



DARWIN INTERNATIONAL AIRPORT COMMUNITY CONSULTATION GROUP

Web Report No 24 – 22 November 2018

held at

Board Room, Wirraway Business Centre, Darwin International Airport

1. Welcome and Apologies

Chair Daryl Manzie welcomed members to the 24th meeting of the Community Consultation Group. The Summary Record and Meeting Report of the meeting on 5 July 2018 had been previously settled by circulation.

2. RAAF Base Operational Update including Airservices Matters & Defence Support Report

SQNLDR Craig Sedgman presented on Airservices matters to the group, although unfortunately he had not been provided with Airservices' presentation beforehand. Helen Gannon shared some detail on the flight path change procedures outlined in the Airservices presentation, explaining that these improvements include more thorough consultation with the public.

Two aircraft noise complaints were received by Airservices in Q3 2018, both relating to Exercise Pitch Black. Defence received approximately 20 complaints during the same exercise period, particularly relating to the Osprey helicopters in use by the US Marine Corps, and the large waves of jet aircraft arriving/departing at a time. The 2019 exercise schedule isn't expected to be as busy as 2018, however there will still be regular flying throughout the year. Diamond Storm will be the next military exercise held in April 2019, comprising Australian fast jets. There are also more B52 operations planned for 2019.

Defence is trialling an extended take-off area on departure of Runway 29 to reduce the impact of aircraft noise on the surrounding community. A summary will be provided once the trial is complete.

A range of works are underway at RAAF Base Darwin including:

- Infrastructure works including HV mains, substation, and sewer.
- Construction works including a new hangar, expansion to the BRA and FRA, and a new fuel facility.

Lesley Alford queried whether the weed management contract for the RAAF Base had been issued. Daryl Grey confirmed that it has been awarded and a weed management plan is currently being developed for implementation towards the end of this year and into early 2019. An invitation was again extended to Lesley to inspect weed issues at the RAAF Base.

3. DIA Property Developments

Ian Kew (on behalf of Ross Baynes) gave an update on property matters, including:

- Osgood South Stage 3 construction is subject to securing pre-commitments. The design is being progressed to lodge a Building Application this month.
- The Dan Murphy's liquor licence substitution was lodged in July 2018, however the hearing date isn't scheduled until the end of January 2019. As a result, it is expected construction won't commence until Q2 2019.
- DIA is planning to install rooftop solar to all new buildings in the airport precinct.
- Stage One of the Osgood Dr / Bagot Rd / Totem Rd intersection will see the intersection open to become an all movements intersection. It is anticipated construction will commence in early 2019.
- DIA continues to seek interest in the proposed 1.6ha land subdivision adjacent to Little Flyers Childcare on Osgood Drive.
- A \$1M extension to Little Flyers Childcare commenced this month, providing an additional 500m² and allowing for a further 49-placements. The extension is expected to be completed in early 2019.
- Construction of the National Critical Care and Trauma Response Centre (NCCTRC) began in September 2018, and is expected to be completed by Q2 2019, subject to weather.
- DIA was successful in its application to the Building Better Regions Fund, and has been awarded a \$4.8M grant. The next steps are to further develop the concept and business case, undertake discussions with stakeholders, and find potential operational partners. A number of possible sites on-airport are being considered.

4. DIA Commercial Developments (retail & ground transport)

Andrew Warrender presented the following commercial developments:

- A review of the airport's food and beverage outlets is underway, including potential redecoration and consideration of customer expectations.
- In August a number of 'Happy or Not' kiosks were installed around the terminal, measuring the satisfaction of passengers on their journey through the airport. Over 71,000 responses have been received to date, and this feedback is used to inform and improve customer experience.
- JR Duty Free was recently purchased by Lotte Duty Free, the second largest travel retail company.
- DIA has recently undertaken a review of its advertising portfolio. All advertising sites at the airport are now fully managed by the airport, increasing the ability to support local businesses and events. A new digital outdoor billboard is also being planned.
- Works are underway to upgrade the road along the front of the terminal, including road realignment, bollards and some landscaping works.
- The online car parking booking system has permanent discounts in place for bookings made online.

Dawn Lawrie raised two queries: Firstly, whether the bus operators at the airport have accessible buses; and secondly, if there are any improvements to be made to the pedestrian route from the charter bus drop-off area to the terminal as it's quite a long distance. Ian Kew advised that DIA only has some influence over the accessibility of the Airport Shuttle, but not on the public buses that service the airport.

5. Air Service Developments (including Agenda Item 6 - Discussion on member request for further briefing)

Valerie Smith (Tourism NT) and Ian Kew together provided members with a detailed briefing on recent air service developments, reinforcing the close working partnership between Darwin Airport and the NT Government in securing new air services to/from Darwin.

