

ORDINARY COUNCIL

Wednesday 21 October 2020

Ordinary Council Meeting

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1 Leadership and Governance

What we are trying to achieve

A community that works together in decision making that is defined as ethically, socially and environmentally responsible.

What the result will be

We will have:

- A community that has the opportunity to be involved in decision making
- Open, easy, meaningful, regular and diverse communication between the community and decision makers
- Partnerships and collaborative projects, that meet the community's expectations, needs and challenges
- Knowledgeable, skilled and connected community leaders
- Strong corporate management that is transparent

How we will get there

- 1.1 Inform and engage with the community about what Council does using varied communication channels
- 1.2 Maintain strong partnerships between all stakeholders - local, state and federal — so that they are effective advocates for the community
- 1.3 Demonstrate leadership
- 1.4 Use innovative, efficient and sustainable practices
- 1.5 Ensure strong corporate and financial management that is transparent and accountable

BUDGET VARIATIONS - September 2020									
Section	Project	Project Description	Capital/ Operating	Division	Full Year Original Budget	Full Year Current Budget	Actuals to September 2020	New Yearly Proposed Budget - September 2020	Effect ON FUNDING POSITION
Adjustments which impact Council's Budget Position									
Financial Assistance Grant to be received more than budgeted									
Corporate	10920	Financial Assistance Grant	Operating	Corporate Performance	9,424,000	9,424,000	1,138,836	9,487,165	- 63,165
Total adjustments which impact Council's Budget Position									63,165
Grant Funding									
Council has received a Grant from Transport for NSW for Blackspot Funding - Captain Cook Bicentennial Drive, West Haven									
Transport & Traffic	41789	Captain Cook Bicentennial Drive Rehabilitation	Capital	Infrastructure	0	0	0	250,000	-250,000 Grant
Transport & Traffic	19392	Capital Grants - Transport & Traffic	Capital		0	0	0	-250,000	250,000 Grant
Council has received a Grant as part of the Everyone Can Play Initiative for the Town Beach Playground									
Parks & Recreation	41958	Town Beach Park - Playground Upgrade	Capital	Development & Environment		387,140	6,096	587,140	-200,000 Grant
Parks & Recreation	19282	Capital Grants - Parks & Recreation	Capital			0	0	-200,000	200,000 Grant
Council has received Grant Funding from Transport for NSW for the Fixing of Local Roads									
Transport & Traffic	42134	Highfield Circuit Pavement Resurfacing Works	Capital		0	0	0	200,000	-200,000 Grant
Transport & Traffic	42312	Maria River Rd Sealing (2021)	Capital		0	0	0	500,000	-500,000 Grant
Transport & Traffic	42135	Toorak Court Pavement Resurfacing Works	Capital	Infrastructure	0	0	0	105,000	-105,000 Grant
Transport & Traffic	42137	Pentbrooke Rd btw Beechwood Rd - Stoney Creek Rd Pavement Rehab	Capital		0	0	0	2,990,000	-2,990,000 Grant
Transport & Traffic	19392	Capital Grants - Transport & Traffic	Capital		0	0	0	-3,795,000	3,795,000 Grant
Total Grant Funding									4,245,000
Budget Variation Requests									
Budget Variation for the Bonny Hills Recycled Water System Upgrade to include Contingency and Project Management Costs									
Sewerage Services	39616	Bonny Hills Recycled Water System Upgrade	Capital	Infrastructure	0	1,900,000	0	2,600,000	-700,000 Reserve


BUDGET VARIATIONS - September 2020											
Section	Project	Project Description	Capital/ Operating	Division	Full Year Original Budget	Full Year Current Budget	Actuals to September 2020	New Yearly Proposed Budget - September 2020	Movement	Funding Source	EFFECT ON FUNDING POSITION
Sewerage Services	19219	Sewer Reserve	Capital	Infrastructure	-11,720,000	-13,201,434	0	-13,901,434	700,000	Reserve	0
Total Budget Variation Requests										700,000	0
Reserve Movements											
Transfer back to Sewer Reserve, funding not required in this financial year for the upgrade of Pump Station 1											
Sewerage Services	39318	Port Macquarie SPS1 - Preconstruction works for Aquatic Centre	Capital	Infrastructure	150,000	150,000	0	0	150,000	Reserve	0
Sewerage Services	19219	Sewer Reserve	Capital		-11,720,000	-13,201,434	0	-13,051,434	-150,000	Reserve	0
Total Reserve Movements										150,000	0
Movement between Projects											
Increased resourcing to respond to the NSW Public Spaces Legacy Program, which required improved DA processing time											
Development Assessment	255	Development Assessment Planning	Operational	Development & Environment	1,057,908	1,057,908	234,392	1,111,858	-53,950	Revenue	-53,950
Development Assessment	10730	Building Certification Revenue	Operational		-1,292,400	-1,292,400	-459,712	-1,346,350	53,950	Revenue	53,950
Transfer budget to allow for Playground cost tracking - Accounting entry only											
Parks & Recreation	41484	Town Green West Upgrade	Capital	Development & Environment	2,000,000	2,059,911	455,210	1,859,911	200,000	Grant/Reserve	0
Parks & Recreation	43000	Town Green West Playground Upgrade	Capital		0	0	0	200,000	-200,000	Grant/Reserve	0
Consolidation of General Ledger allocation to represent the delivery method of the Sewerage Pump Station Upgrades - Accounting entry only											
Sewerage Services	39613	SPS 71 Preconstruction	Capital		100,000	150,000	0	250,000	-100,000	Reserve	0
Sewerage Services	39332	SPS 18 Preconstruction	Capital	Infrastructure	50,000	50,000	0	0	50,000	Reserve	
Sewerage Services	39317	SPS 2 Refurbishment	Capital		50,000	50,000	0	0	50,000	Reserve	0
Total Movements between Projects										353,950	0
ORGANISATIONAL TOTAL - THIS REVIEW										5,448,950	63,165

BUDGET VARIATIONS - September 2020									
Section	Project	Project Description	Capital/ Operating	Division	Full Year Original Budget	Full Year Current Budget	Actuals to September 2020	New Yearly Proposed Budget - September 2020	Effect ON FUNDING POSITION
FORECAST FOR FINANCIAL YEAR ENDED 30 JUNE 2021									
		Original Budget as at 1 July 2020				-676,730			
		Plus: Adjustments							
		July Review				0			
		August Review				151,102			
		September Review				63,165			
		FORECAST FOR 30 JUNE 2021			Shortfall	-462,463			
Notes:									
	1	The result shown above is the general fund result. All surpluses/deficits in the water, sewerage and waste funds are transferred to/from reserves.							
	2	Reserve are internal restrictions that hold funds for a specific purpose, e.g. The airport has its own reserve and all income and expenditure relating to the airport is credited/debited to that reserve.							
	3	Council projects are funded from a variety of funding sources. Below is a definition of the various types of funding that are used to fund projects. Revenue - All funds that are generated through rates, annual charges, fees and charges, interest etc. These funds are untied and can be expended on any project that Council considers appropriate.							
		Grants - Government grants can either be monetary or otherwise and may be tied or untied. Tied grants are required to be used for a specific purpose such as the construction of a road. Untied grants may be applied for any purpose council considers appropriate.							
		Contributions - Contributions are non-reciprocal transfers to Council in the sense that Council is not required to give value in exchange for the contributions directly to the contributor. Examples are contributions given by ratepayers towards capital works in their vicinity.							
		Reserves - Reserves are internal restrictions held for a specific purpose, e.g. The airport has its own reserve and all income and expenditure relating to the airport is credited/debited to that reserve.							
		S7.11 and S64 Contributions - Section 7.11 of the NSW Environmental and Planning Act (1979) and section 64 of the Local Government Act (1993) provides NSW local government with a formal legal framework for levying developers for the provision of infrastructure, services and amenities - known as developer contributions.							
	4	Some projects are funded by multiple funding sources, e.g. a capital project may be funded by s7.11 funds, grants and revenue. The effect on capital column will only show the revenue funding adjustment as the other types of funding will have an income line budget adjustment shown in the report.							



Monthly Investment Report

September 2020

 IMPERIUM MARKETS	<p>Imperium Markets Pty Ltd ABN: 87 616 579 527 Authorised Representative of Libertas Financial Planning Pty Ltd AFSL 429 718 Phone: +61 2 9053 2987 Email: michael.chandra@imperium.markets Level 13, 333 George Street, Sydney NSW 2000</p>
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Executive Summary

Compliance

Compliance Measure	Within Policy Limits (Y/N)	Reason if Not Compliant
Term to Maturity	Yes – Compliant	n/a
Counterparty	Yes – Compliant	n/a
Credit Quality	Yes – Compliant	n/a

Performance

As at 30/09/2020	1m (actual)	1m (% p.a.)	FYTD (actual)	FYTD (% p.a.)
AusBond Bank Bill Index	0.01%	0.09%	0.03%	0.10%
Council's Portfolio[^]	0.19%	2.33%	0.58%	2.32%
Outperformance	0.18%	2.24%	0.55%	2.22%

[^]Total portfolio performance excludes Council's cash account holdings. Overall returns would be lower if cash was included.

Impact of COVID-19 to Council's Portfolio

COVID-19 has adversely impacted financial markets, which in turn, has also affected Council's investment portfolio. We provide a quick summary in this section.

With regards to financial markets, of importance was the RBA cutting interest rates twice in March 2020, taking the official cash rate down to a record low of 0.25%. Shares (equities) experienced a significant correction in March but recovered substantially due to the unprecedented fiscal and monetary policy support from global central banks and governments. Risk markets suffered another selloff in September as investors remained nervous after the surge in virus infections in the US and Europe and the lack of clarity with regards to the timing of additional fiscal stimulus measures in the US.

With regards to the medium-longer term outlook for financial markets, of importance is the RBA's outlook and stance on the current situation:

1. The RBA's official cash rate will remain unchanged at its emergency level of 0.25% until its objectives of full employment and inflation are reached;
2. The extension of the Term Funding Facility (TFF) until 30 June 2021, allowing all ADIs to access cheap funding directly from the RBA at a cost of 0.25% for 3 years (the facility was increased from an original \$90bn to \$200bn);
3. RBA Governor Lowe has commented that he has not seen any signs of stress in the financial system from this crisis because unlike the GFC, the banks have cash and are well capitalised. He also suggested that Australia had "*fantastic fundamentals*" and had so far been effective at containing the virus and providing policy stimulus;



4. The RBA Board expects rates would be low *"for a very long period of time"* and has recently suggested they could ease policy further by cutting the cash rate, 3-year yield target and TFF rate by 15bp to 0.10% (from 0.25%).

The biggest impact to Council's investment portfolio is with regards to its largest exposure being assets held in bank term deposits, which accounts for around ~95½% of Council's total investment, and cash (~3½% of the total investment portfolio). **The biggest risk that PMHC faces over the medium-longer term in this environment is not the potential loss of capital (given all the banks are well capitalised and regulated by APRA), but the rapid loss of interest income as interest rates have plummeted.**

Council's term deposit portfolio was yielding 2.20% p.a. at month-end, with a weighted average duration of around 519 days or 1.4 years. **This average duration will provide some income protection against the low interest rate environment over the next 18 months.** As existing deposits mature however, they will inevitably be reinvested at much lower prevailing rates.

We note the current interest rates in the term deposit market:

- The highest deposit rate from any rated ADI in the market is now 1.20% p.a. for 5 years;
- The highest deposit rates amongst the "AA-" rated ADIs (major banks) is now yielding between 0.65%-0.95% p.a. (depending on term);
- The highest deposit rates amongst the "A" rated ADIs was yielding between 0.80%-1.20% p.a. (depending on term);
- The highest deposit rates amongst the "BBB" and unrated ADIs was yielding between 0.90%-1.15% p.a. (depending on term).

Given official rates have fallen to record lows, Council is likely to see a rapid decline in interest income over future financial years. Its budgeted income over the medium-longer term needs to be revised to reflect the low interest rate environment. Returns between 0.75%-1.00% p.a. may potentially be the "norm" over the next few financial years.



Council's Portfolio

Asset Allocation

The portfolio is predominately directed to fixed term deposits (95.51%). The remainder of the portfolio is directed to the overnight cash account with Westpac (3.52%) and the single FRN with Bendigo-Adelaide (0.97%).

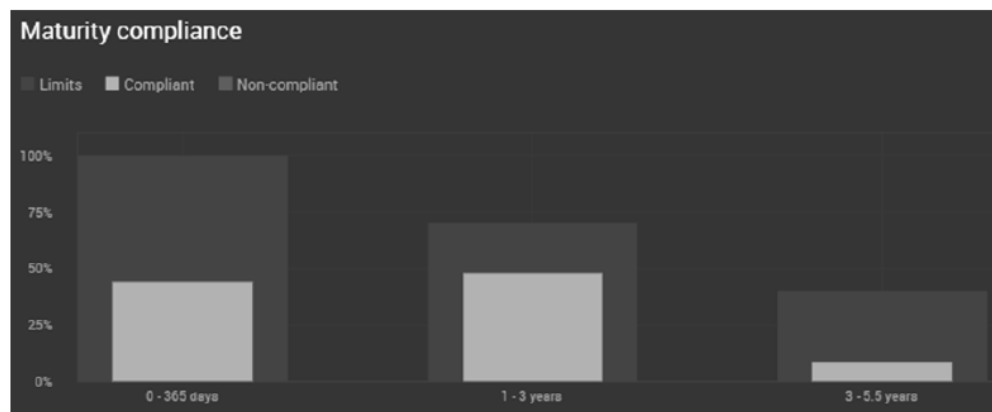
We would consider increasing the allocation to liquid senior floating rate notes (FRNs), if there are any remaining attractive securities in the primary or secondary market. This will not only offer additional upside with regards to the portfolio's investment returns, but also provide additional liquidity (FRNs are saleable – generally accessible within 2 business days). FRNs are also dominated by the higher rated ADIs which allows Council to maintain a bias towards the higher rated banks.

With the RBA flagging the possibility of a further interest rate cut, the priority should be to lock in any attractive medium-longer dated fixed deposits that may still be available to address reinvestment risk.



Term to Maturity

All maturity limits (minimum and maximum) comply with the Investment Policy. Medium-Term (3-5½ years) assets account for around 8.62% of the total investment portfolio, with capacity of around \$94.79m at month-end.





Where there is (counterparty) capacity to invest in attractive 3-5½ year investments, we recommend this be allocated to new any remaining attractive fixed term deposits (refer to respective sections below).

Compliant	Horizon	Invested (\$)	Invested (%)	Min. Limit (%)	Max. Limit (%)	Available (\$)
✓	0 - 365 days	\$137,532,786	43.93%	0%	100%	\$175,532,202
✓	1 - 3 years	\$149,500,000	47.75%	0%	70%	\$69,645,492
✓	3 - 5.5 years	\$26,032,202	8.32%	0%	40%	\$99,193,793
✓	5.5 - 10 years	\$0	0.00%	0%	10%	\$31,306,499
		\$313,064,988	100.00%			

Counterparty

As at the end of September, Council did not have an overweight position to any single ADI. Overall, the portfolio is diversified across the investment grade credit spectrum (rated BBB- or higher), with no exposure to unrated ADIs.

Compliant	Issuer	Rating	Invested (\$)	Invested (%)	Max. Limit (%)	Available (\$)
✓	NAB	AA-	\$52,000,000	16.61%	30.00%	\$41,919,497
✓	WBC (St George)	AA-	\$67,532,786	21.57%	30.00%	\$26,386,710
✓	Rabobank	A+	\$13,000,000	4.15%	20.00%	\$49,612,998
✓	ICBC Sydney	A	\$59,500,000	19.01%	20.00%	\$3,112,998
✓	ING Bank Aus.	A	\$17,500,000	5.59%	20.00%	\$45,112,998
✓	Aus Military Bank	BBB+	\$7,500,000	2.40%	10.00%	\$23,806,499
✓	BOQ	BBB+	\$30,000,000	9.58%	10.00%	\$1,306,499
✓	Bendigo	BBB+	\$3,032,202	0.97%	10.00%	\$28,274,297
✓	AMP Bank	BBB	\$9,000,000	2.87%	10.00%	\$22,306,499
✓	Auswide	BBB	\$24,000,000	7.67%	10.00%	\$7,306,499
✓	MyState	BBB	\$13,000,000	4.15%	10.00%	\$18,306,499
✓	Newcastle PBS	BBB	\$17,000,000	5.43%	10.00%	\$14,306,499
			\$313,064,988	100.00%		

During the month, ratings agency **S&P downgraded AMP Bank by one notch to “BBB”** stating its view that *“the overall creditworthiness of the AMP group is weaker”* and that *“the group is exposed to challenges that may disrupt its overall strategic direction and its ability to effectively execute its strategy.”*

Separately, Moody’s downgraded MyState Bank’s long-term credit rating from Baa1 (BBB+ equivalent from S&P) to Baa2 (BBB equivalent from S&P). The downgrade reflects the bank’s lower financial buffers in a more challenging operating environment when compared to its peers. Moody’s acknowledged though that the bank’s capital ratio remained steady during the 2020 financial year.

We have no issues with Council’s investments with both AMP Bank and MyState, given they are super-senior ranked assets, extremely low risk and high up the bank capital structure.



We remain supportive of the regional and unrated ADI sector (and have been even throughout the GFC period). They continue to remain solid, incorporate strong balance sheets, while exhibiting high levels of capital – typically, much higher compared to the higher rated ADIs. Some unrated ADIs have up to 25-40% more capital than the domestic major banks, and well above the Basel III requirements.

RBA Governor Lowe has recently commented that they have not seen any signs of stress in the financial system and that unlike during the GFC, the banks (all ADIs) now have cash, are well capitalised and are acting as “shock absorbers” in the current crisis.

Overall, the lower rated ADIs (BBB and unrated) are generally now in a better financial position than they have been historically (see the Capital Ratio figure below). We believe that deposit investments with the lower rated ADIs should be continued going forward, particularly when they offer ‘above market’ specials. Not only would it diversify the investment portfolio and reduce credit risk, it would also improve the portfolio’s overall returns.

In the current environment of high regulation and scrutiny, all domestic (and international) ADIs continue to carry high levels of capital. There is minimal (if any) probability of any ADI defaulting on their deposits going forward – this was stress tested during the GFC. **APRA’s mandate is to “protect depositors” and provide “financial stability”.**

The biggest single risk that depositors face in the current low interest rate environment is not capital or credit risk, but reinvestment risk. Interest rates are now at their effective lower bound of 0.25% and could potentially drop to 0.10% over coming months.





Fossil Fuel Investments

What is Council's current exposure to institutions that fund fossil fuels?

Using the following link <http://www.marketforces.org.au/banks/compare>, based on the Council's investment portfolio balance as at 30/09/2020 (\$313.06m), we can roughly estimate that ~56% of the investments have some form of exposure.

How would Council modify its Investment Policy to cater for divestment of fossil fuels?

If the major banks were withdrawn from investments, some members of the community may look at that remaining list of ADIs (banks) and say *"Why the do we have all our money with those no-name institutions? I've never even heard of them. We don't want to take risks with our money after councils lost \$100's of millions speculating in the GFC"*. It will be difficult to please everyone. We suggest starting the discussion with all Councillors asking *"are you comfortable investing all the money with the lower rated regionals and credit unions?"* If not, then a full divestment campaign will be complicated.

Some ways to potentially 'make changes' to the policy, or at least have a discussion, includes:

- *"Where possible within policy and without compromising the risk and return profile, we favour..."*
- *"We have not yet made a decision to divest because it will have implications on credit quality, ratings and income, but we are actively discussing..."*

What would be implications on our portfolio credit rating?

By adopting a free fossil fuel policy or an active divestment strategy, this would eliminate the major banks rated "AA-" as well as some other "A" rated banks (AMP, BoQ and ING). Council would be left with a smaller sub-sector of banks to choose to invest with.

What would be risks and implications on Council's portfolio performance?

Some implications include:

- High concentration risk – limiting Council to a selected number of banks;
- Increased credit/counterparty risk;
- May lead to a reduction in performance (most of the senior FRN issues are with the higher rated ADIs) which could result in a significant loss of income generated – could be in excess of hundreds of thousands of dollars per annum;
- Underperformance compared to other Councils.

It may actually be contrary to Council's primary objective to preserve capital as the investment portfolio's risk would increase (all things being equal). Council may not be maximising its returns – this is one of the primary objectives written in the Investment Policy.



Council's exposure is summarised as follows:

Counterparty	Credit Rating	Funding Fossil Fuel
NAB	AA-	Yes
WBC (St George)	AA-	Yes
Rabobank	A+	No
ICBC, Sydney	A	No
ING Bank Australia	A	Yes
Australian Military	BBB+	No
BoQ	BBB+	Yes
Bendigo-Adelaide	BBB+	No
AMP Bank	BBB	Yes
Auswide	BBB	No
MyState Bank	BBB	No
Newcastle Permanent	BBB	No

^^The underlying exposure in these managed funds includes the domestic major banks.

Source: <https://www.marketforces.org.au/info/compare-bank-table/>

Summary	Amount	Invested %
Yes	\$176,032,786	56%
No	\$137,032,202	44%
	\$313,064,988	100%



Credit Quality

The portfolio remains lightly diversified from a credit ratings perspective. The portfolio is entirely directed to the investment grade ADIs (BBB- or higher), with zero allocation to unrated ADIs. There is high capacity to invest in the higher rated ADIs (A or higher), particularly after the downgrades of BoQ and Bendigo-Adelaide Bank in May 2017, as well as AMP Bank in August 2019, which now all fall into the "BBB" rated category.

Following the adoption of a new policy, there is now more capacity to invest with the "BBB" rated ADIs (~\$6.0m remaining at month-end), although most ADIs in this sector are currently full on liquidity due to the combination of negative credit growth (no loans being written) and the term funding facility (TFF) provided by the RBA (access to cheap funding).

If there are any attractive deposits being offered in the "BBB" rated sector (outside of BoQ, which Council is close to maximum limits), we will inform Council to take advantage and invest accordingly.

All ratings categories are within the current Policy limits:

Compliant	Credit Rating	Invested (\$)	Invested (%)	Max. Limit (%)	Available (\$)
✓	AA Category	\$119,532,786	38.18%	100%	\$193,532,202
✓	A Category	\$90,000,000	28.75%	60%	\$97,838,993
✓	BBB Category	\$103,532,202	33.07%	35%	\$6,040,544
✓	Unrated ADIs	\$0	0.00%	5%	\$15,653,249
		\$313,064,988	100.00%		



Performance

Council's performance for the month ending 30 September 2020 is summarised as follows:

Performance	1 month	3 months	6 months	FYTD	1 year
Official Cash Rate	0.02%	0.06%	0.13%	0.06%	0.46%
AusBond Bank Bill Index	0.01%	0.03%	0.09%	0.03%	0.58%
Council's T/D Portfolio	0.19%	0.58%	1.22%	0.58%	2.55%
Council's FRN Portfolio	0.09%	0.27%	0.62%	0.27%	1.55%
Council's Portfolio [^]	0.19%	0.58%	1.21%	0.58%	2.54%
Outperformance	0.18%	0.56%	1.12%	0.56%	1.96%

[^]Total portfolio performance excludes Council's cash account holdings. Overall returns would be lower if cash was included.

For the month of September, the portfolio (excluding cash) provided a solid return of +0.19% (actual), outperforming the benchmark AusBond Bank Bill Index return by +0.18% (actual). The strong performance continues to be driven by the handful of deposits still yielding above 3% p.a. However, some of these individual deposits are approaching maturity and will be reinvested at much lower prevailing rates.

