through towards Shoal Bay.

## **12. General Business**

No general business matters were raised.