- Passenger statistics for the first quarter of FY 2019 show both international and domestic passenger numbers are down, attributed to:
 - Reductions in capacity by Qantas and Jetstar on most key city routes;
 - Loss of international services to Bali (AirAsia) and Manila (Philippine Airlines);
 - The Inpex wind-down and 'Turbocharging Tourism' results are still to come;
 - Darwin's population is not travelling as often.
- It is expected that passenger numbers will remain down into the new year, with holiday visitation anticipated to increase in the next six months, however this may not offset the gap created by FIFO as Inpex winds down.
- Qantas will commence a new service between Darwin-Uluru from March 2019.
- Together, DIA and Tourism NT are actively speaking with over 30 airlines regarding potential air services to/from Darwin.

A thorough discussion was had by members in response to Lesley Alford's request for more information on air service development to SE Asia destinations, particularly Bali. Lesley's request stemmed from recent queries she had received from a member of the public. Key items of discussion included:

- Loss of international services in recent times:
 - AirAsia's cancellation of its Darwin-Denpasar service in early 2018 was heavily influenced by the Mt Agung volcanic eruption. This had an immediate impact on forward bookings and the financial viability of the service.
 - Philippine Airlines cancellation of the Brisbane-Darwin-Manila service was due to the airline acquiring new aircraft capable of flying direct to Brisbane, thus no longer requiring refuelling in Darwin.
- In principle, reduced seat capacity on a route equates to more demand for less seats, and subsequently higher airfares.
- Historically international air services passed through Darwin for re-fuelling purposes. However, as aircraft technology has evolved, aircraft are now travelling greater distances and no longer require this refuelling stop in Darwin. As a result, the range of international destinations available to the Darwin population has reduced.
- Members feel that the public are keen to learn what is being done to secure more air services from Darwin, and a regular update on air service development activity would be beneficial. Valerie noted that Tourism NT are implementing a range of new engagement ideas, and there is opportunity to weave aviation development messages into these.
- Lesley had also requested a comprehensive written report on air service development activities undertaken by DIA between Darwin and SE Asia over the past decade. Such a detailed report is difficult to create due to the many complex factors that have contributed to Darwin's aviation development, therefore it was decided that this body of work wouldn't be undertaken.

Post meeting note: The ABC ran a story on aviation development in Darwin for their *Curious Darwin* segment. DIA's Head of Aviation Development, Matthew Findlay, was interviewed for the story, which aired on ABC News on Tuesday 27 November.

6. DIA Environment Update

DIA's Environment Manager, Nick Fewster, shared a range of updates:

- DIA has been refining the solar panels on airport to get the most out of them, including efficiency in cleaning the panels. This has resulted in increased solar energy generation in FY 17/18, equating to power over 1000 average sized NT households for 1 year.
- There is a downward trend in DIA's potable water usage, with a saving of 33 megalitres over the past 3 years. This equates to 13 Olympic-sized swimming pools.
- Defence is expected to publicly release in November 2018 its Supplementary Detailed Site Investigation Report, Ecological Risk Assessment Report, and PFAS Management Area Plan for RAAF Base Darwin. Further details can be found on the Defence website: <http://www.defence.gov.au/environment/pfas/Darwin/>

Daryl Manzie noted at the recent Community Consultation Group Annual Chairs' Forum it was presented that only 3% of PFAS in the wider environment has come from aqueous film forming foam (AFFF).

7. Department of Infrastructure, Regional Development and Cities update

Helen Gannon provided the following Departmental update:

- Following Scott Morrison becoming Prime Minister in August, there have been some further ministerial changes to the Department. There are now three senior ministers (Michael McCormack MP, Bridget McKenzie, Alan Tudge MP) and three assistant ministers (Sussan Ley MP, Scott Buchholz MP, Andrew Broad MP).
- The Productivity Commission inquiry into the economic regulation of airport services received 63 public submissions. The draft report is expected to be released in early 2019, with the final report to be released in mid-2019.
- A number of amendments have been made to the *Airports Act 1996*, in particular to Master Plans and Major Development Plans. Darwin and Alice Springs airports have moved from a 5-year to an 8-year master plan cycle.
- The Aviation Access Forum advisory body last met in May 2018, with discussion items including the carriage of assistance animals, the carriage of mobility scooters, national accreditation for assistance dogs, and the carriage of dangerous goods.
- Sydney Airport has recently installed a new hearing augmentation system (hearing loop). Helen to provide Dawn Lawrie with further information.

8. Community Consultation Group Chairs' Forum

Due to time constraints it was agreed to postpone Daryl Manzie's report on his attendance at this year's Community Consultation Group Chairs' Forum to the next CCG meeting in March 2019.

9. NT Airports Brand Strategy

NT Airports has appointed Sprout Creative / Cato Brand Partners to develop a brand strategy for the airport business and its suite of brands that provides clarity, refinement and strategic direction. Anya Lorimer from Sprout Creative presented to members on the work undertaken so far on the project, and shared an analysis of other airport brands (Australian and international) and major NT brands. The project has three stages: brand audit, brand

discovery, and a written report including recommendations. Sprout is currently in the 'brand discovery' stage, with broad consultation being undertaken. The project will deliver a plan and direction for the brand strategy, with implementation expected to follow next year.

10. Community Consultation Group member issues

No member issues were raised.

11. General Business

No general business matters were raised.

2019 meeting dates: Thursday 14 March, Thursday 25 July, Thursday 14 November.