Over the past 12 months, the portfolio returned +2.54% p.a., outperforming bank bills by 1.96% p.a. and around five times the official cash rate. This has been very strong given deposit rates reached their all-time lows and margins have generally contracted over the past 3 years.

We are pleased that PMHC remains amongst the best performing Councils in the state of NSW where deposits are concerned, earning on average, more than \$1,700,000 in additional interest income compared to its peers (refer to our June 2020 rankings). We have been pro-active in our advice about protecting interest income and addressing reinvestment risk for many years and encouraged to maintain a long duration position. This is now reflected by the high performance of the investment portfolio. Of the 75 individual deposits PMHC held, 23 are still yielding higher than 3.00% p.a. That is, around 31% of outstanding deposits held is earning an interest rate that is twelve times the prevailing cash rate of 0.25%.

Investors using the Imperium Markets platform have reduced the invisible costs associated with brokerage, and thereby lift client portfolio returns as investors are able to deal in deposits directly with the ADIs and execute at the best price possible. Council has experienced this over the past few years, receiving on average, 2-4bp higher for every deposit dealt on the platform.



Council's Term Deposit Portfolio & Recommendation

As at the end of September 2020, Council's deposit portfolio was yielding 2.20% p.a. (down 11bp from the previous month), with an average duration of ~1.4 years. Where possible, we recommend Council extends or at least maintains this average duration. In the low interest rate environment, the biggest collective risk that the local government sector has faced over the post-GFC era has been the dramatic fall in interest rates - from 7¼% to the historical low levels of 0.25%.

As the past decade has highlighted (post-GFC era), we have seen too many portfolios' roll a high proportion of their deposits between 3-6 months, resulting in their deposits being reinvested at lower prevailing rates. That is, depositors have overpaid for liquidity and generally not insured themselves against the low interest rate environment by diversify their funding across various tenors (out to 5 years) but rather placed all their 'eggs in one basket' and kept all their deposits short. **Reinvestment risk has collectively been and continues to be the biggest detriment to depositors' interest income over the post-GFC period.**

At the time of writing, we see value in:

ADI	LT Credit Rating	Term	T/D Rate
ICBC, Sydney	A	5 years	1.20% p.a.
BoQ	BBB+	5 years	1.15% p.a.
ICBC, Sydney	A	4 years	1.05% p.a.
BoQ	BBB+	4 years	1.05% p.a.
BoQ	BBB+	3 years	0.95% p.a.
BoQ	BBB+	2 years	0.90% p.a.
ICBC, Sydney	A	3 years	0.90% p.a.
MyState	BBB	2 years	0.85% p.a.
ICBC, Sydney	A	2 years	0.82% p.a.

The above deposits are suitable for investors looking to provide some income protection and mitigate reinvestment/rollover risk in the low interest rate environment.

For terms under 12 months, we believe the strongest value is currently being offered by the regional ADIs (dependent on daily funding requirements):



ADI	LT Credit Rating	Term	T/D Rate
Judo Bank	Unrated ADI	12 months	~1.10% p.a.
Judo Bank	Unrated ADI	6 months	~1.05% p.a.
AMP	BBB	12 months	^0.80% p.a.
MyState	BBB	12 months	0.80% p.a.
AMP	BBB	6-11 months	^0.75% p.a.
BoQ	BBB+	9-12 months	0.70% p.a.
BoQ	BBB+	6 months	0.65% p.a.

[^] AMP T/Ds – these are grossed up rates which includes a 0.20% p.a. rebated commission from Imperium Markets

Amongst the higher rated ADIs ("A" rated or higher), the following deposits remain attractive for terms under 12 months:

ADI	LT Credit Rating	Term	T/D Rate
ICBC, Sydney	A	12 months	~0.75% p.a.
CBA	AA-	12 months	~0.70% p.a.
NAB	AA-	12 months	0.65% p.a.
Westpac	AA-	12 months	~0.65% p.a.
NAB	AA-	3-11 months	0.60% p.a.



Senior FRNs & Recommendations

Over September, amongst the senior major bank FRNs, physical credit securities widened between 4-7bp at the loner-end of the curve in the 'risk-off' environment. Bid-ask spreads have normalised to pre-COVID levels on the back of excess liquidity and short supply. Those investors that require liquidity with a domestic major bank (highly rated) and can roll down the curve should invest in 5 year terms over 3 year terms (or shorter), given the ability to lock in capital gains in subsequent years.

A new 5 year senior major bank FRN would now be issued around +62bp, appearing relatively expensive. We expect minimal primary issuance from the domestic banks in the immediate future given the RBA's \$200bn term funding facility (TFF) to the ADIs, offering a rate of 0.25% (which might be reduced to 0.10% in coming weeks) for 3 years, and has now been extended to June 2021. The lack of supply from new (primary) issuances has played a major role with the rally in credit markets since the selloff experienced earlier this year.

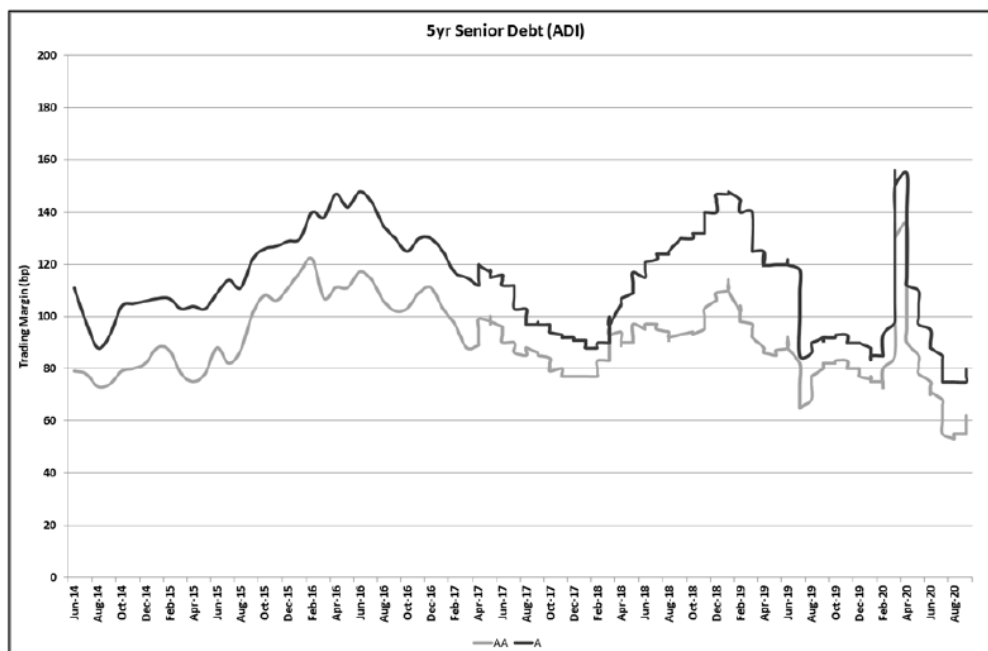
Amongst the "A" and "BBB" rated sector, the senior securities were marked around 3-5bp wider over September. During the month, Bank of Communications, Sydney Branch (A-) issued a new 3 year senior FRN deal at +83bp, initially tightening from price guidance of +88bp, printing \$500m. We thought this was issued at a fair value and relatively attractive in this environment.

While turnover in the secondary market is still predominately dominated by the major banks, given the lack of supply, we have started to observe that even a handful of regional bank senior paper has sometimes been trading inside "mid" levels over recent months.

Credit margins are now trading very tight on a historical level and look fairly expensive. FRNs will continue to play a role in investor's portfolios mainly on the basis of their liquidity and the ability to roll down the curve and gross up returns over ensuing years (in a relatively stable credit environment).

Senior FRNs (ADIs)	30/09/2020	31/08/2020
"AA" rated – 5yrs	+62bp	+55bp
"AA" rated – 3yrs	+38bp	+34bp
"A" rated – 5yrs	+80bp	+75bp
"A" rated – 3yrs	+55bp	+50bp
"BBB" rated – 3yrs	+83bp	+80bp

Source: IBS Capital



Source: IBS Capital

We now generally **recommend switches** ('benchmark' issues only) into new attractive primary issues (or longer-dated alternatives), out of the following senior FRNs that are maturing:

- On or before 2023 for the "AA" rated ADIs (domestic major banks);
- On or before mid-2021 for the "A" rated ADIs; and
- Within 12 months for the "BBB" rated ADIs (consider case by case).

Investors holding onto the above senior FRNs ('benchmark' issues only) in their last 1-2 years are now generally holding sub-optimal investments and are not maximising returns by foregoing realised capital gains. In the current low interest rate environment, any boost in overall returns should be locked in when it is advantageous to do so.

In late August 2019, Council placed a bid of \$3m into the new Bendigo (BBB+) 5 year FRN at +97bp maturing 06/09/2024. This FRN should be viewed as a 4 year holding period, with the ability to 'roll down the curve', realise capital gains which would boost the overall return of the investment portfolio. The security was marked around +69bp (from +74bp the previous month) or a capital price ~\$101.05 at month-end. We recommend Council holds this FRN.



Economic Commentary

International Market

Over September, risk sentiment rose as investors remained nervous following the surge in virus infections in the US and Europe.

The US Fed's decision to refrain from increasing its bond buying at the September FOMC meeting and the lack of clarity with regards to the timing of additional fiscal stimulus measures also disappointed some market participants.

In the US, **the S&P 500 fell -3.92%, while the NASDAQ lost -5.16%**. Across the main European markets, Germany's DAX fell -1.43%, UK's FTSE lost -1.63% and France's CAC by -2.91%.

The US Federal Reserve (Fed) now expects to hold rates until maximum employment conditions have been reached and **inflation was on track to "moderately exceed 2% for some time"**. It revised up its 2020 GDP forecast to a -4.0% / -3.0% range from -7.5% / -5.5%, but lower for 2021 and 2022.

The US unemployment rate dropped to 8.4% from 10.2%, well below the expected 9.8%. US core CPI for August came in at +0.4% m/m against +0.2% expected. The y/y figure has rose to +1.7%.

The ECB kept all its policy settings unchanged, including its deposit rate at -0.5% and its asset purchase programmes.

UK inflation for August printed lower, with headline CPI coming in at +0.2% y/y from +1.0% and core CPI falling to +0.9% y/y from +1.8%.

Bank of England (BoE) Governor Bailey downplayed the probability of negative rates (*"in the toolbox but it doesn't imply anything about the probability of us using negative interest rates at the moment"*) and also added that technical preparations for negative rates would take time.

China's August trade balance was stronger than expected on a surge in exports (+9.5% y/y against 7.5% expected), while imports were weaker than expected (-2.1% y/y against expectations of +0.2%).

During the month, **New Zealand experienced its first trades at negative yields** for a nominal NZ government bond and swap rate.

The MSCI World ex-Aus Index fell -3.52% for the month of September:

Index	1m	3m	1yr	3yr	5yr	10yr
S&P 500 Index	-3.92%	+8.47%	+12.98%	+10.11%	+11.86%	+11.41%
MSCI World ex-AUS	-3.52%	+7.64%	+9.06%	+5.99%	+8.53%	+7.47%
S&P ASX 200 Accum. Index	-3.66%	-0.44%	-10.21%	+4.80%	+7.31%	+6.93%

Source: S&P, MSCI



Domestic Market

The RBA kept its cash target and 3-year yield target unchanged at 0.25% in its September meeting. The Board reiterated that neither will be increased/removed before there is progress toward the goals of full employment and the inflation target.

The RBA Minutes of the September Board meeting reinforced the RBA is still actively considering what else it could do. RBA Deputy Governor Debelle then signalled that there were “possibilities for further monetary policy action should the Reserve Bank Board decide that is warranted”. There are ongoing (downside) risks that the RBA will ease policy further by cutting the cash rate, 3-year yield target and TFF rate by 15bp to 0.10% (from 0.25%). The RBA may also announce outright quantitative easing (QE) purchases in the 5-10 year part of the curve.

Q2 GDP fell by -7%, following a contraction of -0.3% in Q1, confirming Australia’s first recession since 1991. On an annual basis, GDP came in at -6.3% till the end of June 2020. The fall in activity was driven by a collapse in household consumption, where spending on services fell -18% amid the peak of the restrictions.

The unemployment rate fell to 6.8% in August (from 7.5% in July). Employment rose +111k against a consensus of -35k with strength in both full-time (+36.2k) and part-time (+74.8k). The fall in unemployment came despite a one-tenth rise in the participation rate to 64.8% from 64.7%.

Retail sales rose +3.2% in July, driven by sales of household goods.

The Prime Minister flagged a number of spending measures to be announced in the upcoming October 6 budget: (1) front loading of infrastructure spend, with states to receive up to \$10bn for projects; (2) bringing forward phase two income tax cuts by one year to July 2021; and (3) an investment tax allowance to encourage business investment.

APRA relaxed the requirement that loans may only be restructured once, noting that in extreme circumstances (e.g. further lockdowns), additional restructuring may be appropriate.

Victoria’s daily infection rate substantially declined, allowing the state to move out of Stage 4 lockdowns late in the month.

The Australian dollar finished -3.4% lower at US71.08 cents (from US73.54 cents the previous month).

Credit Market

The main global credit indices were mixed over September, with spreads tightening in the US while widening in Europe and Australia. The indices now trade back to their levels from mid-2019:

Index	September 2020	August 2020
CDX North American 5yr CDS	59bp	65bp
iTraxx Europe 5yr CDS	59bp	54bp
iTraxx Australia 5yr CDS	76bp	64bp

Source: Markit



Fixed Interest Review

Benchmark Index Returns

Index	September 2020	August 2020
Bloomberg AusBond Bank Bill Index (0+YR)	+0.01%	+0.01%
Bloomberg AusBond Composite Bond Index (0+YR)	+1.08%	-0.42%
Bloomberg AusBond Credit FRN Index (0+YR)	+0.02%	+0.10%
Bloomberg AusBond Credit Index (0+YR)	+0.48%	+0.12%
Bloomberg AusBond Treasury Index (0+YR)	+1.28%	-0.81%
Bloomberg AusBond Inflation Gov't Index (0+YR)	+1.39%	-1.01%

Source: Bloomberg

Other Key Rates

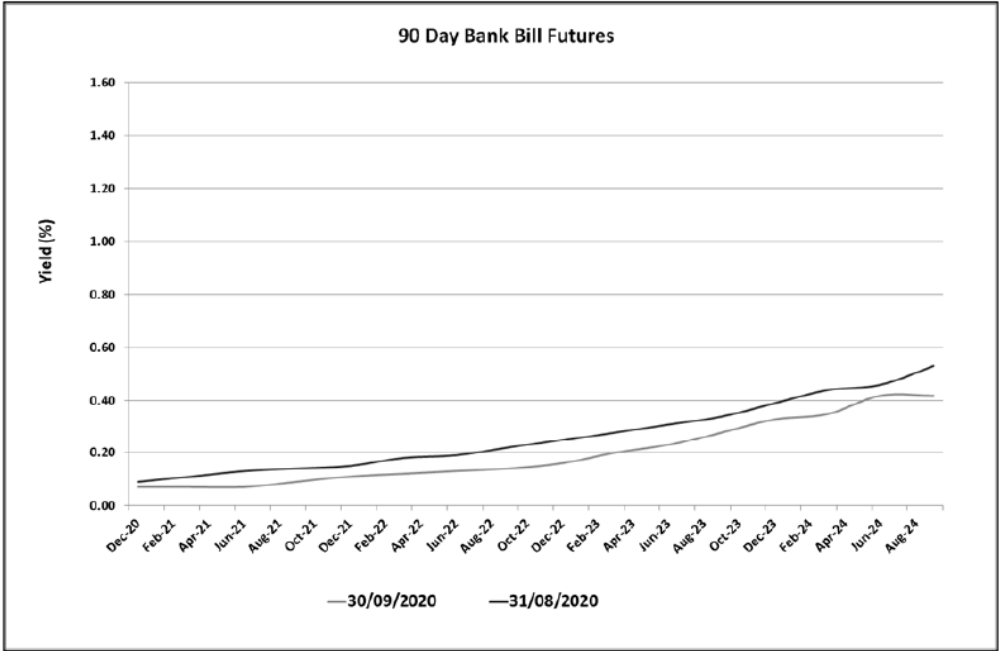
Index	September 2020	August 2020
RBA Official Cash Rate	0.25%	0.25%
90 Day (3 month) BBSW Rate	0.09%	0.09%
3yr Australian Government Bonds	0.17%	0.28%
10yr Australian Government Bonds	0.84%	0.98%
US Fed Funds Rate	0.00%-0.25%	0.00%-0.25%
10yr US Treasury Bonds	0.69%	0.72%

Source: RBA, AFMA, US Department of Treasury



90 Day Bill Futures

Over September, bill futures remained fell across the board after the RBA signalled it was considering further monetary easing. This includes cutting the official cash rate, 3 year target yield and the Term Funding Facility (TFF) to 10bp (from 25bp) and potentially quantitative easing (QE) targeted at longer-dated yields.



Source: ASX



Fixed Interest Outlook

There is growing pressure for policymakers to provide additional fiscal support to revive the global economic recovery. Ongoing hopes of an imminent vaccine have provided a safety net for risk markets.

The US Fed has reiterated it is committed to *"using its full range of tools to support the US economy"* and has signalled it is not considering raising interest rates at least until the end of 2023, as highlighted by its latest 'dot plots'.

The futures market pushed back expectations of the next Fed rate hike after it recently announced it aims to achieve a *"moderately above 2% inflation for some time"*. The futures market does however continue to price in the possibility that the US Fed may need to take rates into negative territory over the next 6 months (around 18% by end of March 2021, although the Fed officially remains adamant this is not required).

Domestically, the RBA has signalled it is considering further monetary policy easing. This includes cutting the official cash rate, 3 year target yield and the Term Funding Facility (TFF) to 0.10% (from 0.25%) and potentially quantitative easing (QE), targeted at longer-dated yields.

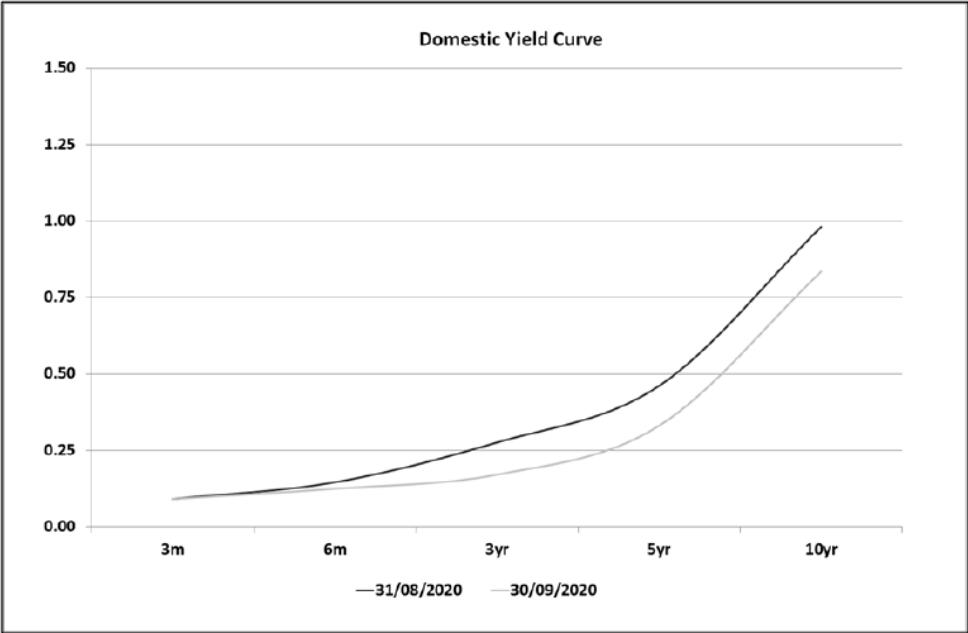
Their longer-term forward guidance is to keep committing the official cash rate unchanged (0.25%) or at the revised lower levels (potentially 0.10%) until there is a sustainable recovery and its economic objectives of full employment (unemployment rate of 4.5%-5.0%) and target inflation (2-3%) are on track.

Deputy RBA Governor Debelle has recently suggested that it would be *"more than three years before sufficient progress was being made towards full employment to be confident that inflation will be sustainably within the target band"* and that it is *"highly unlikely that the cash rate will be raised over that time horizon"*.

RBA Governor Lowe has commented that unlike during GFC, **the banks have cash and are well capitalised**, and that they are **not seeing any signs of stress in the financial system**.

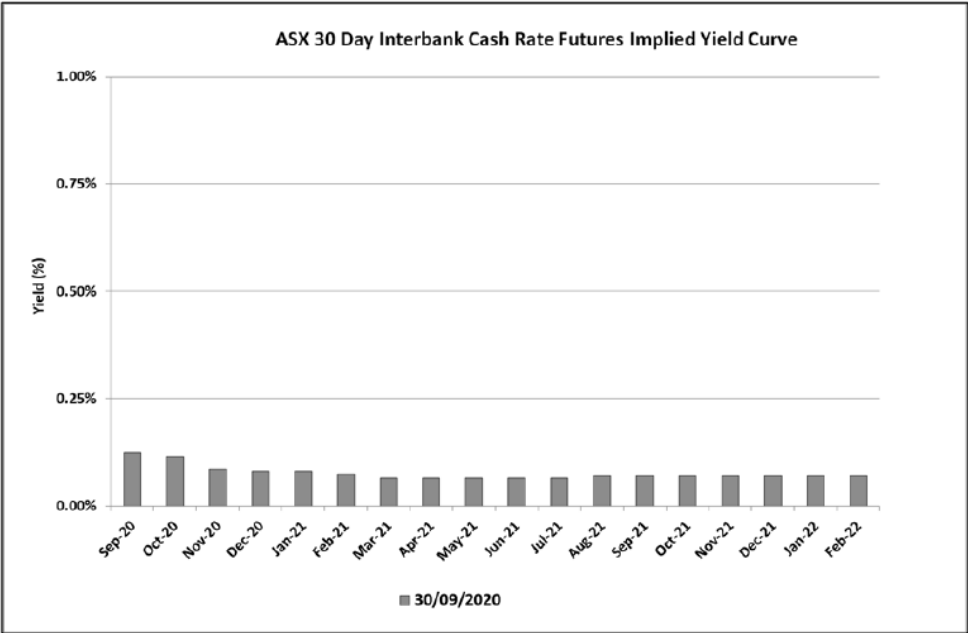
For now, the RBA is not contemplating adopting negative rates, indicating this would be *"extraordinarily unlikely"*, citing the mixed empirical evidence on negative rates. In the short-term, it would be effective in lowering the exchange rate, but in the medium term, *"their effectiveness can wane including through the effect on the financial system. Negative rates can also encourage more saving"*.

The domestic bond market continues to suggest a 'lower-for-longer' period of interest rates. Over the month, yields fell up to 15bp at the long-end, with 10-year government bond yields finishing at 0.84%:



Source: AFMA, ASX, RBA

The futures market is currently pricing around a 65% chance that the RBA will cut interest rates to 0.10% on the 6th October, while fully pricing in the 15bp cut by 3rd November:



Source: ASX



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Investment Report

01/09/2020 to 30/09/2020



Portfolio Valuation

as at 30/09/2020

Issuer	Rating	Type	Alloc	Interest	Purchase	Maturity	Rate	Value	Accrued	Accrued MTD
NAB	AA-	TD	GENERAL	Annual	17/10/2018	13/10/2020	2.7800	4,000,000.00	106,630.14	9,139.73
ICBC Sydney Branch	A	TD	GENERAL	Annual	31/10/2018	27/10/2020	2.9300	6,000,000.00	161,832.33	14,449.32
ICBC Sydney Branch	A	TD	GENERAL	Annual	13/11/2018	10/11/2020	2.9300	5,000,000.00	129,642.47	12,041.10
ICBC Sydney Branch	A	TD	GENERAL	Annual	05/12/2018	08/12/2020	2.8600	2,000,000.00	47,170.41	4,701.37
ICBC Sydney Branch	A	TD	GENERAL	Annual	14/12/2018	15/12/2020	2.8900	6,000,000.00	137,769.86	14,252.05
Westpac	AA-	TD	GENERAL	Quarterly	17/12/2019	17/12/2020	1.4600	6,000,000.00	3,360.00	3,360.00
BOQ	BBB+	TD	GENERAL	Annual	24/01/2017	25/01/2021	3.6500	2,000,000.00	50,200.00	6,000.00
Westpac	AA-	TD	LOCAL BRANCH	Annual	21/02/2017	22/02/2021	3.3900	2,000,000.00	41,423.01	5,572.60
ICBC Sydney Branch	A	TD	GENERAL	Annual	27/02/2020	26/02/2021	1.3900	2,500,000.00	20,659.59	2,856.16
BOQ	BBB+	TD	GENERAL	Annual	10/03/2016	10/03/2021	3.8000	3,000,000.00	64,027.40	9,369.86
ING Direct	A	TD	GENERAL	Annual	20/02/2019	16/03/2021	2.8200	2,000,000.00	34,612.60	4,635.62
Westpac	AA-	TD	GENERAL	Quarterly	22/03/2018	23/03/2021	3.0200	4,000,000.00	2,978.63	2,978.63
AMP Bank	BBB	TD	GENERAL	Annual	25/11/2019	25/05/2021	1.6000	5,000,000.00	68,164.38	6,575.34
Westpac	AA-	TD	GENERAL	Quarterly	22/05/2018	25/05/2021	3.1000	4,000,000.00	12,909.59	10,191.78
AMP Bank	BBB	TD	GENERAL	Annual	29/11/2019	27/05/2021	1.6000	4,000,000.00	53,830.14	5,260.27
BOQ	BBB+	TD	GENERAL	Annual	29/05/2019	31/05/2021	2.3000	3,000,000.00	23,630.14	5,671.23
Rabobank Australia Branch	A+	TD	GENERAL	Annual	08/06/2017	07/06/2021	3.0200	5,000,000.00	47,161.64	12,410.96
Westpac	AA-	TD	GENERAL	Quarterly	06/06/2018	15/06/2021	3.1000	3,000,000.00	6,115.07	6,115.07



Issuer	Rating	Type	Alloc	Interest	Purchase	Maturity	Rate	Value	Accrued	Accrued MTD
NAB	AA-	TD	GENERAL	At Maturity	19/06/2020	21/06/2021	1.0000	4,000,000.00	11,397.26	3,287.67
NAB	AA-	TD	GENERAL	Annual	03/07/2018	22/06/2021	3.0000	4,000,000.00	29,589.04	9,863.01
NAB	AA-	TD	GENERAL	Annual	03/07/2018	06/07/2021	3.0000	3,000,000.00	22,191.78	7,397.26
Westpac	AA-	TD	GENERAL	Quarterly	17/07/2018	13/07/2021	3.0400	5,000,000.00	31,649.32	12,493.15
NAB	AA-	TD	GENERAL	Annual	26/07/2018	20/07/2021	3.0400	4,000,000.00	21,987.95	9,994.52
Westpac	AA-	TD	LOCAL BRANCH	Annual	24/07/2019	23/07/2021	1.7500	4,000,000.00	13,232.88	5,753.42
NAB	AA-	TD	GENERAL	Annual	02/08/2018	03/08/2021	3.0700	5,000,000.00	24,391.78	12,616.44
ICBC Sydney Branch	A	TD	GENERAL	Annual	30/08/2019	30/08/2021	1.6200	5,000,000.00	6,879.45	6,657.53
NAB	AA-	TD	GENERAL	Annual	31/08/2020	31/08/2021	0.8000	5,000,000.00	3,397.26	3,287.67
NAB	AA-	TD	GENERAL	At Maturity	31/08/2020	31/08/2021	0.8000	5,000,000.00	3,397.26	3,287.67
Westpac	AA-	TD	GENERAL	Quarterly	13/09/2018	14/09/2021	2.8800	5,000,000.00	6,706.85	6,706.85
NAB	AA-	TD	GENERAL	Annual	27/09/2018	28/09/2021	3.0500	5,000,000.00	1,253.42	1,253.42
Auswide Bank	BBB	TD	GENERAL	Annual	30/09/2019	30/09/2021	1.7500	4,000,000.00	191.78	191.78
Westpac	AA-	TD	GENERAL	Quarterly	13/09/2018	12/10/2021	2.8900	5,000,000.00	6,730.14	6,730.14
Auswide Bank	BBB	TD	GENERAL	Annual	23/10/2019	25/10/2021	1.6500	5,000,000.00	77,753.42	6,780.82
Auswide Bank	BBB	TD	GENERAL	At Maturity	25/11/2019	25/11/2021	1.7000	5,000,000.00	72,424.66	6,986.30
ICBC Sydney Branch	A	TD	GENERAL	Annual	05/12/2018	07/12/2021	3.0100	4,000,000.00	99,288.77	9,895.89
ICBC Sydney Branch	A	TD	GENERAL	Annual	16/12/2019	16/12/2021	1.5700	4,000,000.00	49,895.89	5,161.64
ING Direct	A	TD	GENERAL	Annual	30/01/2020	31/01/2022	1.6500	5,000,000.00	55,376.71	6,780.82
Newcastle Permanent	BBB	TD	GENERAL	Quarterly	07/02/2019	08/02/2022	3.0500	4,000,000.00	18,383.56	10,027.40



Issuer	Rating	Type	Alloc	Interest	Purchase	Maturity	Rate	Value	Accrued	Accrued MTD
NAB	AA-	TD	GENERAL	Annual	21/02/2017	21/02/2022	3.4600	5,000,000.00	105,695.89	14,219.18
Westpac	AA-	TD	GENERAL	Annual	21/02/2017	21/02/2022	3.6100	2,000,000.00	44,111.23	5,934.25
ING Direct	A	TD	GENERAL	Annual	02/03/2020	02/03/2022	1.5000	5,000,000.00	43,767.12	6,164.38
BOQ	BBB+	TD	GENERAL	Annual	15/03/2017	15/03/2022	3.8000	2,000,000.00	41,435.62	6,246.58
Newcastle Permanent	BBB	TD	GENERAL	Quarterly	12/03/2019	22/03/2022	2.9000	4,000,000.00	5,402.74	5,402.74
Newcastle Permanent	BBB	TD	GENERAL	Annual	27/03/2019	29/03/2022	2.8000	5,000,000.00	72,109.59	11,506.85
Newcastle Permanent	BBB	TD	GENERAL	Quarterly	18/04/2019	19/04/2022	2.7000	4,000,000.00	21,600.00	8,876.71
BOQ	BBB+	TD	GENERAL	Annual	28/05/2019	30/05/2022	2.4000	4,000,000.00	33,139.73	7,890.41
Rabobank Australia Branch	A+	TD	GENERAL	Annual	08/06/2017	07/06/2022	3.2200	5,000,000.00	50,284.93	13,232.88
Australian Military Bank	BBB+	TD	GENERAL	Annual	19/06/2020	20/06/2022	1.1500	2,000,000.00	6,553.42	1,890.41
Australian Military Bank	BBB+	TD	GENERAL	Annual	19/06/2020	20/06/2022	1.1500	2,000,000.00	6,553.42	1,890.41
Australian Military Bank	BBB+	TD	GENERAL	Annual	23/06/2020	23/06/2022	1.0500	3,500,000.00	10,068.49	3,020.55
Westpac	AA-	TD	GENERAL	Quarterly	23/06/2020	23/06/2022	1.0100	3,500,000.00	774.79	774.79
Westpac	AA-	TD	GENERAL	Quarterly	24/06/2020	24/06/2022	1.0200	5,000,000.00	978.08	978.08
NAB	AA-	TD	GENERAL	Annual	02/08/2018	02/08/2022	3.2200	4,000,000.00	20,466.85	10,586.30
NAB	AA-	TD	GENERAL	Annual	16/08/2018	16/08/2022	3.0500	4,000,000.00	15,041.10	10,027.40
ICBC Sydney Branch	A	TD	GENERAL	Annual	28/08/2019	29/08/2022	1.6400	5,000,000.00	7,638.36	6,739.73
Auswide Bank	BBB	TD	GENERAL	At Maturity	06/09/2019	06/09/2022	1.8000	3,000,000.00	57,846.58	4,438.36
Westpac	AA-	TD	LOCAL BRANCH	Annual	13/09/2017	13/09/2022	3.4100	3,000,000.00	4,764.66	4,764.66
Rabobank Australia Branch	A+	TD	GENERAL	Annual	13/09/2017	13/09/2022	3.3800	3,000,000.00	4,722.74	4,722.74



Issuer	Rating	Type	Alloc	Interest	Purchase	Maturity	Rate	Value	Accrued	Accrued MTD
MyState Bank	BBB	TD	GENERAL	Annual	29/09/2020	29/09/2022	0.8500	5,000,000.00	232.88	232.88
Westpac	AA-	TD	GENERAL	Quarterly	29/09/2020	29/09/2022	0.7200	5,000,000.00	197.26	197.26
Auswide Bank	BBB	TD	GENERAL	Annual	30/09/2019	30/09/2022	1.7500	4,000,000.00	191.78	191.78
ICBC Sydney Branch	A	TD	GENERAL	Annual	23/10/2019	24/10/2022	1.7000	3,000,000.00	48,065.75	4,191.78
ICBC Sydney Branch	A	TD	GENERAL	Annual	31/10/2019	31/10/2022	1.7300	5,000,000.00	79,627.40	7,109.59
ING Direct	A	TD	GENERAL	Annual	27/02/2020	27/02/2023	1.6000	2,500,000.00	23,780.82	3,287.67
BOQ	BBB+	TD	GENERAL	Annual	28/05/2019	29/05/2023	2.5500	4,000,000.00	35,210.96	8,383.56
BOQ	BBB+	TD	GENERAL	Annual	19/06/2020	19/06/2023	1.3500	2,000,000.00	7,693.15	2,219.18
BOQ	BBB+	TD	GENERAL	Annual	27/06/2019	27/06/2023	2.2000	5,000,000.00	28,328.77	9,041.10
MyState Bank	BBB	TD	GENERAL	Annual	14/09/2020	14/09/2023	0.9000	4,000,000.00	1,676.71	1,676.71
MyState Bank	BBB	TD	GENERAL	Annual	14/09/2020	14/09/2023	0.9000	4,000,000.00	1,676.71	1,676.71
ICBC Sydney Branch	A	TD	GENERAL	Annual	27/11/2019	27/11/2023	1.7600	6,000,000.00	89,398.36	8,679.45
ICBC Sydney Branch	A	TD	GENERAL	Annual	16/12/2019	18/12/2023	1.8100	4,000,000.00	57,523.29	5,950.68
Auswide Bank	BBB	TD	GENERAL	Annual	02/03/2020	04/03/2024	1.7500	3,000,000.00	30,636.99	4,315.07
BOQ	BBB+	TD	GENERAL	Annual	18/06/2020	18/06/2024	1.4500	3,000,000.00	12,513.70	3,575.34
ING Direct	A	TD	GENERAL	Annual	23/06/2020	24/06/2024	1.2500	3,000,000.00	10,273.97	3,082.19
Bendigo and Adelaide	BBB+	FRN	GENERAL	Quarterly	06/09/2019	06/09/2024	1.0600	3,032,202.00	2,090.96	2,090.96
BOQ	BBB+	TD	GENERAL	Annual	27/09/2019	27/09/2024	2.0000	2,000,000.00	328.77	328.77
ICBC Sydney Branch	A	TD	GENERAL	Annual	18/06/2020	18/06/2025	1.7500	2,000,000.00	10,068.49	2,876.71
Westpac	AA-	CASH	GENERAL	Monthly	30/09/2020	30/09/2020	0.5000	11,032,786.38	4,532.22	4,532.22



Issuer	Rating	Type	Alloc	Interest	Purchase	Maturity	Rate	Value	Accrued	Accrued MTD
TOTALS								313,064,988.38	2,565,240.85	473,681.54



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Effective date: DD/MM/YYYY
Next review date: DD/MM/YYYY
File Number: #####

Unreasonable Customer Conduct Policy

1. INTRODUCTION

1.1 Statement of support

Port Macquarie-Hastings Council is committed to being accessible and responsive to all customers who approach Council's offices for assistance and/or with a complaint, request or issue. At the same time the success of Council depends on:

- our ability to do our work and perform our functions in the most effective and efficient ways possible;
- the health, safety and security of our staff; and
- our ability to allocate our resources fairly across all the customers who approach our offices.

When customers or complainants behave unreasonably in their dealings with us, their conduct can significantly affect our success. As a result, Port Macquarie-Hastings Council will take proactive and decisive action to manage any conduct that negatively and unreasonably affects Council and will support our staff to do the same in accordance with this policy.

2. OBJECTIVES

2.1 Policy aims

This policy has been developed to assist all staff members to better manage unreasonable customer conduct ('UCC'). This policy has been based on the NSW Ombudsman's Managing Unreasonable Complainant Conduct Practice Manual (2nd edition) ('practice manual'). Its aim is to ensure that all staff:

- Feel confident and supported in taking action to manage UCC.
- Act fairly, consistently, honestly and appropriately when responding to UCC.
- Are aware of their roles and responsibilities in relation to the management of UCC and how this policy will be used.
- Understand the types of circumstances when it may be appropriate to manage UCC

3. DEFINING UNREASONABLE CUSTOMER CONDUCT

3.1 Unreasonable customer conduct

Most customers or complainants who come to our office act reasonably and responsibly in their interactions with us, even when they are experiencing high levels of distress, frustration and anger about their complaint/issue. However in a very small number of cases some customers or complainants behave in ways that are inappropriate and unacceptable – despite our best efforts to help them. They are aggressive and verbally abusive towards our staff. They threaten harm and violence, inundate our offices with unnecessary and excessive phone calls and emails, make inappropriate demands on our time and our resources and refuse to accept our decisions and

recommendations in relation to their complaints/issues. When customers or complainants behave in these ways we consider their conduct to be 'unreasonable'.

Unreasonable customer conduct ('UCC') is any behaviour by a current or former customer or complainant which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and customers or complainants or the customer/complainant himself/herself.

UCC can be divided into five categories of conduct:

3.2 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a customer or complainant that has a disproportionate and unreasonable impact on our organisation, staff, services, time and/or resources.

3.3 Unreasonable demands

Unreasonable demands are any demands (express or implied) that are made by a customer or complainant that have a disproportionate and unreasonable impact on our organisation, staff, services, time and/or resources.

3.4 Unreasonable lack of cooperation

Unreasonable lack of cooperation is an unwillingness and/or inability by a customer or complainant to cooperate with the organisation, staff, or complaints system and processes that results in a disproportionate and unreasonable use of Council services, time and/or resources.

3.5 Unreasonable arguments

Unreasonable arguments include any arguments that are not based in reason or logic, that are incomprehensible, false or inflammatory, trivial or delirious and that disproportionately and unreasonably impact upon our organisation, staff, services, time, and/or resources.

3.6 Unreasonable behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated that a customer or complainant is – because it unreasonably compromises the health, safety and security of Council staff, other service users or the customer or complainant himself/herself.

Port Macquarie-Hastings Council has a zero tolerance policy towards any harm, abuse or threats directed towards them. Any conduct of this kind will be dealt with under this policy, and in accordance with our duty of care and workplace health and safety responsibilities.

It is also noted that the scope of unreasonable conduct extends to conduct directed to Council staff members outside of the work environment or standard work hours.

4. RESPONDING TO AND MANAGING UCC

4.1 Changing or restricting a complainant's access to our services

UCC incidents will generally be managed by limiting or adapting the ways that we interact with and/or deliver services to customers or complainants by restricting:

- **Who they have contact with** – e.g. limiting a customer or complainant to a sole contact person/staff member in our organisation.
- **What they can raise with Council** – e.g. restricting the subject matter of communications that will be considered and responded to.

- **When they can have contact** – e.g. limiting a customer or complainant's contact with Council to a particular time, day, or length of time, or curbing the frequency of their contact with Council.
- **Where they can make contact** – e.g. limiting the locations where Council will conduct face-to-face interviews to secured facilities or areas of the office.
- **How they can make contact** – e.g. limiting or modifying the forms of contact that the customer or complainant can have with Council. This can include modifying or limiting face-to-face interviews, telephone and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating our services altogether.

When using the restrictions provided in this section we recognise that discretion will need to be used to adapt them to suit a customer or complainant's personal circumstances, level of competency, literacy skills, etc. In this regard, we also recognise that more than one strategy may need to be used in individual cases to ensure their appropriateness and efficacy.

4.2 Completely terminating a customer or complainant's access to our services

In rare cases, and as a last resort when all other strategies have been considered and/or attempted, the Group Manager Governance and the Chief Executive Officer (General Manager) may decide that it is necessary for our organisation to completely restrict a customer or complainant's contact/access to Council's services.

A decision to have no further contact with a customer or complainant will only be made if it appears that the customer or complainant is unlikely to modify their conduct and/or their conduct poses a significant risk for Council staff or other parties because it involves one or more of the following types of conduct:

- Acts of aggression, verbal and/or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to Council property while on our premises.
- Threats with a weapon or common office items that can be used to harm another person or themselves.
- Physically preventing a staff member from moving around freely either within their office or during an off-site visit – e.g. entrapping them in their home.
- Conduct that is otherwise unlawful.

In these cases the customer or complainant will be sent a letter notifying them that their access has been restricted. These types of conduct extend to Council staff outside of the work environment and standard work hours.

5. ALTERNATIVE DISPUTE RESOLUTION

5.1 Using alternative dispute resolution strategies to manage conflicts with customers or complainants

If the Group Manager Governance and the Chief Executive Officer (General Manager) determine that Council cannot terminate services to a customer or complainant in a particular case or that we/our staff bear some responsibility for causing or exacerbating their conduct, they may consider using alternative dispute resolution strategies ('ADR') such as mediation and conciliation to resolve the conflict with the customer or complainant and attempt to rebuild our relationship with them. If ADR is considered to be an appropriate option in a particular case, the ADR will be conducted by an independent third party to ensure transparency and impartiality.

However, we recognise that in UCC situations, ADR may not be an appropriate or effective strategy particularly if the customer or complainant is uncooperative or resistant to compromise.

Therefore, each case will be assessed on its own merits to determine the appropriateness of this approach.

6. RESPONSIBILITIES AND AUTHORITIES

6.1 All staff

All staff are responsible for familiarising themselves with this policy. Staff are also encouraged to explain the contents of this document to all customers or complainants, particularly those who engage in UCC or exhibit the early warning signs for UCC.

6.2 The Group Manager Governance

The Group Manager Governance, in consultation with relevant staff and the Chief Executive Officer (General Manager), has the responsibility and authority to change or restrict a customer or complainant's access to Council services in the circumstances identified in this policy.

6.3 Senior Leadership Team

All members of the Senior Leadership Team are responsible for supporting staff to apply the strategies in this policy, as well as those in the practice manual. Senior managers are also responsible for ensuring compliance with the procedures identified in this policy and ensuring that all staff members are trained to deal with UCC – including on induction.

7. REFERENCES

- Unreasonable Customer Conduct Procedure
- Council's Code of Conduct
- Work Health and Safety Policies and Procedures
- NSW Ombudsman Managing unreasonable complainant conduct practice manual (2nd edition)

8. PROCESS OWNER

- Group Manager Governance



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Next review date: DD/MM/YYYY
File Number: #####

DRAFT CUSTOMER EXPERIENCE POLICY

1. INTRODUCTION

Port Macquarie Hastings Council seeks to ensure that our customers and our community are central to every decision we make, every activity we undertake and that we deliver on our commitments to our customers and community.

We recognise that feedback from our customers is highly valuable and we actively seek and use customer feedback to inform the design of our services to improve the customer experience. A quality customer experience consists of providing an efficient, fair, impartial and responsive service. Customer satisfaction at any point of contact is paramount in achieving our commitments and ensuring our customers have an experience that meets their expectations.

Our customers may wish to access Council services in a variety of ways and we are committed to providing choice. Our current channels include counter (3 sites), telephone, website & social media. Operational enquiries and requests communicated to the Mayor and Councillors will be referred internally for appropriate action and response.

Our customers are our priority and we aim to resolve customer inquiry at the first point of contact wherever possible through accurate, consistent and timely responses.

We use data to understand customer behaviour, improve customer experience, measure our responsiveness and areas for improvement and report on our customer standards and benchmarks to our community annually.

We ensure that we protect customer privacy in accordance with relevant legislative requirements.

2. POLICY STATEMENT AND SCOPE

Port Macquarie Hastings Council aims to ensure that our customer's experience across all our channels is responsive and of a high quality and delivered in accordance with our corporate values.

We strive to deliver a customer experience that is:

- fast, simple and easy - we strive to make things more intuitive, responsive, relevant and concise for our customers;
- genuine and heartfelt - we communicate with our customers as people, not as tasks or numbers in a transparent and approachable manner;
- designed for and with everybody - we aim to ensure that all our services are equitable and inclusive and services and information is available for all customers regardless of ability, ethnicity, language, location or age.

We continuously seek to increase our digital offerings for customers and seek to always engage our community for feedback.

This policy applies to all Council staff, contractors, consultants, work place students and volunteers. Councillors play a role in the customer experience by setting policy and strategy, and referring requests for service to the organisation for appropriate action.

3. RESPONSIBILITIES AND AUTHORITIES

Council staff are responsible for

- responding to customer requests promptly and efficiently
- ensure customer requests are captured and created in appropriate system
- comply with their responsibilities in relation to Council's Customer Service Policy and standards
- remain calm and professional in all dealings with customers

We recognise that customers will contact the Mayor and Councillors with requests for service, enquiries, complaints and feedback. The role of the Mayor and Councillors includes referring requests to the organisation for appropriate action and identifying policy and/or strategy changes. The elected Council plays a central role in determining the level of services and allocating budgets but the responsibility for responding to customer inquiries rests with the organisation.

4. REFERENCES

Customer Complaint Policy
Unreasonable Customer Conduct Policy
PMHC Corporate Values

5. DEFINITIONS

Customer - an individual who access our facilities, goods, services or interacts with us request information, services or actions

Customer Experience - (CX) is every interaction a customer has with us, from first contact to resolution which creates a feeling or perception of Council.

6. PROCESS OWNER

Group Manager, Customer Experience and Communication

7. AMENDMENTS

NA



Authorised by: <authority>
Authorised date: DD/MM/YYYY
Effective date: DD/MM/YYYY
Next review date: DD/MM/YYYY
File Number: #####

DRAFT CUSTOMER COMPLAINTS POLICY

1. INTRODUCTION

This policy provides an overview of how we handle complaints fairly, efficiently and effectively.

Our approach to complaints is intended to:

- enable us to respond to issues raised by people in a timely, efficient and confidential way
- boost public confidence in our administrative process, and
- provide information we can use to deliver improvements in our services, staff and complaint handling.

2. POLICY STATEMENT AND SCOPE

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, operations and complaint handling.

We recognise, promote and protect the rights of individuals or organisations to make a complaint, and will respond to complaints in a timely and confidential manner.

Complaints will be managed in line with Council's policies and procedures.

This policy applies to all staff receiving or managing complaints from the public made to or about us.

Code of conduct complaints, staff grievances, and public interest disclosures are dealt with through separate mechanisms. Unreasonable customer conduct is managed through the Council's Unreasonable Customer Conduct Policy.

3. RESPONSIBILITIES AND AUTHORITIES

We respond to complaints using a three tiered approach which enables first contact resolution, internal review or investigation and/or independent review.

Tier one: Frontline Complaint Handling

- a) Staff are empowered to respond to and resolve complaints at the first point of contact wherever possible.
- b) A complaint can be received verbally or in writing and customers should be encouraged to use Council's online complaint form to ensure all appropriate information is gathered.
- c) Whilst in many cases the very receipt of the complaint resolves the matter, a response must be provided either verbally or in writing and be noted with a record of the complaint.
- d) Staff must use appropriate record keeping practices so that complaints can be later used for reporting and analysis purposes.
- e) Where a complaint relates to a Councillor, the Mayor or the General Manager, the complaint is referred in the first instance to the Group Manager Governance to determine appropriate course of action.
- f) Should the complaint be unable to be resolved at the point of receipt because of the complexities (that may include but not be limited to financial consequence or legislative breach) the matter must be referred to the appropriate functional area and resolved within 10 business days. If this is not resolved satisfactorily or within the timeframe the matter must be referred to tier two.

Tier two: Internal Review

- a) If unresolvable at tier one, or should the complainant be dissatisfied with the resolution, the matter is to be referred to the relevant Group Manager, Director or General Manager for further investigation and/or review.
- b) The complaint is to be reviewed and/or investigated and a response provided to the complainant within 10 business days of the matter being referred.
- c) A record of the resolution offered is to be recorded with the original complaint.

Tier three: Review by independent staff or external agencies

- a) Should the complainant be dissatisfied with the response, they may request the matter be escalated for review by an independent staff member or by an external agent.
- b) The matter may be referred to a Group Manager or Director unrelated to the subject matter of the complaint or;
- c) The complainant may refer the matter to an external agent.

4. REFERENCES

Office of Local Government - Complaints management in Councils
Ombudsman NSW - Effective complaint handling guidelines
Unreasonable Customer Conduct Policy

5. DEFINITIONS

Complainant – member of the public making the complaint.

Complaint – an expression of dissatisfaction with a decision, policy, procedure, charge, employee, agent or the quality of the service provided.

A complaint in the context of this policy does not include requests for service, reports of infrastructure faults or requests for maintenance of infrastructure. These items are customer requests.

External agencies - any of the following: NSW Ombudsman; Independent Commission against Corruption; Anti-Discrimination Board; Australian Competition and Consumer Commission; Privacy Commissioner.

6. PROCESS OWNER

Group Manager Customer Experience & Communication

7. AMENDMENTS

<Provide, at a high level, the amendments that have been made from the previous policy version and its date, including any superseded documents.>
<text>

**ACTION REQUESTS/COMPLAINTS POLICY**

Responsible Officer	Manager Community and Cultural Development Jaclyne Fisher 6581 8634
Contact Officer	Customer Service Team Leader Brett Ryan 6581 8201
Authorisation	PMHC -Council meeting 09/03/1998
Effective Date	09/03/1998
Modifications	Manex 9/2/99, Exec 1/2/02, Ex 27/05/03, ORD 23/03/05 Exec 10/03/06, ORD 28/05/07
Superseded Documents	
Review	Manager Community and Cultural Development
File Number	.N/A
Associated Documents	<ul style="list-style-type: none"> • Customer Request/Customer Complaint Procedure • "Complaints Management in Councils" - Department of Local Government Practice Note No 9, August 1994 • "Effective Complaint Handling Guidelines" - NSW Ombudsman Booklet • "Understanding Complaint Management" - NSW Ombudsman • AS 4269 - 1995 Australian Standard, Complaints Handling 1995, Standards Australia • Complaints Management in Councils. Practice Note No 9 Aug 2009 • Councils Customer Service Policy adopted 25/03/09

1. INTRODUCTION

This policy outlines the complaints handling process to be followed by council staff when handling customer complaints

2. POLICY OBJECTIVE

To demonstrate Council's commitment to an effective complaint and action request handling system, which:

- Helps to resolve customer dissatisfaction
- Increases satisfaction and reduces complaints/requests in the future
- Provides Council with the opportunity to improve customer services
- Assists decisions regarding particular instances of dissatisfaction
- Assists Council in its strategic planning.

3. POLICY SCOPE

This policy applies to all council staff and contractors

4. DEFINITIONS

Complaint:

An expression of dissatisfaction with the Council's policies, procedures, charges, agents or quality of service.

Council does not regard the following as complaints:

- Requests for service
- Reports of damaged or faulty Council Infrastructure
- Requests for information
- Explanation of policies, procedures and decisions of Council
- Concerns about neighbours or neighbouring property or unauthorised building work

Action Request:

A request for the provision of a Council service.

For the purposes of this policy, complaint/action requests will be referred to as requests.

5. LEGAL & POLICY FRAMEWORK

- Customer Request/Customer Complaint Procedure
 - "Complaints Management in Councils" - Department of Local Government Practice Note No 9, August 1994
 - "Effective Complaint Handling Guidelines" - NSW Ombudsman Booklet
 - "Understanding Complaint Management" - NSW Ombudsman
 - AS 4269 - 1995 Australian Standard, Complaints Handling 1995, Standards Australia
- Complaints Management in Councils. Practice Note No 9 Aug 2009

6. POLICY STATEMENT

That all customer complaints will be actioned by staff in accordance with Council's complaint handling procedure

7. IMPLEMENTATION

This is an existing policy adopted in 1998

7.1 Roles and Responsibilities

Manager Community Development

7.2 Support and Advice

Customer Services Team Leader

7.3 Communication

Amendments to this policy will be communicated to staff via the intranet or externally subject to approval via council meetings where any changes will be adopted

7.4 Procedures and Forms

This policy is to be reviewed in conjunction with council's Complaints Handling Procedure Refer to CRMS "Customer Service, Public Reaction, Complaints about Council Service and CRMS "Customer Service, Public Reaction, Compliments" and Councils Customer Service Policy adopted 25/03/09.

7.5 Guidelines

Refer to council's Complaint Handling Procedure

8. REVIEW

This policy will be subject to review following any adopted changes to Council Procedures or adopted updates from the NSW Ombudsman's Office Policy notes on an annual basis in July

POLICY**1. Receiving Complaints/Requests**

This Council welcomes requests as a way of providing and improving services to the community:

All staff are prepared and trained to receive requests whether presented in person, in writing or by telephone. They will listen courteously, record faithfully and initiate appropriate action in accordance with Council's requests handling procedures.

All requests will be recorded and examined so that action can be taken to avoid the problem occurring again and ensure the service that is provided meets local community needs.

If unable to resolve the request, or provide the service, then the customer will be advised of this as soon as possible, together with any other options which may be pursued in order to obtain the customer service desired.

2. Review

Council will handle complaints and action requests using the following tiered approach:

1st Tier - FRONT LINE REQUEST HANDLING

- Staff empowered with clear delegations to resolve requests wherever possible at first contact
- Staff log request details for later analysis

2nd Tier - INTERNAL REVIEW OR INVESTIGATION

- More senior staff or designated officer reviews/investigates unresolved requests

3rd Tier - INDEPENDENT REVIEW

Still unresolved requests referred externally, eg:

- Alternative dispute resolution procedure (such as mediation) tried
- Request referred to external request agency (such as Ombudsman)
- Customer informed of appeal procedure or other legal remedy (Refer to Appendix for list of external authorities which deal with complaints)
- In accordance with the Ombudsman's Office Directions and Procedures, some matters referred to the Ombudsman's office may be referred back to Council for further review. Should this occur Council will adhere to the Ombudsman's Office Guidelines being:
 - That an internal review would be conducted by a more senior or specialist officer and not by the staff originally involved in the dispute.
 - That the review would reconsider the original decision or action afresh and take corrective action where appropriate.
 - That the review officer would have appropriate delegation to overturn previous decisions and apply remedies where warranted.
 - That the focus would be on resolving the complaint wherever possible
 - That appropriate redress is given in cases where the review reveals maladministration or detriment arising from the organisations dealings with the complainant.
 - That the review is conducted in a timely fashion, say within 28 days of the date of referral.
 - That the results of the review are communicated directly to the complainant with a copy of the final correspondence to the Ombudsman's Office

3. Procedures

This policy will be supported by a series of procedures which will set out specific action to be followed in the various processes involved in dealing with requests.

4. Control and Management

- (a) *Requests Handling System*
Refer to Council's Complaint Handling Procedures

- (b) *Requests Resolution*

Requests will be handled at appropriate levels of the organisation, depending on the nature of the request. The three-tiered approach detailed in 2 above identifies responsibility for dealing with various stages of requests.

5. Reporting of Complaints

- (a) Each month, a report on complaints received will be presented to the Executive Group Meeting as part of the Monthly Scoreboard Report.
- (b) On a quarterly basis, a summary of all complaints received will be reported to Council.
- (c) On an annual basis, the Department of Local Government will be provided with a report on Complaints Handling for the previous 12 months.

6. Making a Request or Complaint

Members of the public can make a request or complaint by the methods outlined below:

By Telephone: 02 6581 8111

By Letter: Address all correspondence to:

General Manager
Port Macquarie-Hastings Council
PO Box 84
PORT MACQUARIE NSW 2444

E-mail: council@pmhc.nsw.gov.au

Website: www.hastings.nsw.gov.au

In Person: Visit any Council Office:

Port Macquarie:
Cnr Lord & Burrawan Streets
PORT MACQUARIE NSW 2444

Laurieton:
9 Laurie Street
LAURIETON NSW 2443

Wauchope:
High Street
WAUCHOPE NSW 2446

Dealing with privacy issues:

Staff may be involved to some degree in receiving complaints from one member of the community against another - generally a neighbour. In investigating such complaints, the staff member is invariably asked the name of the complainant.

Council policy is that staff are not required to, and in fact, have no right to, disclose the name or source of a complaint. This policy is to be strictly followed by all staff members.

Anyone who complains about this policy is to be told that the policy has been determined to meet the requirements of State Privacy Laws and to protect the interests of the complainant.

7. Anonymous complaints

Anonymous complaints will be accepted, however the requestor is to be advised that if the name and address of the requestor is not supplied, Council may not be able to investigate or verify details and therefore, the request may not be dealt with.

REFERENCES

"Complaints Management in Councils" - Department of Local Government Practice Note No 9, August 2009

"Effective Complaint Handling Guidelines" - NSW Ombudsman Booklet

"Understanding Complaint Management" - NSW Ombudsman

AS 4269 - 1995 Australian Standard, Complaints Handling 1995, Standards Australia

APPENDIX

OTHER AUTHORITIES DEALING WITH COMPLAINTS

NSW Ombudsman

Investigates complaints about the conduct of State public authorities, including State Government Departments, Local Councils and the Police Service, and their employees.

Reviews freedom of information requests. Complaints should be made in writing. Before making a formal complaint, please call an enquiry officer on the number below for advice.

Has discretion on how to deal with complaints and does not always exercise the power to investigate particular complaints fully or at all.

Will not normally investigate complaints which can and should be resolved by a Council under this policy.

Will always consider for investigation complaints which cannot be resolved, as well as a failure by a public authority to deal satisfactorily with a complaint.

The Office of the Ombudsman
Level 24
580 George Street
SYDNEY NSW 2000

Telephone: (02) 9286-1000
Toll-Free: 1800-451-524
Email: nswombo@ombo.nsw.gov.au
TTY: (02) 9264 8050

Department of Local Government & Co-Operatives

Receives complaints concerning the conduct and management of Councils.

Preliminary enquires are conducted to assess whether formal investigations are required. Only a small proportion result in investigations.

Encourages complainants to resolve issues with the Council concerned. Where issues remain unresolved, the Department will review the matter including the Council's handling of the complaint.

Complaints Alleging Pecuniary Interest

- A pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another with whom the person is associated.
- Chapter 14 of the Local Government Act requires that "pecuniary interests of Councillors, Council delegates and other persons involved in decision or giving advice in Council matters be publicly recorded and requires Councillors and staff to refrain from taking part in decisions on Council matters in which they have a pecuniary interest" (introduction to Chapter 14, see also s.4412-459).
- The Director-General of the Department of Local Government, through the Department's Investigations and Review Branch, is responsible for assessing and investigating pecuniary interest complaints. When dealing with these matters, the Investigation and Review Branch should be contacted for advice on how to proceed:

Investigations and Review Branch

Department of Local Government
5 O'Keefe Avenue
NOWRA NSW 2541
Telephone: (02) 4428-4100
Fax: (02) 4428-4199
TTY: (02) 4428 4209
Email: dlg@dlg.nsw.gov.au

Independent Commission Against Corruption (ICAC)

The Independent Commission Against Corruption Act 1988 defines corrupt conduct as dishonest or partial exercise of an official function by a public official. It must involve:

A criminal offence under NSW law or any other law which could apply in the particular circumstances; or

A disciplinary offence which would lead to disciplinary action under any law, including regulations; or

Reasonable grounds to dismiss or terminate the services of the official.

The Act requires Council's General Manager (the principal officer) to report suspected cases of corrupt conduct to ICAC.

Port Macquarie-Hastings Council has adopted an Internal Reporting System under the Protected Disclosures Act to enable corrupt conduct to be reported to the General Manager. Such mechanisms for internal reporting are necessary for preliminary investigation and development of corruption prevention measures.

As soon as reasonable suspicion that corrupt conduct is or may be involved, a report must be made to ICAC. Reporting of these matters to ICAC should not delay reporting to the Police or other authorities.

Councils dealing with alleged corrupt conduct should contact ICAC for advice on how to proceed

ICAC
GPO Box 500
SYDNEY NSW 2001

Toll Free Phone: 1800 463 909
Fax: (02) 9264 5364
TTY: (02) 8281 5773 (hearing impaired only)
Email: icac@icac.nsw.gov.au



COMPLAINTS AGAINST & COMPLIMENTS IN FAVOUR OF STAFF POLICY

Responsible Officer	Manager Organisational Development
Contact Officer	Juliet van Oirschot 6681 8593
Authorisation	Council
Effective Date	Adopted 07/02/1994
Modifications	Pol 01/04/97, Ex-Ord 07/02/02, Ex-Ord 13/08/2008, Review & new format 06/10/10, Admin. 10/01/12
Superseded Documents	
Review	
File Number	N/A
Associated Documents	Complaints Against Staff Procedure (HR)

1. INTRODUCTION

This policy outlines the process for the formal recognition of Customer compliments and investigation and process regarding complaints against council staff.

2. POLICY OBJECTIVE

1. To recognise staff complimented by members of the public.
2. To provide for formal complaints made against Council staff to be fully and properly investigated, respecting the right of all parties to be heard whilst endeavoring to resolve the matter at a local level.

3. POLICY SCOPE

All Council staff and contractors

4. DEFINITIONS

Complaint- an expression of dissatisfaction with Council's policies, procedures, charges, agents or quality of service.

5. LEGAL & POLICY FRAMEWORK

Action requests/complaints policy

"Complaints Management in Councils" - Department of Local Government Practice Note No 9, August 1994

"Effective Complaint Handling Guidelines" - NSW Ombudsman Booklet

"Understanding Complaint Management" - NSW Ombudsman

Complaints Against & Compliments in Favour of Staff Policy
Page 1 of 3

AS 4269 - 1995 Australian Standard, Complaints Handling 1995, Standards Australia
Complaints Management in Councils. Practice Note No 9 Aug 2009

6. POLICY STATEMENT

All written customer compliments will be formally recorded and provided to the Manager of the staff concerned. A copy will be placed on the employee's file. All written customer complaints against staff will be investigated in line with Councils procedure "Complaints against council staff". All compliments and complaints will be formally recorded to Council on a quarterly basis.

7. IMPLEMENTATION

Existing Policy since February 1994. Amended in February 2002 and August 2008

7.1 Roles and Responsibilities

Manager Community Development

7.2 Support and Advice

Customer Services Team Leader

7.3 Communication

Amendments to this policy will be communicated to staff via the intranet or externally subject to approval via council meetings where any changes will be adopted

7.4 Procedures and Forms

This policy should be reviewed in conjunction with Council's Complaints against Council staff procedure. Refer to CRMS "Customer Service, Public Reaction, Complaint about staff" and CRMS "Customer Service, Public reaction,

7.5 Guidelines

Refer to Council's adopted Complaints Handling Procedure

8. REVIEW

This policy will be subject to review following any adopted changes to Council Procedures or adopted updates from the NSW Ombudsman's Office Policy notes

POLICY

1. All complaints against employees of Council shall be in writing and signed by the complainant(s).
2. Notice shall not be taken of any complaint not made in accordance with this policy.
3. All such complaints that are receivable must be addressed to the General Manager who will investigate the complaint in accordance with the procedure titled "Complaints Against Council Staff".
4. Where a complaint is made against the General Manager, the Mayor/Administrator will refer the complaint to the Conduct Committee for investigation.
5. That a summary of complaints and outcome of investigations and compliments made in respect of staff be submitted to Council by the General Manager on a six (6) monthly basis.



CUSTOMER SERVICE POLICY

Responsible Officer	Group Manager Community Engagement and Planning
Contact Officer	Team Leader Customer Service Brett Ryan Extension 8201 Brett.Ryan@pmhc.nsw.gov.au
Authorisation	Port Macquarie-Hastings Council
Effective Date	25/03/09
Modifications	17/07/13
Superseded Documents	<i>Correspondence-Acknowledgement C8</i>
Review	To be reviewed by Group Manager Community Engagement and Planning by June 2015
File Number	D2013/343420
Associated Documents	Action Requests/Complaints Policy Complaints Against and Compliments in Favour of Council Staff

1.0 INTRODUCTION

Port Macquarie-Hastings Council values its customers and strives to provide the highest level of customer service to the community. Council's role is to provide a consistent level of professional services in a timely manner that enhances the relationship with the community. Council is continuously looking to improve its procedures and the manner our staff interact with customers by assessing the end to end customer experience. Our dealings with customers will be framed in this manner.

The standards contained in this policy are minimum acceptable standards for the provision of customer service that incorporate Council's values of Professionalism, Communication, Accountability, Integrity and Teamwork. This policy also outlines arrangements associated with our customers who are not satisfied with Council services, and a process for staff who deal with customers who behave inappropriately.

2.0 POLICY OBJECTIVE

- To frame Council's dealing with customers with the objective of improving the end to end customer experience
- To outline the standards of service customers can expect to receive
- To communicate with our customers in easy to understand, plain English terms
- To provide an understanding of what this means in terms of telephone calls, personal visits and written communications
- To enhance customer satisfaction by creating a customer experience charter that is easily understood and open to suggestions and feedback
- To ensure all customers are treated fairly and reasonably
- To maintain consistency of practice used by Council staff in their dealings with customers
- To provide guidance for staff in dealings with customers
- To provide a framework for the capturing and management of enquiries with a view to continually improve our processes, services and communication to customers

- To align with the standards and expectations set out in Council's Customer Experience Charter

3.0 POLICY SCOPE

This policy applies to all Council staff and contractors.

4.0 DEFINITIONS

Complaint

An expression of dissatisfaction with the Council's policies, procedures, charges, agents or quality of service. Council does not regard the following as complaints:

- Requests for service
- Reports of damaged or faulty Council Infrastructure
- Requests for information
- Explanation of policies, procedures and decisions of Council
- Concerns about neighbours or neighbouring property or unauthorised building work

Compliment

An expression of satisfaction with the services provided and or performance of Council staff

Customer

Any person, internal or external, that a Council staff member deals with in the provision of a Council service

Customer Experience Charter

The standards of service a customer can expect to receive when dealing with a Council staff member

Customer Service Requests (CRM)

The request for provision of a Council Service where a staff member creates a customer referral (known as a CRM request)

Referral

A referral is created where a customer requests a service, information or an explanation of Council policies, procedures and decisions of Council

- in writing, or
- that cannot be provided at the first point of contact from a customer service staff member

Response Time

Time taken for a customer to receive a response from a Council staff member to a phone call or written correspondence. Current response times are a maximum of 1 working day for telephone calls and 10 working days for correspondence

Service Standard (for CRM requests)

Agreed time frame for the completion of customer referral requests (CRM). Note that service standards referred to here are specifically related to the type of work to be provided and differ from the standard response time to telephone calls and written correspondence

5.0 LEGAL & POLICY FRAMEWORK

- PMHC Delivery Program and Operational Plan
- Customer Complaints Handling Procedure 2005
- "Complaints Management in Councils" - Department of Local Government Practice Note No 9, August 1994, revised July 2009
- "Effective Complaint Handling Guidelines" - NSW Ombudsman Booklet
- "Understanding Complaint Management" - NSW Ombudsman
- AS 4269 - 1995 Australian Standard, Complaints Handling 1995, Standards Australia
- Government Information (Public Access) Act 2009 (GIPA)

6.0 THE CUSTOMER EXPERIENCE

In dealing with customer service requests, Council employees will endeavour to provide an end to end customer experience which has the customer as its focal point. This means Council staff will place themselves in the position of the customer in responding to issues.

Our aim will be to design our communications and the information we place on our website in a customer friendly plain English approach.

We will endeavour to ensure you understand the procedures that are being used and to make these as simple and user friendly as possible within the policy and legislation framework in which Council operates.

6.1 Our commitment to Customer Service

Our staff will work with and communicate with customers with the following values in mind:

- Accountability - we are responsible for our actions and commitments to customers, both internal and external, and continually look for ways to enhance the quality of service we provide
- Communication - we talk to our customers about their individual service needs and listen to what you say. We respond to our customers within defined response times and keep customers informed of the progress of their requests. If we cannot help you for any reason, we will tell you why
- Integrity - we act in an open, honest and fair manner with our customers and treat customers with respect and courtesy. Staff shall comply with Council's Code of Conduct in their dealings with customers and in particular conduct their exchanges with regard to the Code's key principles of integrity, objectivity, accountability, openness and respect. Decisions and advice should be premised on relevant legislation and Council's administrative procedures and current policies
- Professionalism - we act in a professional manner at all times in dealings with our customers
- Teamwork - we work together to achieve the right outcome. We will share information with colleagues where a referral to another staff member is required to fully answer your enquiry and to avoid asking the customer the same questions

6.2 Standards of Customer Service

6.2.1 Staffing

- Customer facing employees will be planned and rostered to maintain service levels that are able to meet customer needs
- All staff are expected to provide coverage within their own department to ensure a continuation of service during opening hours

6.2.2 Telephone Calls

- Telephone calls to any of Council's advertised contact numbers including the Council's Call Centre will be answered as quickly and efficiently as possible. In the call centre the aim is to answer 75% of calls within the service level standard of 20 seconds
- We will only transfer your call if we are sure that the person we are transferring your call to can assist you. If we are unsure who can best assist you, we will take your request and arrange for you to be contacted by the person most appropriate to help you in the manner of your choice (e.g. telephone call, email, letter)
- All Council staff shall answer incoming calls by clearly stating their name and section or division. Unanswered calls shall divert to another member of staff where available, or divert to voice mail. Each staff member shall ensure that their personal messages are current and updated on a regular basis. Incoming messages will be checked on a frequent basis
- Staff will ensure their current availability is displayed to internal and external customers through updates using settings in Council's telephone system
- Staff will respond to telephone messages or requests for return phone calls within one (1) working day. Staff who will be away from the office for longer than one (1) day will notify the call centre
- Staff making outgoing calls shall identify themselves by name and Council section or division, as appropriate, and shall clearly outline the purpose of the call
- We use the National Relay Service to assist communication with people who have a hearing or speech impairment
- We utilise the National Translating & Interpreting Service (TIS) to ensure accurate communication between people who have different language needs
- We provide an out of hours telephone service to assist you with after-hours emergencies

6.2.3 Correspondence

- All Council staff will endeavour to respond to correspondence received from customers (written, faxed or emailed) within ten working (10) days. If we cannot provide a full response to the item/s you have raised within this time frame, an acknowledgement letter will be sent to let you know what is happening with your request, who will be handling your enquiry and their contact details
- All correspondence shall include a contact name and reference from the person sending the communication
- We will provide correspondence written in larger print as required for those with vision impairments.

6.2.4 Reception

- Customer service centre staff will wear name badges and will greet customers as quickly as possible and in a professional, friendly and helpful manner
- If you are here to attend a meeting we will provide you with directions to the room where your meeting will be held. If your meeting is to be held in a restricted area we will provide you with a visitors badge and contact the person organising the meeting to collect you from the reception area or escort you to the location of the meeting

- Customer service centre staff will update the Visitor Information Schedule located at the entry to the building on a daily basis. This schedule provides information on meetings listed for that day that will include members of the public
- We will maintain an open welcoming reception area and regularly update message boards with information related to current events, exhibitions and items of local interest
- Where a customer service staff member is unable to answer your enquiry every effort will be made to refer you to the person who can best assist you with your enquiry in the most appropriate manner. Providing you with an immediate response will depend on the availability of the person best able to assist you and how complex your enquiry is. Where your enquiry cannot be resolved at the time of your visit your details will be taken and a follow up response will be arranged through your selected channel. This includes on site meetings, return phone calls, letter, email etc.

6.2.5 Visits to Customer Premises

- Where Council staff are required to visit a customer away from Council facilities they shall attempt to contact the customer first and make an appointment.
- At the beginning of a Council visit, staff shall identify themselves with a name badge or other appropriate identification and clearly explain the purpose of the visit.
- At the end of the visit we will advise you what will happen next, and keep you informed of the progress of the matter.

6.2.6 Website

- Our website will contain information in an easy to understand format and be updated on a regular basis
- Our website is under constant review to ensure it meets the needs of our customers
- We will provide access to commonly requested items such as payments, forms, items on exhibition, tenders and job vacancies in an easy to find location
- Our website is secure and safe so your personal information is protected
- Our website contains links to useful information and other Council facilities such as the Library, Glasshouse and Gallery

6.2.7 Compliments and Complaints

- We welcome your suggestions on what we can do to make your customer experience better. Complete a Customer Experience form, located at all Council offices, and provide us with your feedback. Your opinion matters and we thank you for taking the time to let us know how you feel
- Compliments and complaints are an excellent way of letting us know what is working well and what needs improving
- If you are satisfied with the service provided by our staff we would like to know so we can acknowledge the staff member involved
- If you are dissatisfied with the service provided by our staff we would like to know so we can take action to improve our service
- Our service standard for responding to customer complaints is 7 working days. For more complex complaints we will endeavour to resolve these matters within 28 working days

6.3 Customer Service Requests (Referrals)

What is a customer referral?

A referral is created where a customer requests a service, information or an explanation of Council policies, procedures and decisions of Council

- in writing, or
- that cannot be provided at the first point of contact from a customer service staff member

Common referral types include:

- A request for information regarding assets or services
- A request for information regarding a Council adopted decision, or the performance of Council and its elected representatives
- Reports of hazards or damaged or faulty infrastructure including matters concerning roads, footpaths, parks, trees, drainage, Council property, water and sewer
- Reports about neighbours, animals, noise or unauthorised building works or matters covered by regulatory services

6.4 Service Standards for Referrals and Complaints

Customer referrals are captured, usually by front line customer service call centre or records officers and are entered into Council's Customer Request Management System (CRM). Requests are automatically assigned to a pre-determined action officer for processing. All requests have an internally agreed service standard which can be provided to the customer at the time of the request.

Complaints about Council Service and Compliments for Council staff are captured following the same process as referrals. However, the time taken to resolve complaints differs greatly depending on the action required to review the complaint and take the appropriate steps to resolve the complaint in full. Refer to Council's "Action Request/Complaints Policy" and "Complaints against and Compliments in Favour of Staff Policy" for further information.

7.0 WHERE SERVICE REQUESTS CANNOT BE MET

Council staff will seek to provide a satisfactory outcome in all dealings with customers. However, there will be times when we cannot meet your expectations. Some examples of those instances include the following:

7.1 Customers Who Are Not Satisfied with the Service

7.1.1 In cases where a customer is not satisfied with the response provided by a Council staff member, the matter should be escalated to the appropriate Group Manager or Director for consultation and review. Customers who are not satisfied with the service include:

- members of the public or groups who do not accept that Council is unable to assist them
- members of the public or groups who disagree with the action Council has taken or is proposing to take in relation to their enquiry or complaint

7.1.2 If in the opinion of the General Manager a customer cannot be satisfied and all appropriate avenues of internal review or appeal have been exhausted and the customer continues to write, telephone and/or visit Council the following actions may be taken.

The General Manager may write to the customer restating Council's position on the matter if necessary and advising that if the customer continues to contact Council regarding the matter Council may:-

- a) not accept any further phone calls from the customer;
- b) not grant any further interviews;
- c) require all further communication to be provided in writing;
- d) continue to receive, read and file correspondence but only acknowledge or otherwise respond to it if:
 - the customer provides significant new information relating to their complaint or concern;or

- the customer raises new issues which in the General Manager's opinion, warrant fresh action.

7.1.3 The General Manager shall advise the Mayor of any correspondence issued in accordance with 7.1.2.

7.1.4. The customer shall be given an opportunity to make representations about Council's proposed course of action and customers may be provided with copies of relevant policies which may assist in determining future actions. These policies may include the Council's Code of Conduct, Action Requests/Complaints Policy or Protected Disclosures Policy, as relevant.

7.1.5 If the customer continues to contact Council after being advised of Council's proposed course of action, the General Manager may, after considering any representations from the customer, advise the customer that any or all of points 7.1.2 (a) – (d) above will now apply

7.2 Customers Who Make Unreasonable Demands

7.2.1 Customers who make unreasonable demands include members of the public whose demands on Council start to significantly and unreasonably divert Council's resources away from other functions or create an inequitable allocation of resources to other customers. Such demands may result from the amount of information requested, the nature or scale of services sought or the number of approaches seeking information, assistance or service

7.2.2 If in the opinion of the General Manager a customer is making unreasonable demands on Council and the customer continues to write, telephone and/or visit the agency the following actions may be taken:

- (a) The General Manager may write to the customer on the issues they wish to be addressed advising them of Council's concern and requesting that they limit and focus their requests and that if the customer continues to place unreasonable demands on the organisation Council may:-
 - i) not respond to any future correspondence and only take action where, in the opinion of the General Manager the correspondence raises specific, substantial and serious issues; or
 - ii) only respond to a certain number of requests in a given period
- (b) The General Manager shall advise the Mayor of any correspondence issued in accordance with clause 7.2.2 (a)
- (c) The customer shall be given an opportunity to make representations about Council's proposed course of action and will be referred to Council's Code of Conduct for options available to them by way of formal complaint about particular staff or via submissions they might make to the NSW Ombudsman, Department of Local Government or ICAC
- (d) If the customer continues to contact Council after being advised of Council's proposed course of action, the General Manager may, after considering any representations from the customer, advise the customer that either or both of points 7.2.2 (a) (i) or (ii) above will now apply.

7.3 Customers Who Constantly Raise the Same Issue With Different Staff

7.3.1 If in the opinion of the General Manager a customer is constantly raising the same issues with different staff the following actions may be taken:-

- (a) The General Manager may notify the customer that:
 - i) only a nominated staff member will deal with them in future
 - ii) they must make an appointment with that person if they wish to discuss their matter; or
 - iii) all future contact with Council must be in writing
- (b) The General Manager shall advise the Mayor or any notification issues in accordance with 7.3.1 (a)
- (c) The customer shall be given an opportunity to make representations about Council's proposed course of action.

7.4 Customers Who Are Rude, Abusive or Aggressive

7.4.1 Rude, abusive or aggressive behaviour may include rude or otherwise vulgar noises, expressions or gestures, verbal abuse of either a personal or general nature, sarcastic remarks directed personally to officers, threatening or offensive behaviour, physical violence against property or physical violence against a person.

7.4.2 If in the opinion of any staff member rude, abusive or aggressive comments or statements are made in telephone conversations or interviews, the staff members may:-

- (a) warn the caller that if the behaviour continues the conversation or interview will be terminated
- (b) terminate the conversation or interview if the rude, abusive or aggressive behaviour continues after a warning has been given
- (c) call upon a supervisor or the Police as appropriate if there is a perceived threat

7.4.3 Where a conversation or interview is terminated in accordance with 7.4.2, the staff member must notify the General Manager or the relevant Director of the details as soon as possible

7.4.4 If in the opinion of the General Manager any correspondence to Council contains personal abuse, inflammatory statements or material clearly intended to intimidate, it will be returned to the sender and not otherwise acted upon

7.5 Vexatious Complainants

If in the opinion of the General Manager a person continues to make representation by way of correspondence, telephone, email or personal representation, that has no basis in fact and/or is considered to be undertaken with frivolous or mischievous motives then the General Manager may declare such person to be a vexatious complainant. The General Manager may then take the same action as outlined in 7.3

7.6 General

7.6.1 In all of the situations referred to in this policy, adequate documentary records must be made and maintained on the appropriate Council file

7.6.2 Where the General Manager determines to limit a customer's access to Council in any of the ways specified in this policy, the General Manager must advise the Council as soon as possible of the relevant circumstances and the action taken and forward such advice, where appropriate, to the ICAC, Department of Local Government and the NSW Ombudsman for information

8.0 IMPLEMENTATION

This policy was originally adopted in 2009.

8.1 Roles and Responsibilities

General Manager

The General Manager is responsible for ensuring that all staff comply with the requirements outlined in this Customer Service Policy

Directors and Group Managers

Directors and Group Managers are responsible to

- Encourage staff to provide excellence in customer service and continually improving the customer experience
- Ensure their staff action and finalise referrals and requests within agreed service standards
- Ensure their staff are aware of their personal responsibilities and customer response times referred to in this policy
- Identify and implement processes to improve customer service levels to the Community

Team Leader Customer Service

The Team Leader Customer Service is responsible to

- Ensure all customer service staff are aware of their responsibilities in relation to this policy
- Ensure all customer requests are captured and created in the CRM system
- Monitor customer requests to ensure compliance with agreed customer service standards
- Monitor and report customer service trends and provide analysis and recommendations
- Prepare quarterly trend and analysis reports on numbers of Referrals, Compliments and Complaints
- Work across the organisation to improve implementation of the customer service charter and improve the Customer Experience

Council Staff

Council staff are responsible to

- Respond to customer service requests promptly and efficiently
- Ensure all customer requests are captured and created in the CRM system
- Comply with their responsibilities in relation to Council's Customer Service Policy and standards of the Customer Experience Charter
- Remain calm and professional in all dealings with customers

8.2 Support and Advice

Team Leader Customer Services

8.3 Communication

Amendments to this policy will be communicated to staff via the intranet or externally subject to approval via Council meetings where any changes will be adopted

8.4 Procedures and Forms

This policy is to be reviewed in conjunction with Council's Complaints Handling Procedure Refer to "Action Requests/Complaints" and "Complaints Against and Compliments in Favour of Staff" policies.

8.5 Guidelines

Refer to the Customer Experience Charter

8.6 Performance Monitoring

The performance indicators will be adopted in Council's Delivery Program and Operational Plan

9. REVIEW

This policy will be subject to review in 2015 or on an as needs basis following any adopted changes to Council Procedures or adopted updates from the NSW Ombudsman's Office Policy. It will be the responsibility of the Group Manager Community Engagement and Planning to carry out this review. A Council resolution must be passed for any amendments to be approved.



PORT MACQUARIE
HASTINGS

CUSTOMER EXPERIENCE CHARTER

Port Macquarie-Hastings Council values our customers. We have reaffirmed our commitment to customer service by developing a set of standards our community can expect when dealing with Council staff. Our customer service policy establishes the framework underpinning this charter. This ensures that we continue to meet our community's needs. We encourage you to provide feedback so we can improve our service.

Communicating with you

- We will treat all personal and business information provided to Council sensitively and confidentially.
- We will listen carefully and demonstrate understanding of what you say.
- We will make it as easy as possible for you to deal with us.
- We will commit to defined service timelines and to keeping you informed on the progress of your request or application.
- We will be respectful and professional in all matters.

When you visit Council premises

- We will acknowledge and attend to you as soon as possible.
- We will provide professional advice and assistance.
- We will provide answers to your questions where we can assist. When we can't, we will refer your enquiry to an appropriate specialised staff member.
- We will provide a reference number for your request and give an estimated time frame for Council to respond.

Telephone calls

- We will answer telephone calls promptly and identify ourselves with a standard greeting.
- We will provide a reference for your request and give you an estimated time frame for Council to respond.
- We will provide answers to your questions where we can assist. When we can't, we will refer your enquiry to an appropriate specialised staff member.
- We will return telephone calls within one working day (and on the same day if possible).


Written correspondence

- We will communicate in clear and concise language.
- We will include appropriate contact details of the Council officer who is handling your enquiry.
- We will explain Council's decision or position in relation to the issues you have raised.
- We will provide you with an acknowledgement (or complete response where possible) to your correspondence within 10 working days.

CUSTOMER EXPERIENCE CHARTER

Communicating with Council

We are committed to providing you with the highest level of service and we value your opinion. We encourage you to comment on our service or offer suggestions on how we can improve. There are a number of ways in which you can provide your feedback to Council:

1. Talk to our staff at a Council office in Port Macquarie, Wauchope or Laurieton.
2. Contact our call centre 6581 8111 .
3. Write to us or send a submission to PO Box 84 Port Macquarie NSW 2444.
4. Visit our website at www.pmhc.nsw.gov.au and complete a feedback form. If you prefer to email directly, our address is council@pmhc.nsw.gov.au.
5. Complete a customer feedback form. (These are available at any of our Council offices.)
6. Join our online discussion forum 'PMHC Listening' to voice your opinions and engage with other residents about topics available for discussion.
7. Make a request to address a Council meeting.

Complaints and compliments**Complaints**

All customer complaints are registered and monitored in Council's Customer request management system.

All complaints will be handled in line with Council's Complaint handling policy. Wherever possible, complaints will be answered and resolved within seven working days. For more complex complaints, Council staff will keep you informed of the progress of your complaint and endeavour to seek a resolution within 28 working days.

We will treat all complaints seriously and impartially and will provide you with a full response to the issues you have raised. Complaint numbers and trends are reported to Council and are used to improve our customer service and identify where enhancements can be made. Please note that complaints against staff need to be made in writing and marked 'To the attention of the General Manager'.

Compliments

All customer compliments are registered and monitored in Council's Customer request management system. Compliments help us to recognise the great work that our staff provide to the community and to note which services our community would like to see more of.

Government Information (Public Access) Act 2009 (GIPA)

All Council-held information and documents are subject to the GIPA Act, which provides access to government information. For further information, visit our website at www.pmhc.nsw.gov.au/accesstocouncilinformation or speak to one of our customer service staff.



Authorised by:	Executive Group
Authorised date:	05/03/2019
Effective date:	06/03/2019
Next review date:	04/03/2021
File Number:	D2018/294354

Internal Procedure CUSTOMER COMPLAINTS AGAINST COUNCIL EMPLOYEES PROCEDURE

1. INTRODUCTION

Council values its customers and strives to provide the highest level of customer service to the community. Council's role is to provide a consistent level of professional services in a timely manner that enhance the relationship with the community. Council is continuously looking to improve its procedures and the manner in which our staff interact with customers by assessing the end to end customer experience. In dealing with customer service requests, Council will endeavour to provide a customer experience that is customer centric. This means Council employees will place themselves in the position of the customer in responding to issues.

Council employees are responsible to:

- Demonstrate the Code of Conduct and Values-based behaviours when dealing with customers
- Respond to customer service requests promptly and efficiently
- Comply with their responsibilities in relation to Council's Customer Experience Guiding Principles
- Remain calm and professional in all dealings with customers

2. PROCEDURE STATEMENT AND SCOPE

We treat all customer complaints seriously and impartially and will provide customers with a full response to the issues that they raise.

This internal procedure describes the process for addressing complaints from Council customers against Council employees, volunteers or contractors.

Where a Council employee has a complaint against another employee, which relates to workplace issues, the Grievance Resolution Procedure should be used.

Customers are required to provide complaints about Council's employees in writing to the General Manager. Where the complaint is about the General Manager, the matter will be referred to the Mayor for attention.

When the General Manager receives a complaint from a customer regarding a Council employee, he/she shall investigate the matter as follows:

- The General Manager will determine an appropriate approach, depending on the seriousness of the complaint. The General Manager may delegate responsibility for the investigation to the Human Resources team or relevant Director, Group Manager, or Manager.
- The employee who is the subject of the complaint will be advised and provided a copy of the complaint.
- If further information is required in relation to the complaint, the investigator may contact the complainant for additional details.
- The investigator will discuss the matter with the employee who is the subject of the complaint including details of the incident/issue, remedy sought by the complainant, employee's viewpoint and names of potential witnesses.
- The investigator may interview or ask for information to be provided from potential witnesses.
- If the circumstances warrant, the General Manager, or his/her delegate may convene a meeting with the complainant with a view to resolving the complaint.

Investigation notes shall be kept in Council's records management system.

Investigations will be undertaken by collecting information, making enquiries and ascertaining facts in accordance with *Local Government (State) Award 2017* and associated workplace guidelines or as determined by the General Manager in relation to contractors and volunteers.

Should an investigation outcome require disciplinary action, then any such action will be undertaken in accordance with *Local Government (State) Award 2017*.

A written response will be provided to the complainant with the outcome decision and any actions taken or recommendations to be implemented.

If the complainant is not satisfied with the outcome they may escalate the matter and request a review.

If an employee is not satisfied with the outcome of the internal investigation they should refer to the Grievance Resolution Procedure.

3. RESPONSIBILITIES AND AUTHORITIES

General Manager will ensure investigations are conducted into customer complaints in a fair and timely manner.

4. REFERENCES

Council's Code of Conduct
Council's Values
Our Customer Experience Guiding Principles
Local Government (State) Award 2017

5. DEFINITIONS

Complaint - An expression of dissatisfaction with the Council's policies, procedures, charges, agents or quality of service.

6. PROCESS OWNER

Human Resources Manager

7. AMENDMENTS

Replaces Complaints Against Council Staff Policy adopted 1/4/97



DEVELOPMENT ASSESSMENT PANEL CHARTER

Adopted: Ordinary Council 19 April 2017

1.0 OBJECTIVES

To assist in managing Council's development assessment function by providing independent and expert determinations of development applications that fall outside of staff delegations.

2.0 KEY FUNCTIONS

- To review development application reports and conditions;
- To determine development applications outside of staff delegations;
- To refer development applications to Council for determination where necessary;
- To provide a forum for objectors and applicants to make submissions on applications before the Development Assessment Panel (DAP);
- To maintain transparency in the determination of development applications.

Delegated Authority of Panel

Pursuant to Section 377 of the Local Government Act, 1993 delegation to:

- Determine development applications under Part 4 of the Environmental Planning and Assessment Act 1979 having regard to the relevant environmental planning instruments, development control plans and Council policies.
- Vary, modify or release restrictions as to use and/or covenants created by Section 88B instruments under the Conveyancing Act 1919 in relation to development applications for subdivisions being considered by the panel.
- Determine Koala Plans of Management under State Environmental Planning Policy 44 - Koala Habitat Protection associated with development applications being considered by the Panel.

Noting the trigger to escalate decision making to Council as highlighted in section 5.2.

3.0 MEMBERSHIP

3.1 Voting Members

- Two independent external members. One of the independent external members to be the Chairperson.
- Group Manager Development Assessment (alternate - Director Development & Environment or Development Assessment Planner)

The independent external members shall have expertise in one or more of the following areas: planning, architecture, heritage, the environment, urban design, economics, traffic and transport, law, engineering, government and public administration.

3.2 Non-Voting Members

- Not applicable

3.3 Obligations of members

- Members must act faithfully and diligently and in accordance with this Charter.
- Members must comply with Council's Code of Conduct.
- Except as required to properly perform their duties, DAP members must not disclose any confidential information (as advised by Council) obtained in connection with the DAP functions.
- Members will have read and be familiar with the documents and information provided by Council prior to attending a DAP meeting.
- Members must act in accordance with Council's Workplace Health and Safety Policies and Procedures
- External members of the Panel are not authorised to speak to the media on behalf of Council. Council officers that are members of the Committee are bound by the existing operational delegations in relation to speaking to the media.
- Staff members shall not vote on matters before the Panel if they have been the principle author of the development assessment report.

3.4 Member Tenure

- The independent external members will be appointed for the term of four (4) years maximum in which the end of the tenure of these members would occur in a cascading arrangement.

3.5 Appointment of members

- The independent external members (including the Chair) shall be appointed by the General Manager following an external Expression of Interest process.
- Staff members of the Panel are in accordance with this Charter.

4.0 TIMETABLE OF MEETINGS

- The Development Assessment Panel will generally meet on the 1st and 3rd Wednesday each month at 2.00pm at the Port Macquarie offices of Council.
- Special Meetings of the Panel may be convened by the Director Development & Environment Services with three (3) days notice.

5.0 MEETING PRACTICES

5.1 Meeting Format

- At all Meetings of the Panel the Chairperson shall occupy the Chair and preside. The Chair will be responsible for keeping of order at meetings.
- Meetings shall be open to the public.
- The Panel will hear from applicants and objectors or their representatives.
- Where considered necessary, the Panel will conduct site inspections which will be open to the public.

5.2 Decision Making

- Decisions are to be made by consensus. Where consensus is not possible on any item, that item is to be referred to Council for a decision.
- All development applications involving a proposed variation to a development standard greater than 10% under Clause 4.6 of the Local Environmental Plan will be considered by the Panel and recommendation made to the Council for a decision.

5.3 Quorum

- All members (2 independent external members and 1 staff member) must be present at a meeting to form a quorum.

5.4 Chairperson and Deputy Chairperson

- Independent Chair (alternate, second independent member)

5.5 Secretariat

- The Director Development & Environment is to be responsible for ensuring that the Panel has adequate secretariat support. The secretariat will ensure that the business paper and supporting papers are circulated at least three (3) days prior to each meeting. Minutes shall be appropriately approved and circulated to each member within three (3) weeks of a meeting being held.
- The format of and the preparation and publishing of the Business Paper and Minutes shall be similar to the format for Ordinary Council Meetings.

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5.6 Recording of decisions

- Minutes will record decisions and how each member votes for each item before the Panel.

6.0 CONVENING OF “OUTCOME SPECIFIC” WORKING GROUPS

- Not applicable

7.0 CONFIDENTIALITY AND CONFLICT OF INTEREST

- Members of the Panel must comply with the applicable provisions of Council's Code of Conduct. It is the personal responsibility of members to comply with the standards in the Code of Conduct and regularly review their personal circumstances with this in mind.
- Panel members must declare any conflict of interests at the start of each meeting or before discussion of a relevant item or topic. Details of any conflicts of interest should be appropriately minuted. Where members are deemed to have a real or perceived conflict of interest, it may be appropriate they be excused from deliberations on the issue where the conflict of interest may exist. A Panel meeting may be postponed where there is no quorum.

8.0 LOBBYING

- All members and applicants are to adhere to Council's Lobbying policy. Outside of scheduled Development Assessment Panel meetings, applicants, their representatives, Councillors, Council staff and the general public are not to lobby Panel members via meetings, telephone conversations, correspondence and the like. Adequate opportunity will be provided at Panel inspections or meetings for applicants, their representatives and the general public to make verbal submissions in relation to Business Paper items.



DEVELOPMENT ASSESSMENT PANEL CHARTER

November 2019

1.0 OBJECTIVES

To assist in managing Council's development assessment function by providing independent, transparent and expert determinations of development applications that fall outside of staff delegations.

2.0 KEY FUNCTIONS

- To review development application reports and conditions. The focus of the Panel's review is to be on those issues raised in submissions received following exhibition of development applications;
- To determine development applications outside of staff delegations;
- To refer development applications to Council for determination where necessary;
- To provide a forum for objectors and applicants to make submissions on applications before the Development Assessment Panel (DAP);
- To maintain transparency in the determination of development applications.

Delegated Authority of Panel

Pursuant to Section 377 of the Local Government Act, 1993 delegation to:

- Determine (approve or refuse) development applications under Part 4 of the Environmental Planning and Assessment Act 1979 having regard to the relevant environmental planning instruments, development control plans and Council policies.
- Vary, modify or release restrictions as to use and/or covenants created by Section 88B instruments under the Conveyancing Act 1919 in relation to development applications for subdivisions being considered by the panel.
- Determine Koala Plans of Management under State Environmental Planning Policy 44 - Koala Habitat Protection associated with development applications being considered by the Panel.

Noting the trigger to escalate decision making to Council as highlighted in section 5.2.

3.0 MEMBERSHIP

3.1 Voting Members

- Two independent external members will be selected for each scheduled DAP meeting from an appointed pool of members. One of the independent external members to be the Chairperson. Independent members will be rostered onto meeting on a rotational basis where possible.
- One senior Council staff member outside of the Development and Environment Division of Council. Senior staff may be appointed on a rotational basis at the discretion of the General Manager.

The independent external members shall have expertise in one or more of the following areas: planning, architecture, heritage, the environment, urban design, economics, traffic and transport, law, engineering, government and public administration.

3.2 Non-Voting Members

Not applicable.

3.3 Obligations of members

- Members must act faithfully and diligently and in accordance with this Charter.
- Members must comply with Council's Code of Conduct.
- Except as required to properly perform their duties, DAP members must not disclose any confidential information (as advised by Council) obtained in connection with the DAP functions.
- Members will have read and be familiar with the documents and information provided by Council prior to attending a DAP meeting.
- Members must act in accordance with Council's Workplace Health and Safety Policies and Procedures
- External members of the Panel are not authorised to speak to the media on behalf of Council. Council officers that are members of the Committee are bound by the existing operational delegations in relation to speaking to media.

3.4 Member Tenure

The independent external members will be appointed for the term of Two (2) years or until such time as a biannual Expression of Interest process to source Panel members is completed.

3.5 Appointment of members

- A pool of independent external members (including the Chair) shall be appointed by the General Manager following a biannual external Expression of Interest process. Previous Panel members are eligible to be reappointed on the Panel following this expression of interest process.
- Independent members will be rostered on to Panel meetings on a rotational basis where possible to suit Panel member availability and Panel operational needs.
- Staff members on the Panel shall be appointed by the General Manager.

4.0 TIMETABLE OF MEETINGS

- The Development Assessment Panel will generally meet on the 1st and 3rd Wednesday each month at 2.00pm at the Port Macquarie offices of Council.
- Special Meetings of the Panel may be convened by the Director Development & Environment Services with three (3) days' notice.

5.0 MEETING PRACTICES

5.1 Meeting Format

- At all Meetings of the Panel the Chairperson shall occupy the Chair and preside. The Chair will be responsible for keeping order at meetings.
- Meetings shall be open to the public.
- The Panel will hear from an applicant and submitters/objectors or their representatives. Speakers are required to register to speak by close of business on the day prior to the Panel meeting.
- Where there are a large number of persons making submissions with common interests, the Panel shall have the discretion to hear a representative of those persons rather than multiple persons with the same interest.
- Presentations to the Panel by the applicant and objectors shall be restricted to 5 minutes each. The Panel Chairperson has the discretion to extend the time period if considered appropriate.
- The Panel shall have the discretion to ask the applicant and submitters/objectors questions relating to the proposal and their submission. There is no 'right of reply' for submitters/objectors or the applicant.
- Council assessment staff will be available at Panel meetings to provide technical assessment advice and assistance to the Panel.

- Where considered necessary, the Panel will conduct site inspections prior to the meeting.
- If required, the Chairperson may briefly adjourn meetings to seek advice from Council's technical staff or to seek clarification.

5.2 Decision Making

- Decisions are to be made by consensus. Where consensus is not possible on any item, that item is to be referred to Council for a decision.
- All development applications involving a proposed variation to a development standard greater than 10% under Clause 4.6 of the Local Environmental Plan will be considered by the Panel and recommendation made to the Council for a decision.
- The DAP may by consensus determine to defer its determination (approval or refusal) of an application to seek further information from Council's assessment staff.

5.3 Quorum

All members (2 independent external members and 1 staff member) must be present at a meeting to form a quorum.

5.4 Chairperson and Deputy Chairperson

Independent Chair (alternate, second independent member).

5.5 Secretariat

- The Director Development and Environment is to be responsible for ensuring that the Panel has adequate secretariat support. The secretariat will ensure that the business paper and supporting papers are circulated at least three (3) days prior to each meeting. Minutes shall be appropriately approved and circulated to each member within three (3) weeks of a meeting being held.
- The format of and the preparation and publishing of the Business Paper and Minutes shall be similar to the format for Ordinary Council Meetings.

5.6 Recording of decisions

Minutes will be limited to the recording of decisions of the DAP and how each member votes for each item before the Panel.

6.0 CONVENING OF "OUTCOME SPECIFIC" WORKING GROUPS

Not applicable.

7.0 CONFIDENTIALITY AND CONFLICT OF INTEREST

- Members of the Panel must comply with Council's Code of Conduct. It is the personal responsibility of members to comply with the standards in the Code of Conduct and regularly review their personal circumstances with this in mind.
- Panel members must declare any conflict of interests at the start of each meeting or before discussion of a relevant item or topic. Details of any conflicts of interest are to be appropriately minuted. Where members are deemed to have a real or perceived conflict of interest, it may be appropriate they be excused from deliberations on the issue where the conflict of interest may exist. A Panel meeting may be postponed where there is no quorum.

8.0 LOBBYING

All members and applicants are to adhere to Council's Lobbying policy. Outside of scheduled Development Assessment Panel meetings, applicants, their representatives, Councillors, Council staff and the general public are not to lobby Panel members via meetings, telephone conversations, correspondence and the like. Adequate opportunity will be provided at Panel inspections or meetings for applicants, their representatives and the general public to make verbal submissions in relation to Business Paper items.

9.0 CONDUCT AT MEETINGS

All parties in attendance at a DAP meeting shall conduct themselves respectfully ie. not disrupt the conduct of the meeting, interject, act courteously and with compassion and empathy and sensitivity and will not insult, denigrate or make defamatory or personal reflections on or impute improper motives to the DAP, Council staff or other members of the public.

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DEVELOPMENT ASSESSMENT PANEL CHARTER

October 2020

1.0 OBJECTIVES

To assist in managing Council's development assessment function by providing independent, transparent and expert determinations of development applications that fall outside of staff delegations.

2.0 KEY FUNCTIONS

1. To review development application reports and conditions. The focus of the Panel's review is be on those issues raised in submissions received following exhibition of development applications;
2. To determine development applications where there are 3 or more unique submissions or where an application is outside of staff delegations;
3. To refer development applications to Council for determination where necessary;
4. To provide a forum for objectors and applicants to make submissions on applications before the Development Assessment Panel (DAP);
5. To maintain transparency in the determination of development applications.

Delegated Authority of Panel

Pursuant to Section 377 of the Local Government Act, 1993 delegation to:

- Determine development applications under Part 4 of the Environmental Planning and Assessment Act 1979 having regard to the relevant environmental planning instruments, development control plans and Council policies.
- Vary, modify or release restrictions as to use and/or covenants created by Section 88B instruments under the Conveyancing Act 1919 in relation to development applications for subdivisions being considered by the panel.
- Determine Koala Plans of Management under State Environmental Planning Policy 44 - Koala Habitat Protection associated with development applications being considered by the Panel.

Noting the trigger to escalate decision making to Council as highlighted in section 5.2.

3.0 MEMBERSHIP

3.1 Voting Members

1. Three (3) independent external members will be selected for each scheduled DAP meeting from an appointed pool of members. One of the independent external members is to be the Chairperson. Independent members will be rostered onto meeting on a rotational basis where possible.
2. Group Manager Development Assessment (alternate - Director Development and Environment or Development Assessment Planning Coordinator).

The independent external members shall have expertise in one or more of the following areas: planning, architecture, heritage, the environment, urban design, economics, traffic and transport, law, engineering, government and public administration.

3.2 Non-Voting Members

Not applicable

3.3 Obligations of members

1. Members must act faithfully and diligently and in accordance with this Charter.
2. Members must comply with Council's Code of Conduct.
3. Except as required to properly perform their duties, DAP members must not disclose any confidential information (as advised by Council) obtained in connection with the DAP functions.
4. Members will have read and be familiar with the documents and information provided by Council prior to attending a DAP meeting.
5. Members must act in accordance with Council's Workplace Health and Safety Policies and Procedures.
6. External members of the Panel are not authorised to speak to the media on behalf of Council. Council officers that are members of the Committee are bound by the existing operational delegations in relation to speaking to the media.

3.4 Member Tenure

The independent external members will be appointed for the term of Four (4) years or until such time as an expression of interest process to source Panel members is completed for the proceeding four (4) year term.

3.5 Appointment of members

1. A pool of independent external members (including the Chair) shall be appointed by the General Manager following an external Expression of Interest process. Previous Panel members are eligible to be reappointed on the Panel following this expression of interest process.
2. Independent members will be rostered on to Panel meetings on a rotational basis where possible to suit Panel member availability and Panel operational needs.
3. Staff members on the Panel shall be appointed by the General Manager.

4.0 TIMETABLE OF MEETINGS

1. The Development Assessment Panel will generally meet on the 1st and 3rd Thursday each month at 2.00pm at the Port Macquarie offices of Council.
2. Special Meetings of the Panel may be convened by the Director Development & Environment Services with three (3) days notice.

5.0 MEETING PRACTICES

5.1 Meeting Format

1. At all Meetings of the Panel the Chairperson shall occupy the Chair and preside. The Chair will be responsible for keeping of order at meetings.
2. Meetings shall be open to the public.
3. The Panel will hear from applicants and objectors or their representatives. Speakers are required to register to speak by close of business on the day prior to the Panel meeting.
4. The Panel shall have the discretion to ask the applicant and objectors questions relating to the proposal and their submission. There is no 'right of reply' for an objector or applicant.
5. Council assessment staff will be available at Panel meetings to provide technical assessment advice

Draft Development Assessment Charter October 2020
Page 2 of 4

and assistance to the Panel.

6. Where considered necessary, the Panel will conduct site inspections prior to the meeting.

5.2 Decision Making

1. Decisions are to be made by consensus. Where consensus is not possible on any item, that item is to be referred to Council for a decision.
2. All development applications involving a proposed variation to a development standard greater than 10% under Clause 4.6 of the Local Environmental Plan will be considered by the Panel and a recommendation made to the Council for a decision.

5.3 Quorum

Three (3) members must be present at a meeting to form a quorum.

5.4 Chairperson and Deputy Chairperson

Independent Chair (alternate - independent member)

5.5 Secretariat

1. The Director Development & Environment is to be responsible for ensuring that the Panel has adequate secretariat support. The secretariat will ensure that the business paper and supporting papers are circulated at least three (3) days prior to each meeting. Minutes shall be appropriately approved and circulated to each member within three (3) weeks of a meeting being held.
2. The format of and the preparation and publishing of the Business Paper and Minutes shall be similar to the format for Ordinary Council Meetings.

5.6 Recording of decisions

Minutes will be limited to the recording of decisions only and how each member votes for each item before the Panel.

6.0 CONVENING OF "OUTCOME SPECIFIC" WORKING GROUPS

Not applicable.

7.0 CONFIDENTIALITY AND CONFLICT OF INTEREST

1. Members of the Panel must comply with the applicable provisions of Council's Code of Conduct. It is the personal responsibility of members to comply with the standards in the Code of Conduct and regularly review their personal circumstances with this in mind.
2. Panel members must declare any conflict of interests at the start of each meeting or before discussion of a relevant item or topic. Details of any conflicts of interest should be appropriately minuted. Where members are deemed to have a real or perceived conflict of interest, it may be appropriate they be excused from deliberations on the issue where the conflict of interest may exist. A Panel meeting may be postponed where there is no quorum.

8.0 LOBBYING

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9.0 CONDUCT AT MEETINGS

All parties in attendance at a DAP meeting shall conduct themselves respectfully i.e. not disrupt the conduct of the meeting, not interject, act courteously and with compassion and empathy and sensitivity and will not insult, denigrate or make defamatory or personal reflections on or impute improper motives to the DAP, Council staff or other members of the public.

DRAFT

DAP Charter Review - Submission Summary
October 2020

Submitter	Issues Raised	Staff Response
Annette Fuller	<ol style="list-style-type: none"> Specific concerns raised in relation to DA at Siren Rd and the decision made by the DAP to approve the development. Not all residents notified or not notified in a timely fashion. The meeting is privileged the developer. There was no space for the voices of the PMHC residents. The meeting felt patronising. 	<ol style="list-style-type: none"> Noted. Under Council's Community Participation Plan, adjoining and adjacent property owners are notified of development applications. The intent of the DAP meeting is for the Panel to hear issues raised by submitters and applicants and use this information to assist in making a decision. This decision has to have regard for the all the heads of consideration under the Environmental Planning and Assessment Act 1979.
Nik Sandeman-Allen	<ol style="list-style-type: none"> The process favours the more financially advantaged. A lay person is at a distinct disadvantage when faced with a professional who is conversant with all the nuances of planning law. Objectors do not get a right of reply after the applicant responds to issues raised by objectors. The Chair of the meeting should not address professional representatives by their first name as it could be interpreted as being conflicting. Any system that attempts to involve the lay person in technical decisions will be fraught with problems and I applaud your efforts to garner input. 	<ol style="list-style-type: none"> The Panel representatives use their experience to determine how much weight issues have in reaching a decision, whether or not the issues are presented by a lay person or a professional. Noted. It is important for the Chair to address applicants and objectors in the same manner. Noted.
Bill Amy	<ol style="list-style-type: none"> The Group Manager Development Assessment position should remain on the DAP so as to provide continuity between staff and the DAP. 	<ol style="list-style-type: none"> Noted. The amended draft Charter proposes to retain the Group Manager Development Assessment but to also introduce a 3rd independent member to further improve transparency and independence.

	<p>2. The DAP should have a clear understanding of Council Policy so when a matter is resolved with staff through the assessment process it does not become a problem when it goes to DAP.</p> <p>3. The DAP should confine deliberations to issues raised in objections so applicants are not blindsided by an issue they believe was resolved with staff during the assessment period.</p>	<p>2. Noted. Independent DAP members can have a different view on how a particular development control should be applied.</p> <p>3. Noted. Independent DAP members could have a different view to staff on an assessment issue.</p>
Michael Matthews	<p>1. Specific concerns raised in relation to DA at Siren Rd and the decision made by the DAP to approve the development.</p> <p>2. The proposed changes to the DAP process are supported.</p>	<p>1. Noted.</p> <p>2. It is noted that these comments relate to the exhibited draft Charter.</p>
Robert Smallwood	<p>1. The third member of the DAP needs to be the Group Manager of Development Assessment as they have an understanding of the development controls as well as previous similar determinations for non-compliant applications. This ensures consistent outcomes and therefore confidence in the process. To use a senior staff member outside of the Development and Environment position could result in the third member just being a rubber stamp for the other two DAP members.</p> <p>2. Meeting format, dot point 9, 'Where considered necessary, the panel will conduct site inspections prior to the meeting.' Unless the submissions against applications are completely spurious then a site inspection to gain context of the application should be encouraged.</p>	<p>1. Noted. The amended draft Charter proposes to retain the Group Manager Development Assessment but to also introduce a 3rd independent member to further improve transparency and independence.</p> <p>2. Noted. Panel members routinely inspect sites before the meeting. In some rare instances an inspection may not be possible.</p>

Michelle Love	<p>1. A larger pool of DAP members could lead to inconsistencies and uncertainty. The larger pool should be used as a back-up only.</p> <p>2. Renewal of membership is supported however care should be taken so that this does not result in a completely new panel as this could lead to inconsistencies.</p> <p>3. The Group Manager Development Assessment, or higher level staff member, should be a voting member on the DAP. The Group Manager has not undertaken the assessment and is therefore not making a determination on their own report but is familiar with local provisions and therefore provides that local area knowledge essential to the assessment and determination procedures undertaken by the DAP.</p> <p>4. Registering to speak at DAP meetings is supported and should follow similar registration process to a Council meeting. Limiting the time to speak is not considered to be needed as the Chair has been able to adequately control the length of speakers in the past. Allowing questions and further commentary can improve the outcome</p> <p>5. DAP members should be focused on issues raised in submissions and conditions of consent as opposed to revisiting technical issues that have been addressed by assessment staff.</p>	<p>1. Noted. A rotational model and larger pool of members is considered to improve the transparency and independence of the DAP.</p> <p>2. Noted.</p> <p>3. Noted. The amended draft Charter proposes to retain the Group Manager Development Assessment but to also introduce a 3rd independent member to further improve transparency and independence.</p> <p>4. Noted.</p> <p>5. Noted. Independent DAP members could have a different view to staff on an assessment issue. It would be difficult and may not be appropriate to prevent a panel member from raising an assessment issue that they may not agree with as the determination rests with the DAP.</p>
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	<p>6. Retaining the need for the panel to be unanimous in reaching a decision is supported as it gives panel members an equal weighting.</p> <p>7. There would appear to be times when the panel members do not have all the plans and information readily available. Whilst it is good to minimise printing, perhaps the DAP would benefit from larger screens to prevent possible misunderstandings.</p> <p>8. The review of staff delegations which feeds into the DAP referral process should also be subject to a public exhibition period.</p> <p>9. The DAP meets with objectors at site visits prior to the DAP meeting but there is no opportunity for the DAP to ask questions of the applicant prior to the meeting and thus there can be significant surprises at the meeting when completely new issues are raised.</p>	<p>6. Noted.</p> <p>7. Noted.</p> <p>8. Noted. The amended draft Charter proposed to introduce a 3 unique submission threshold before an application is referred to DAP.</p> <p>9. Site inspections are limited to inspecting the site and understanding the impacts of the proposal. Sometimes an objector's property is inspected for impacts associated with potential view loss. These inspections are not a formal opportunity to address to the Panel but purely limited to visualising potential impacts of the proposal.</p>
Vickye McKechnie	<p>1. The DAP should be eliminated from the DA process. From experience the DAP is inconsistent with logic and assessment, is rude and lacks impartiality. Council should move forward by introducing open forums where the process is aboveboard, clear to all parties involved and focused on serving the community.</p> <p>2. How can the DAP be effective when one of its members is part of the assessing group, then sits on the panel and then becomes the person we have to contact in order to make a complaint about the situation?</p>	<p>1. Noted. The intent of the DAP is to provide a forum for objectors to raise concerns in addition to written submissions. Panel members are experienced in the consideration of development applications and are required to base decisions on the heads of consideration under the <i>Environmental Planning and Assessment Act 1979</i>. Alternative options to the DAP would be to allow staff delegation to determine applications where submissions have been received or refer these application to the elected Council.</p> <p>2. Noted. The amended draft Charter proposes to retain the Group Manager Development Assessment but to also introduce a 3rd independent member to further improve transparency and independence. The requirement for the DAP to reach decisions by consensus allows all voting</p>

	<p>3. Specific concerns raised in relation to DA at Siren Rd and the decision made by the DAP to approve the development.</p>	<p>members to have equal weight, hence a split decision would be referred to the elected Council in any case. Alternative options would be to have all independent members or an alternate staff member.</p> <p>3. Noted.</p>
Anna James	<p>1. Specific concerns raised in relation to DA at Siren Rd and the decision made by the DAP to approve the development.</p> <p>2. The DAP is dysfunctional and makes a mockery of Council's values. The DAP members were dismissive, disrespectful and rude to the community members present and they did not address any of the key issues with the application.</p> <p>3. It is concerning that the fear of litigation is driving decisions made by the DAP.</p>	<p>1. Noted.</p> <p>2. Noted.</p> <p>3. The DAP is required to base decisions on the heads of consideration under the <i>Environmental Planning and Assessment Act 1979</i>.</p>
Narelle Thompson	<p>1. When any submission is put before Council by an objector or a submitter, and the submission is taken to a meeting, I would like to see a follow up letter from Council stating their requested conditions with the involved parties responsibilities and a time frame that these conditions are met by. I recently made a submission to Council and unless I followed up the conditions that the other party had to adhere to, there would have been no resolution!</p>	<p>1. Noted. Conditions of consent for approved applications are available on Council's website via the DA Tracker.</p>

	2. I would also like to see more Council meetings held within local communities, such as the recent one at a Laurieton.	2. Noted.
James Collins	<p>1. DAP should be reserved to major issues only, too many applications are going to DAP where the objector doesn't turn up or is there for something quite trivial. Council staff should be given more power to make decisions where minor objections are received. Variations to DCP could be classified as major where as aesthetics and personal opinions would be deemed insignificant.</p> <p>2. DAP members should be the same every time. The introduction of a Councillor would be a major step in the wrong direction, as there would be chances of that person not understanding the planning process and being persuaded during meetings where emotions are high. The current Chair is emphatic to all speakers but is also stern and will not hesitate stopping someone.</p> <p>3. Some DAP members seem to make straight forward decisions to become very difficult. At times there appears to be a lack of understanding by members.</p> <p>4. Council staff should be able to explain their decisions during the DAP meeting after all they are the ones who wrote the report. Many times we have witnessed objectors question explanations, without the staff being able to explain or justify.</p>	<p>1. Noted. The amended draft Charter proposed to introduce a 3 unique submission threshold before an application is referred to DAP.</p> <p>2. The draft Charter is not proposing a Councillor representative on the DAP. Increasing the pool and rotating DAP members is considered to provide a greater level of transparency.</p> <p>3. Noted.</p> <p>4. Assessment staff are available to assist the panel on assessment issues raised in the meeting. It is up to the Chair of the meeting to draw on advice from Council staff at the meeting.</p>

Damien Keep	<p>1. The assessment panel should only review items that have been raised as objections.</p> <p>2. The same member of council staff needs to be on the panel as much as possible to ensure council policy is maintained consistently across all applications as well as being aligned the draft consent tabled for review.</p>	<p>1. Noted. Independent DAP members could have a different view to staff on an assessment issue. It would be difficult and may not be appropriate to prevent a panel member from raising an assessment issue they may not agree with as the determination rests with the DAP.</p> <p>2. Noted. Consistency is a valid issue however, rotating DAP members is considered to provide a greater level of transparency.</p>
Philip Laing	<p>1. The DAP need to be held to account to ensure all legislation is adhered to.</p>	<p>1. Panel members are experienced in the consideration of development applications and are required to base decisions on the heads of consideration under the <i>Environmental Planning and Assessment Act 1979</i>.</p>
David and Angela Fraser	<p>1. Specific concerns raised in relation to DA at Siren Rd and the decision made by the DAP to approve the development.</p> <p>2. The local residents should be involved in the decision making process, whether it comes down to having a vote with everyone from Councillors, the applicant and all the locals that in might affect, we have the right to have our say as it affects our neighbourhood.</p>	<p>1. Noted.</p> <p>2. Council is required to undertake development assessment functions having regard for the requirements of the <i>Environmental Planning and Assessment Act 1979</i>. The consideration of submissions is considered to be an important part of the assessment process however it is considered to be appropriate for the ultimate decision to be made by persons experienced and qualified in the field. Council staff and DAP members are experience in the assessment of application and determining the weight to be applied to assessment issues in reaching a decision.</p>
C and P McKee	<p>1. Specific concerns raised in relation to DA at Siren Rd and the decision made by the DAP to approve the development.</p> <p>2. Can the DAP membership include a community or residential representative? How can residents</p>	<p>1. Noted.</p> <p>2. Noted. It would be possible for the DAP model to include a community representative on the Panel. The challenge that</p>

	<p>be certain that any of the members in the 'pool' are neutral to the DAs before them? PMHC should challenge themselves to be that Council that authentically listens to residential concerns and objection of DAs rather than the commercial motivation of allowing a DA through simply because it can.</p> <p>3. The DAP process is biased towards developers as they have an opportunity to provide further information to the Panel in the lead up to the meeting and the objectors do not have an opportunity to review this additional information or make additional representations.</p>	<p>may come with this is that decisions have to be made having regard for planning law and the heads of consideration under the <i>Environmental Planning and Assessment Act 1979</i>, hence the current and draft Charter requires members to be qualified and experience in a field relating to development assessment.</p> <p>3. The DAP will often receive material from applicants and objectors in the lead up to a meeting and on the day of the meeting. It is not considered appropriate to continue a 'back and forth' between applicants and objectors but rather rely on the experience of the DAP to determine the merits and weight of information supplied to them.</p>
<p>Jeff and Pat Davis Bill and Maureen Rourke</p>	<p>1. Specific concerns raised in relation to numerous DAs approved by the DAP on Bourne St over many years.</p> <p>2. More positive experience with an older DAP format where one of the members and the chair was a Councillor.</p> <p>3. The proposed DAP Charter changes are relatively superficial. There are much broader issues relating to the need for Council to review the LEP and DCP so as to protect residential Character.</p>	<p>1. Noted.</p> <p>2. Noted. There would be an option for a Councillor to be on the DAP. The current Charter/model was established by Council so as to have independent input into the decision making process and for Council to only consider those applications where DAP consensus could not be reached.</p> <p>3. Noted. The DAP Charter is one element of Council's planning function. Council does undertake reviews to both the LEP and DCP. Council has recently developed a Local Strategic Planning Statements in line with State Government reforms. This strategic planning work will include consideration of local character statements and will inform future LEP and DCP reviews. The Department of Planning, Industry and Environment has also advised of an intent for all Council's to adopt a standard DCP format. Details on the timing of this reform are yet to be released.</p>

	<p>4. From experience, there have been multiple errors made by those preparing DAP reports, leading to poor decisions made by the DAP.</p> <p>5. The DAP Chair has been aggressive, abrupt, rude and dismissive.</p> <p>6. The DAP have failed to listen to issues raised by objectors on numerous occasions.</p> <p>7. Residents are best qualified to make an assessment on residential character of the area they live in as opposed to Council staff and the DAP.</p> <p>8. The current process of asking for submissions on the Draft Revised Charter is a concern to us and reflects many of our concerns with the approach staff take on many "community consultation" activities and even the approach of staff in the DA process to those expressing concern. They are very evasive, dismissive and rarely present the necessary details on issues but instead expect members of the community to find this information from the poorly designed, long-winded documentation that staff usually prepare but do not make easily and readily available. This usually makes the community consultation process a sham and allows the</p>	<p>4. Assessment staff are experience and qualified in the field. In some instances there may be differing views on merit-based/subjective issues. The DAP represents an additional layer of assessment and uses the DAP report, issues raised in submissions and their own experience in reaching a decision.</p> <p>5. Noted. This is not the intention of the DAP forum.</p> <p>6. Noted. The DAP forum is intended to allow objectors make submissions. It is the role of the DAP members to listen to the representations made and determine the merits and weight of the issues raised in reaching a decision.</p> <p>7. Noted. Refer to point 4 above. Development assessment is a statutory function of Council that requires a wide range of planning issues to be considered in determining an application. Submissions raised by residents are one aspect of these considerations.</p> <p>8. Exhibition of the draft charter was advertised via Council's 'Have Your Say' webpage, advert in the local paper and circulated to subscribers of the Industry Connect newsletter. Additionally, all applicant's and objectors (total of 237 persons) who were involved in DAP meetings between June 2019 and February 2020 were sent an e-mail advising them of the review and inviting comment. The consultation undertaken on the draft Charter is considered to be appropriate.</p> <p>At four pages, the draft Charter is considered to be a relatively user-friendly document.</p>
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	<p>staff to “tick the box” that they have undertaken this exercise.</p> <p>To illustrate in this case there is very little background information provided for the consultation process. For example, during our productive discussions with the Mayor it was mentioned that not all Councils use the DAP process adopted by this Council. Indeed as mentioned above in the past this Council did not use this type of structure for the DAP. For the general community to effectively consider this draft charter it would be very useful to have a background paper which summarises what other Councils do, why and what the advantages and disadvantages of each approach are considered to be. Without this those asked to make a submission are unlikely to be aware that these other approaches are possible. There is therefore no consideration of whether this community feels that this is the best approach. Based on our limited experience the old approach seems to have reflected community concerns much better, even if there were possibly some disadvantages.</p> <p>In this specific case where you are asking for community feedback on the draft Charter there is a brief set of background notes which mention some brief points on the above but do not cover a comprehensive set of all issues nor the pros and cons of each. There are then two</p>	<p>Development assessment is a statutory function of Council. There are a variety of options available to Council to deliver this function, including:</p> <ul style="list-style-type: none"> • Not having a DAP and referring all DAs with submissions to the elected Council for determination. • Increasing staff delegations, enabling submissions to be considered at the staff level and having no higher tier review. • Adoption of the State’s Independent Hearing and Assessment Panel Model. Note this is only mandatory for some metro Councils at present. • Having a DAP model with additional independent and/or community members. <p>There are pros and cons for any model proposed and this will vary depending on different perspectives, as highlighted in the submissions of the draft Charter. From a Council staff point of view, the DAP model proposed enables a higher tier of review of those applications which could be regarded as more controversial. Independent input into the determination provides a greater level of transparency for such applications.</p>
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	<p>documents: the old charter and the proposed new one. It is left to those interested in making a submission to carefully work through each version to identify what has been changed. There is no discussion of why the changes are suggested and what their implications are. We believe this is very poor community consultation but is the approach we have received when we have written detailed letters in the past and received dismissive, evasive and sometime incorrect answers to what we felt were important concerns.</p> <p>9. The proposal for the third member of the DAP to be a staff member outside the Development and Environment Division is supported. We have found the current staff member of the DAP has usually been very defensive about the draft document, as it is prepared by them or at least their staff, and has tried to be very dismissive of any suggested errors.</p> <p>10. Regarding the length of time members are appointed on the DAP, two years seems very short. Four years with annual reviews would seem more effective to avoid those not suited being in place for four years.</p> <p>11. The proposed changes to meeting format is very concerning. DAP meetings can be a daunting forum and residents need to be encouraged to participate and respected through the process.</p>
<p>documents: the old charter and the proposed new one. It is left to those interested in making a submission to carefully work through each version to identify what has been changed. There is no discussion of why the changes are suggested and what their implications are. We believe this is very poor community consultation but is the approach we have received when we have written detailed letters in the past and received dismissive, evasive and sometime incorrect answers to what we felt were important concerns.</p>	<p>9. Noted. This comment is based on the exhibited draft Charter. The amended draft Charter proposed to retain the Group Manager Development Assessment and include a 3rd independent member.</p> <p>10. Noted. The amended draft Charter proposed to retain the four-year tenure of independent members.</p> <p>11. A degree of formality is considered to be necessary in the smooth running of the DAP meetings. It is acknowledged that all participants need to be afforded an opportunity to make their representations known in a respectful environment.</p>

	<p>12. Registering to speak at DAP meetings is considered to be a deterrent to be involved in the process.</p> <p>13. The Panel should not be able to request a representative speaker as each resident can have a different view.</p> <p>14. There should not be a time limit on speakers as this would only stifle the relevant issues and identification of errors in the DAP reports.</p> <p>15. Submitters and objectors should be given a right of reply.</p> <p>16. There needs to be written minutes of important decision making meetings such as the DAP. Full recording of the minutes will improve transparency and public accountability.</p> <p>17. Proponents should be encouraged to talk to their neighbours before lodging an application so as to resolve any issues.</p>	<p>12. Noted. Registration is considered necessary to assist in the smooth running of the DAP meeting.</p> <p>13. Noted</p> <p>14. The amended draft Charter has removed the reference to a 5 minute time limit.</p> <p>15. The DAP has the ability to ask both submitters and applicants follow up questions. It is not however a forum for ongoing debate. The Panel members use their judgement and experience to determine whether additional information is required on a particular issue or whether further questions need to be asked.</p> <p>16. Similar to all Council sub-committee meetings, only the decisions made by the Panel are recorded.</p> <p>17. Council staff routinely encourage proponents to discuss proposals with their neighbours. This however is not mandated under the Act and is not something that can be formally required prior to the lodgement of a DA.</p>
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2 Your Community Life

What we are trying to achieve

A healthy, inclusive and vibrant community.

What the result will be

We will have:

- Community hubs that provide access to services and social connections
- A safe, caring and connected community
- A healthy and active community that is supported by recreational infrastructure
- A strong community that is able to identify and address social issues
- Community participation in events, programs, festivals and activities

How we will get there

- 2.1 Create a community that feels safe
- 2.2 Advocate for social inclusion and fairness
- 2.3 Provide quality programs, community facilities and public spaces, for example, community halls, parks and vibrant town centres
- 2.4 Empower the community through encouraging active involvement in projects, volunteering and events
- 2.5 Promote a creative and culturally rich community



COMMUNITY INCLUSION COMMITTEE - Draft Charter

Adopted: XXXXXXXXXX

1.0 INTRODUCTION

Port Macquarie-Hastings Council is committed to ensuring that the Port Macquarie-Hastings is a community for all. A community that offers everyone a great quality of life and the opportunity to realise their potential as part of a flourishing society.

The Community Inclusion Committee will allow Council to seek input from members of diversity groups within the community on issues that directly affect them, assist in the promotion of a society where self-determination and inclusive participation is valued, and help demonstrate these principles in all that we do.

Broadly, the Community Inclusion Committee will enable Port Macquarie-Hastings Council (Council) to deliver its Community Strategic & Community Inclusion Plans, by actively removing barriers to inclusive participation faced by different people, reducing disadvantage, strengthening community well-being and celebrating diversity in our community.

2.0 OBJECTIVES

- To advise Council on projects and issues which support and affect community inclusion including Council programs, services, projects and celebrations to ensure we build a community that respects the rights of all people and encourages self-determination and equity.
- To assist Council in implementation, monitoring and review of the Community Inclusion Plan.
- To provide and receive two-way feedback from the community regarding issues relating to our diverse community

3.0 KEY FUNCTIONS

The key functions of the Community Inclusion Committee are to:

- Provide a forum in which Local Government and community leaders can discuss and debate, plan and progress local and regionally significant community inclusion outcomes that continue the growth of our community and our places in the Port Macquarie Hastings Local Government Area.
- Support Council in promoting appropriate celebrations with the wider community.
- Discuss issues of mutual concern in relation to Council policy, strategy or direction, so that they can be resolved to the benefit of all members of our community.
- Provide advice and guidance on the development of active and inclusive community participation.

4.0 MEMBERSHIP

4.1 Voting Members

- Councillor(s) (resolved by Council)
- Director Strategy and Growth
- Group Manager Community
- Community Inclusion Team Leader
- 1 Community member from the following groups:
 - Aboriginal and Torres Strait Islander people
 - Culturally and Linguistically Diverse (CALD)
 - LGBTIQ+
 - Disability

Draft Community Inclusion Committee Charter
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- Seniors
 - Youth
 - General Community
- 1 representative from an organisation from the below categories:
 - Charity
 - Health
 - Homelessness Network
 - Refugee Network

4.2 Non-Voting Members/Attendees

Other attendees/members, including State and Federal Government representatives and specific constituent groups within various sectors, may be invited to attend meetings or working groups on certain issues or to progress an agreed outcome, as approved by the Committee. These are non-voting attendees and may only be invited with the approval of the Committee or the Chairperson if the need for their attendance is identified.

4.3 Obligations of Members

- Commit to working towards advancement of the cultural endeavours within the Local Government Area.
- Act honestly and in good faith.
- Act impartially at all times.
- Participate actively in the work of the Committee
- Exercise the care, diligence and skill that would be expected of a reasonable person in comparable circumstances.
- Comply with this Charter document at all times.
- Facilitate and encourage community engagement with Committee and Council initiatives to support good inclusion outcomes for our community.
- As per Section 226 (c) of the NSW Local Government Act 1993, the Mayor is the principal spokesperson for the governing body and Councillors that are members of a Committee are to obtain the Mayor's agreement to make media and other statements. Further, only the Mayor, or a Councillor with the Mayor's agreement and otherwise in accordance with Council policies and procedures, may release Council information through media statements or otherwise, and the release of such information must be lawful under the Council adopted Code of Conduct. Council officers that are members of Committees are bound by the existing operational delegations in relation to speaking to the media.
- A Councillor as a member of a Committee or the Committee itself has no delegation or authority to make decisions on behalf of Council, nor to direct the business of Council. The only decision making power open to Councillors is through formal resolutions of Council.
- A Councillor as a member of a Committee or the Committee itself cannot direct staff and must abide by the decisions of Council and the policies of Council.
- Councillors, Council staff and members of this Committee must comply with the applicable provisions of Council's Code of Conduct in carrying out the functions as Council officials. It is the personal responsibility of Council officials to comply with the standards in the Code of Conduct and regularly review their personal circumstances with this in mind particularly with respect to conflicts of interest, confidentiality and general conduct obligations.

4.4 Member Tenure

- Steering Group members will serve for a period of four (4) years after which Council will call expressions of interest for the next four (4) year period. Existing Steering Group members will be eligible to re-apply for a position and serve additional terms. Any changes in the composition of the Steering Group require the approval of Council.

4.5 Appointment of Members

- A formal Expression of Interest process will be undertaken across the Local Government Area as a way of determining the independent representatives on the Committee. Members of the Committee will be representative of diverse interests across the Local Government Area rather than a single issue. The members of the Committee, taken collectively, will have a broad range of skills and experience relevant to community sectors in the Port Macquarie-Hastings region.
- Where practicable the membership will represent the geographical spread of the Port Macquarie-Hastings Local Government Area, and a diverse range of cultural, gender and age groups.
- Council, by resolution duly passed, will appoint members to the Committee.

5.0 TIMETABLE OF MEETINGS

- Meetings will be held bi-monthly (or more regularly if required). Meetings will generally be held at the main administration office of Port Macquarie-Hastings Council.

6.0 MEETING PRACTICES

6.1 Attendance

- Meetings are not open to the public to attend, however, as noted above, specific members of the public may be invited to address the Committee regarding a specific matter on which the Committee seeks their input.

Decision Making

- Recommendations of the Committee shall be by majority of the members present at each Meeting and each member shall have one (1) vote.
- The Chairperson shall not have a casting vote.
- In the event of an equality of votes on any matter, the matter shall be referred directly to Council's Executive Group and then to Council.
- Recommendations from the Committee are to be made through the General Manager or the relevant Director who will determine, under delegation, the process for implementation.
- The Committee has no delegation to allocate funding on behalf of Council. The Committee may make recommendations to Council about how funding should be spent in relation to the above-mentioned objectives, however those funds will only be applied and expended following a formal resolution of Council.
- The Committee may establish working groups to support actions and activities within Council Plans or to assist in the delivery of projects and events, as deemed appropriate. All projects are to be aligned with Council's suite of Integrated Planning and Reporting documents.

6.2 Quorum

- A quorum must include a minimum of one (1) Councillor or one (1) Council Executive staff member being present. The quorum for the Committee will be met if six (6) members are present, or greater than half of the total membership at that point in time, whichever is the smallest.

6.3 Chairperson and Deputy Chairperson

- The Chairperson shall be the Councillor (resolved by Council)
- The Deputy Chair shall be the alternate Councillor (resolved by Council)
- At all Meetings of the Committee, the Chairperson shall occupy the Chair and preside. In the absence of the Chairperson and Deputy Chair, as the Committee's first item of business, the Committee shall elect one of its members to preside at the Meeting (elected chair must be a Council representative).

6.4 Secretariat

- The responsible Council Director is responsible for ensuring the Committee has adequate secretariat support. The secretariat will ensure that business papers and supporting papers are

circulated at least three (3) days prior to each meeting. Minutes shall be circulated to members within seven (7) days of the meeting having taken place.

- All Committee agendas and minutes will be made available to the public via Council's web site, unless otherwise restricted by legislation.
- The responsible Council Director will coordinate a review of the Charter within 12 months of a new Council term and present to Council for adoption.

6.5 Recording of decisions and explicit discussions on risks

- The Secretariat shall record a summary of all discussions that relate to risks.

7.0 CONVENING OF "OUTCOME SPECIFIC" WORKING GROUPS

- The Committee can at times request a working group to be convened, for a period of time, and/or for specific actions. These specifics will be minuted clearly. The working group will report back to the Committee with outcomes.
- Working Group membership will be determined by the Committee following consultation with Staff.
- These Working Groups, may include, but are not limited to
 - Access Working Group - To highlight the need for equal access for the community to public facilities, programs and events
 - Youth Action Group - To further build the relationship between the organisation and our young people
- Any working groups established under this Committee will be responsible for providing updates to the Committee. The working groups will be an informal gathering with notes collected and managed by the senior staff member in attendance and will be tabled at the Committee meetings.

8.0 CONFIDENTIALITY AND CONFLICT OF INTEREST

- Any independent members of the Committee will be required to complete a confidentiality agreement that will cover the period of their membership of the Committee.
- Committee members must declare any conflict of interests at the start of each meeting or before discussion of a relevant item or topic. Details of any conflicts of interest should be appropriately minuted.
- Where members or invitees at Committee meetings are deemed to have a real or perceived conflict of interest, it may be appropriate that they be excused from Committee deliberations on the issue where the conflict of interest may exist and this is to be recorded in the minutes of the meeting.

Disability Inclusion Action Plan Annual Report: Year 3 of 4 years

For actions occurring between 1 July 2019 to 30 June 2020

1. Attitudes and Behaviours						Disability Inclusion Action Plan	
1 Focus Area	Action	KPI	Responsibility	Timing	Status	Supporting comment and \$ allocated budget	
1.1 To increase opportunities for all residents to participate in civic life within the LGA	People with disability participate in Council meetings, community consultations, ceremonies and events	Monitor and report annually on the participation rates of people with disability	Community Inclusion Team	Short term (1-2 years)	100% Achieved	Council community events and engagement meetings are held at accessible venues. Seniors Expo held at Panthers, free sponsored venue. 1450 attendees and 102 stallholders. Access Committee (PMHC Function Room). Cr Peter Alley, Chairperson and 11 members. COVID impacted ability to undertake other event and activities from March to June	
1.2 Council works with its community partners to	Participate in disability services regional forums and	Attend minimum 3 industry meetings per year	Community Inclusion Team	Short term (1-2 years)	100% Achieved	-Attended NDIS Interagency Network meeting.	

2019 - 2020 Disability Inclusion Action Plan

1

advocate for appropriate service levels to the region	inter-agency networks	6 Access Committee meetings held per year	Community Inclusion Team	Short term (1-2 years)	100% on target	-Attended 2 Dementia Friendly Communities Steering Committee Meetings. - Covid Recovery Wellbeing Group -MNC Health and Wellbeing Recovery Committee - x 12 -Healthy Communities MNC x3
1.3 Participation by people with a disability in Council's decision making processes is encouraged and supported	Ensure Access Committee's continued effectiveness as an advisory body on access issues					Due to COVID we were only able to hold 3 x Access Committee meetings. Focus included prioritisation of projects such as footpath and kerb ramp requests from residents and reviews of draft Council works designs. 3x access-friendly business excursion days 27x car parks audited and data collected to be entered into an 'app' that will enable those with a disability to easily locate disability-friendly carparks across the LGA.
1.4 Council works with its community partners to advocate	Advocate to State and Federal Government for	Report annually on advocacy	Community Inclusion Team	Medium term (2-4 years)	100% Achieved	Annual report card and Council report submitted to State Government

2019 - 2020 Disability Inclusion Action Plan

2

for appropriate service levels to the region	increased services for people with disability and their carers	1 event delivered per year	Community Inclusion Team	Short term (1-2 years)	100% Achieved	Int Day of People with Disability held at McInherney Park with a BBQ lunch, Finska competition and trophy presentation. In attendance were disability service providers Aces Foundation and NewIDAFE, plus members of the Hastings Access Sub-Committee.
1.5 Positive attitude towards people with a disability in the LGA are promoted	Coordinate and widely promote an International Day of People with a Disability event (IDPwD)	1 event delivered per year	Community Inclusion Team	Short term (1-2 years)	100% Achieved	Due to COVID-19 only 3 local businesses were visited: Wauchope Country Club Lake Cathie Bowling Club Northpoint Apartments Port Macquarie
1.6 To facilitate change towards more accessible and inclusive business practices by operators in all areas of tourism and commercial industry in the LGA	Access Committee continues to roll out the Access Friendly Business Project	10 businesses visited per year	Community Inclusion Team	Short term (1-2 years)	75% Achieved	In 2018 Economic Development completed the Port Macquarie-Hastings Skills Audit which outlined the significant employment growth - and likely skills gaps - in the
1.7 Council works with local industry providers to identify and	Provide education and promotion around accessible tourism and encourage	2 business and tourism presentations	Group Manager Economic Development	Medium term (2-4 years)	100% Achieved	

2019 - 2020 Disability Inclusion Action Plan

resolve issues associated with providing inclusive tourism and other services to people with a disability	business to use access symbols on their marketing collateral and windscreen view points marked on maps				Health and Social Services Sector. Council has since directed efforts to growing the number and capability of providers operating under the NDIS program, and attracting skills to meet the demands of this growing industry. Support to NDIS start-ups includes selection of a disability transport provider in the PMHC/CSU Hackathon, and in 2019 Council worked with NDIS providers to support the trial of a monthly NDIS Industry network at The Hub Business and Co-Working Centre. Efforts to attract skills for the Health and Social Services Sector include development of a relocation attraction video targeting the health sector, and plans for a flyer-drop of the Live, Grow, Be industry attraction brochure at the 2020 National Disability Services Conferences in NSW and QLD (both cancelled due to COVID).
2. Focus Area: Liveable Communities					
Disability Inclusion Action Plan					

2 Focus Area	Action	KPI	Responsibility	Timing	Status	Supporting comment and \$allocated budget
2.1 To progressively improve access to public spaces, buildings and infrastructure for all residents and visitors	Upgraded footpaths and kerb ramps provide a continuous accessible path-of-travel throughout town centres and between town centres and key retail, leisure, residential aged care and community facilities	Report annually on new or upgraded footpath, kerb ramps and pedestrian refuges and crossings installed – subject to resources and Budget availability	Group Manager Transport & Stormwater Network	Short term (1-2 years)	100% Achieved	Footpaths completed in 2019-2020 include: <ul style="list-style-type: none"> • Hill Street, from Parker Street to Lake Road (Port Macquarie, 150m) • Ocean Drive, from Brotherglen Drive to Sirius Drive (Lakewood, 700m) • Mooney Street, from Telegraph Point Public School to Log Wharf (Telegraph Point, 800m). 13 kerb ramps at: <ul style="list-style-type: none"> • Port Macquarie: Hollingworth & Bridge Street, Ackroyd & Gore Street, Parker & Savoy Street, Heather & Morton Street, Table & Gore Street • Wauchope: Glenview Drive, Cameron & Azalea Street, High Street & Gowrie Street
2.2 To progressively improve	Scope, design and prioritise disability access improvements	Access Committee review and prioritise	Community Inclusion Team	Short term (1-2 years)	100% Achieved	Port Macquarie Senior Citizen Hall has been reviewed and only the toilet in the Pioneer Room is

2019 - 2020 Disability Inclusion Action Plan

Council-owned community buildings to provide equal access for people with disability	at community facilities within budget constraints	improvements annually				suitable to bring up to DDA compliance at a cost of \$15,000
2.3 To progressively improve access to public amenities for all residents and visitors	Audit council public toilets. Review scope of works and design and implement to upgrade existing public toilets in the LGA	2 new accessible toilets installed Public toilet and Adult change facility completed for PMQ Plaza car park amenities.	Group Manager Recreation & Buildings	Short term (1-2 years) Medium term (2-4 years)	100% Achieved 3 new accessible toilets installed New Plaza car park amenities opened December 2019	Comboyne Hall installed new toilet at \$77k (18/19). Completed Bonny Hills amenities reconstructed due to vandalism. Completed Grant received through the Stronger Country Communities Fund (\$255,030) for new amenities at PMQ Plaza car park. An additional contribution from the Access Committee resulted in the inclusion of an adult change table & gantry hoist within this facility. Completed Pilot Beach Amenities to be rebuilt to meet all current standards Construction to start in October 2020.

2019 - 2020 Disability Inclusion Action Plan

2.4 To progressively improve access to public amenities for all residents and visitors	Scope, design and build Dog Parks with input from Guide Dogs	2 Dog Parks created	Group Manager Recreation & Buildings	Medium term (2-4 years)	100% Achieved	Allocated Grant for 2019/2020 to develop off-leash dog exercise park in Port Macquarie (Stuart Park Regional Sporting Precinct) Completed. Wauchope Dog Park Completed. These facilities will also be used by people with assistance animals and guide dogs to train their puppies. Both Dog Parks include seating and easy access for people with disability.	Blackbutt toilets to be upgraded in 20/21. Construction to start in November 2020.
2.5 Services and facilities provided by Council comply with the requirements of Disability Discrimination Act, Australian standards AS1428	Resolve access issues at Wauchope Library arising from poorly located accessible parking, inappropriate ramp gradients, paving and benches	Improvements undertaken at Wauchope Library	Group Manager Recreation & Buildings	Medium term (2-4 years)	100% Achieved	Wheelchair ramp to outdoor play space installed. DIAP Budget: \$13k. Completed	

Building Code of Australia	- subject to budget availability	Building reviewed	Airport Business Manager	Short term (1-2 years)	100% Achieved	
2.6 Services and facilities provided by Council are compliant with the requirements of Disability Discrimination Act, Australian Standards AS1428 & Building Code of Australia	Review construction of Airport Terminal Building upgrade for disability access considerations					<p>The terminal has been completed to meet requirements of AS1428, with specific access and mobility features incorporated into the design including:</p> <ul style="list-style-type: none"> -Provision of compliant ambulant and disabled amenities to both the male and female landside and airside areas. -Compliance with thresholds, walkways, ramps and landing grade requirements. -Continuous accessible paths of travel and circulation space. -Provision of low-height DDA compliant check in counter and car rental service desk. -Provision of low-height DDA complainant flight information display screen to departures lounge. -Inclusion of hearing loops to the check in and departure lounge areas -Statutory signage inclusion. -Access Committee undertook an inspection of the new facility. <p>Additional changes to the security and being accessible will be part of the 20/21 report.</p>

2.7 Improve access to beaches and outdoor recreational facilities	Investigate viability of an access mat trial which connects carpark to beach	Town Beach assessed for viability of an access mat trial	Group Manager Recreation & Buildings	Short term (1-2 years)	100% On Target	Reviewed. Access Committee decided not to proceed due to cost of mobi-mat (\$26k for 60metres), inefficiencies of set up and pack down requiring 4 x staff twice per day and beach tractor, and difficulties with high and low tide requiring different lengths of matting. During 2020/21 Recreation & Buildings are to explore other options such as more permanent solutions with recycled tyre ramps.
	Review and scope signage about how to hire free beach wheelchair	Signage reviewed for promoting beach wheelchair		Short term (1-2 years)	100% Achieved	2018/19 Budget \$170 for 450 x brochures distributed to Visitor Information Centre, CSC's & disability groups. 2019/20 Budget \$200 for signage to be displayed at Shelly Beach.
2.8 All residents and visitors have access to beaches and outdoor recreational facilities	Review design for Wauchope Regional Sporting Fields to trial an adult change table at this venue	Facility complies with Australian Standards AS1428 & Building Code of Australia	Group Manager Recreation & Buildings	Short term (1-2 years)	100% on Target	Detailed design of these facilities is underway

2.9 To improve accessibility to playgrounds for all residents and visitors	Lake Cathie Playground access improvement	Accessible play equipment and fence installed	Group Manager Recreation & Buildings	Short term (1-2 years)	100% Achieved	Completed \$50k DIAP budget allocated for wheelchair-friendly carousel and playground fencing completed November 2018.
2.9 To improve accessibility to playgrounds for all residents and visitors	Liberty wheelchair swing	Accessible play equipment and fence installed	Group Manager Recreation & Buildings	Short term (1-2 years)	100% Achieved	\$10k DIAP budget contribution to Liberty Swing, Town Beach completed 2017/18.
2.10 Scope, design and prioritise disability access improvements at community facilities	Port Macquarie Pool upgrade design to include disability access	Facility reviewed	Group Manager Recreation & Buildings	Medium term (2-4 years)	100% on Target	Site selection complete. Tender for detailed design and approval has closed, currently reviewing submissions. Note: disability access to be included within the facility's design.
2.11 All Council-owned community halls within LGA provide equal access for people with disability	Scope, design and prioritise disability access improvements at community facilities - subject to budget availability	All facilities reviewed	Group Manager Recreation & Buildings	Medium term (2-4 years)	100% On target	All council-owned buildings and facilities have been scoped and prioritised for any access improvements. The Access Committee reviews this on an annual basis. Port Macquarie Seniors Facility investigating costings to install

2.12 To improve access to public spaces, buildings and infrastructure for all residents and visitors.	Proactive approach to selecting street and park furniture that includes a mix of accessible products	Report annually on accessible street and park furniture installed	Group Manager Recreation & Buildings Group Manager Transport & Stormwater Network	Medium term (2-4 years)	100% Achieved	compliant wheelchair-accessible amenities 20/21 as per item 2.2. \$30k DIAP budget allocated for Town Beach accessible picnic setting completed 20/21 \$15k DIAP budget allocated to Kew wheelchair-accessible picnic table and shelter 2019/20
2.13 Roads & public transport are suitable for people with a disability	Access Committee to conduct an audit of all bus shelters and upgrade in accordance with Council adopted bus shelter improvement program	Apply for grants when appropriate Access Committee to prioritise location of new bus shelters	Community Inclusion Team	Short term (1-2 years)	75% On target	Auditing commenced with over 90 bus stops reviewed. In 2019-20 we installed 5 new bus shelters, funded via the NSW Government CPTIGS program, at: Port Macquarie x 2 Laurieton x 1 Wauchope x 1 Herons Creek x 1
2.14 Roads & public transport are suitable for people with a disability	Investigate feasibility for a Taxi Zone to have a grate transition	Taxi Zone transition investigated	Group Manager Infrastructure Planning	Medium term (2-4 years)	100% Achieved Kerb ramp installed instead.	Grate for Coles Port Macquarie taxi zone found to be not feasible and kerb ramp installed instead at taxi zone.

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2.15 There is an adequate level of accessible parking and its use is effectively monitored	Regularly police use of accessible parking spaces	Ongoing on a daily basis Report annually	Group Manager Compliance	Short term (1-2 years)	100% Achieved	Rangers have continued to enforce illegal parking in disabled zones. 44 infringements were issued in the 2019 - 2020 year for disability access offences. Note: parking infringements were suspended for 4 months due to COVID-19
2.16 There is an adequate level of accessible parking and its use is effectively monitored	Access Committee to review locations and suitability of existing accessible parking throughout the LGA to ensure adequate and appropriate provision	Audit by Access Committee undertaken, map produced and to further investigate accessible parking solutions.	Community Inclusion Team	Short term (1-2 years)	100% on Target Audit completed App in early development stage	Access Committee has audited 127 accessible parking spaces in Port Macquarie. An App is in early development stage with Geospatial Information Systems team to input data on accessible car parks in our LGA. Upon project completion the app will be available for the community and will be widely promoted.
3 Focus area: Employment						
Disability Inclusion Action Plan						
3 Focus Area	Action	KPI	Responsibility	Timing	Status	Supporting comment
3.1 To develop greater awareness and build a positive attitude	Provide EEO training to raise awareness of the legislative requirements	Inclusiveness Training provided via general awareness training modules	Human Resources Manager	Medium term (2-4 years)	100% Achieved	The Equity and Diversity Strategy 2019-2024 was adopted in November 2019. The strategy outlines initiatives to promote

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towards access issues. Staff have the appropriate level of skills and knowledge to provide equitable services and an accessible environment	to ensure discriminatory practices are eliminated from the workplace					diversity and inclusion within Council's workforce. Supportive practices are used in Council's recruitment processes, to remove potential barriers to employment.
3.2 To develop a more disability-friendly workplace	Assist line managers and supervisors to work effectively with staff with a disability and ensure that occupational health and safety requirements are met	Compliance with WHS Safety Measures Modifications in the workplace where appropriate	Human Resources Manager	Medium term (2-4 years)	100% Achieved	A Health Plan template and process has been introduced and is being actively used. A health plan is a tool that supports reasonable adjustment in the workplace and documents adjustments and support for employees who may have a temporary or permanent disability or medical condition that requires support.
3.3 To develop a more disability friendly workplace	Provide opportunities for redeployment and retraining where a disability is acquired in the workplace if possible	Report annually on the number of staff with an acquired disability that have been reassigned to other duties	Human Resources Manager	Short term (1-2 years)	100% Achieved	During 19/20 there have been 23 employees who have been provided with flexible working arrangements, adjusted duties and other supports due to temporary and permanent disabilities acquired.

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3.4 Employer of choice	Review our obligations under the Carers Recognition Act and implement appropriate practices	Employees aware of flexibility provisions	Human Resources Manager	Short term (1-2 years)	100% on Target	Carer's Leave Procedure reviewed and adopted June 2018. New Flexible Working Arrangements Policy is currently in draft, with consultation with staff expected during 2020/21.
4 Focus Area: Systems and Processes						
4 Focus Area	Action	KPI	Responsibility	Timing	Status	Supporting comment
4.1 Provide council information in a range of formats that provides best practice accessibility to services and support for people with disability	Audit and revise council's website to be compliant with WCAG 2.0AA	Accessibility of council's website against WCAG 2.0AA	Communications Manager	Short term (1-2 years)	100% Achieved.	Council's website is compliant with the WCAG 2.0 AA checklist. Auto review reminders are set for every 12 months.
4.2 To provide equitable access to appropriate and responsive	Provide training to staff in National Relay Service use and protocols	1 Training workshop completed	Customer Service Team Leader	Medium term (2-4 years)	100% Achieved.	Staff attended National Relay online training in late 2018 with updates set out to staff regularly. We have the new staff familiarise

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services across the LGA. The process of information dissemination and communication with all customers is improved						<p>themselves with the site and provide them with the link to the website and access to the Tip Sheet. The online training is no longer available however there is a PDF that shows an introduction to the relay calls and we go through that with the new staff.</p> <p>The tip sheet& introduction information is in our team room for easy access.</p>
4.3 Information is provided in 'user-friendly' accessible formats	Provide Council information and publications in alternative formats on request and promote availability	Report annually the number of requests for information in alternative formats and the average response time	Communications Manager	Short term (1-2 years)	100% Achieved	<p>No requests have come in for an alternative format to receive information.</p> <p>Information is distributed in pdf format, recognised universally as the most accessible format.</p>
4.4 Appropriate services are provided to meet the needs of	Continue to develop and promote the spoken word and large-print	20.4% of the Library collection budget is allocated to large	Library Manager	Short term (1-2 years)	100% Achieved	<p>In 2019-2020 \$55,000 was allocated to large print, \$27,000 was allocated to audio and \$10,000 to Eaudio. The delivery service for people who are housebound</p>

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people with a disability and frail older people	book collections at libraries	print and audio books.	Glasshouse Venue Manager	Short term (1-2 years)	100% Achieved	continued as normal except during the COVID-19 lockdown.
4.5 Appropriate programs are provided to meet the needs of people with a disability to access arts and culture	Continue to develop, promote and deliver the art program and the Digital Art program	20 sessions delivered per year			8 sessions delivered in 2019-20 with 44 participants up until February. March -June were cancelled due to COVID-19. Annual budget spend for this programme is \$1,062.	There was a shift in programming to digital programming and the following were delivered via digital platforms: -3D interactive digital tours - creating an opportunity for anyone to get up close and personal with the artworks on display digitally. -Zoom Craftanoons- an accessible program that assisted and delivered interactive learning. Attendants included elderly, young children or teens and visually impaired, and people with mobility issues. Often attending the sessions with their carer each participant had access to personalised instruction.

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							<ul style="list-style-type: none">-Short films- digital up close and personal with local and established artists. Accessible to all.-Online downloadable kids and craft activities - free resources with instructions. Accessible to all.
4.6 To improve access to public spaces, buildings and infrastructure for all residents and visitors	Integrate people with a disability into Glasshouse audiences and activities	Report annually the number of companion card tickets issued	Glasshouse Venue Manager	Short term (1-2 years)	100% Achieved	215 companion card tickets issued in 2019-20, noting the venue was only operating for 9 months due to COVID-19	
4.7 Appropriate services are provided to meet the needs of frail aged residents and residents with a disability	Promote and continue to provide assisted waste collection services for residents who are unable to take their bins to the kerbside	Report annually the number of assisted residences	Group Manager Commercial Business Units	Ongoing	100% Achieved	JR Richards currently provides Wheel Out - Wheel Back services to 48 residences and the service is available to any residents that require it (based on a property assessment).	
4.8 Appropriate services are provided to meet the needs of people with a disability	Plan & scope considerations for disability friendly council event experience	Provide and promote suitable viewing areas and amenities	Community Events Officer	Short term (1-2 years)	100% Achieved Each community event that is planned, staged and	<ul style="list-style-type: none">-Opportunities will continue to be explored to include better viewing areas or platforms for future event design plans if the site permits.-Ground level viewing areas made available at side of VIP tents/side of stage at Australia Day	

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*Kew, Kendall, Herons Creek and Lorne
communities in collaboration with*



PORT MACQUARIE-HASTINGS
COUNCIL

Kew, Kendall, Herons Creek and Lorne



C O M M U N I T Y
P L A N

May 2020

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FOREWORD

ACKNOWLEDGMENT OF COUNTRY

The Kew, Kendall, Herons Creek and Lorne Community-Council Action Team acknowledges the Birpai people as the traditional custodians of the lands within its local government boundaries. We would like to acknowledge Elders both past and present, and extend that respect to all Aboriginal and Torres Strait Islander people

The crab is the Birpai totem for the Camden Haven area. Credit: Marion Hampton.



FROM THE MAYOR, PETA PINSON

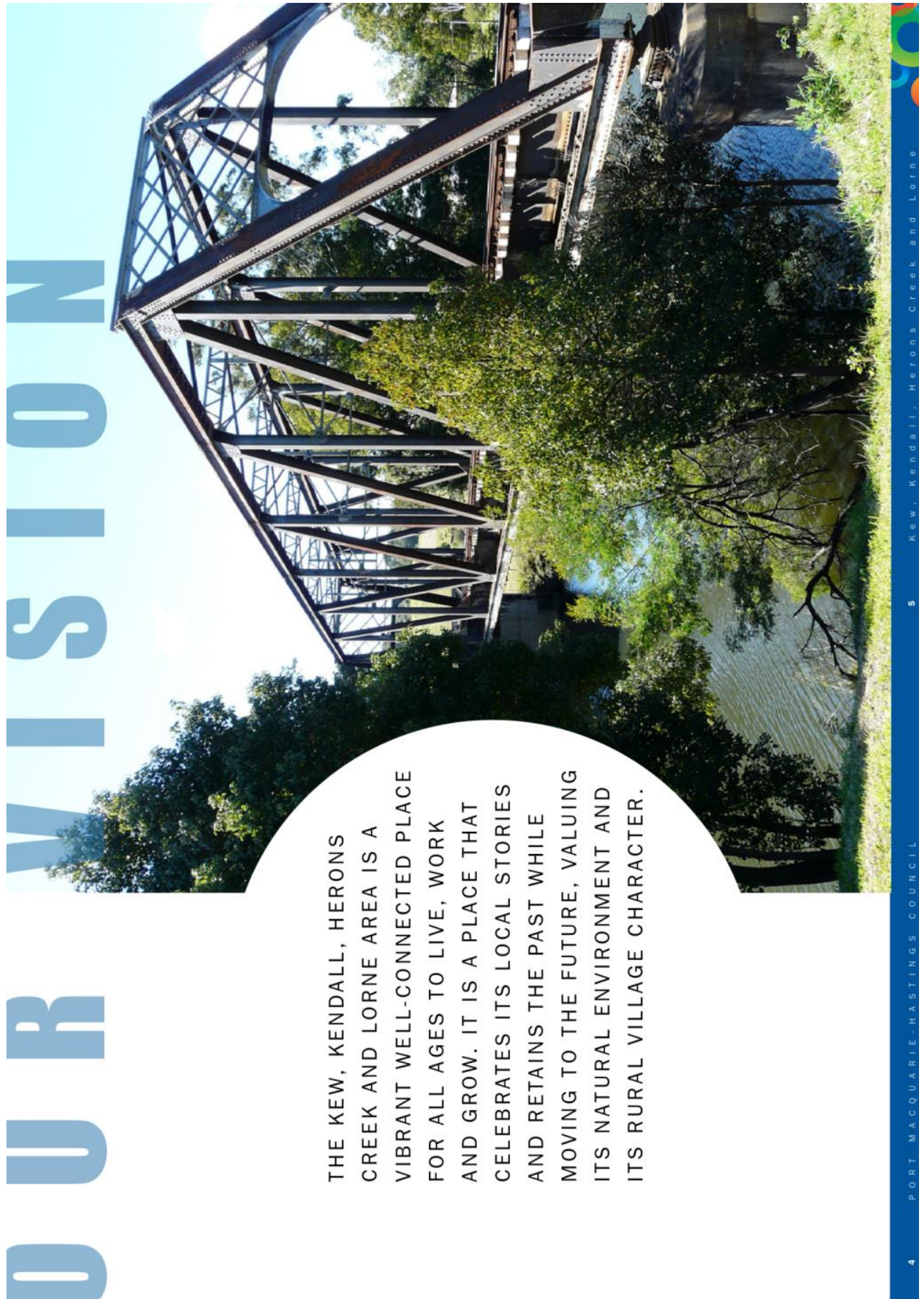
I am delighted to present the Community Plan for Kew, Kendall, Herons Creek and Lorne, which sets out the vision, goals and priorities for improving the quality of life for the residents of the area for the next five to ten years. All four communities are well known for their strong connection to their heritage and their great community feel that connects people throughout the entire area. The natural environment offers a tranquil lifestyle right at the gateway to the Hastings hinterland that is highly valued by every community member. Input from a wide cross-section of the communities has shaped this Community Plan that reflects the communities' aspirations to retain the special characteristics that have shaped their area while also planning for a prosperous community based on their needs into the future.

MESSAGE FROM THE COMMUNITY

Our communities come together through food, entertainment, sport, social activities and volunteering. This involvement creates an opportunity to think, talk about who we are and recognise our differences & similarities which make our area a great place to live. Everybody belongs.



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WHAT IS COMMUNITY PLANNING?

The Port Macquarie-Hastings Local Government Area is home to a number of vibrant towns, villages and communities, each with its own unique history, character, urban amenity, community and vision for their future. These communities also have common threads in their past and present, and opportunities and challenges that each will face in their future.

At the heart of Community Planning is a dynamic and participatory process that allows communities to have their voices heard and enables them to identify priorities and actions to achieve their vision - the responsibility for which will be shared between the community and Council.

Ongoing community planning is a key process in developing a strong partnership between Council and the community and will enable Council to:

- Understand what our communities value;
- Understand the issues and priorities for each community;
- Better incorporate these priorities into Council's planning framework;
- Work together to deliver the identified priorities.

The Community Plan for Kew, Kendall, Herons Creek and Lorne evolved from:

- Public presentation and public exhibition of Kew Master Plan 2010;
- Community drop-in sessions to develop the Kendall Master Plan held in February 2017 and October 2017;
- Community Postcard survey "Share your thoughts" in October 2018;
- 2 Community Think Tanks as part of Community Planning in November 2018;
- 2 Community Workshops in June 2019;
- 10 Community-Council Action Team Meetings;
- Community Survey "Tell us what your priorities are for Kew, Kendall, Herons Creek and Lorne" online, at the Kew Corner Store, Kendall Op-Shops and Kendall Post Office with over 300 survey submissions and over 200 webpage views (results are presented on webpage haveyoursay.pmbc.nsw.gov.au/kkll).

Early engagement provided us with an opportunity to listen to locals and understand the unique values, character and stories of the Kew, Kendall, Herons Creek and Lorne communities. It also allowed us to participate in open discussions about the future of the villages, their challenges and the opportunities. The sentiments and insights that were shared by the community have been captured in this Community Plan.

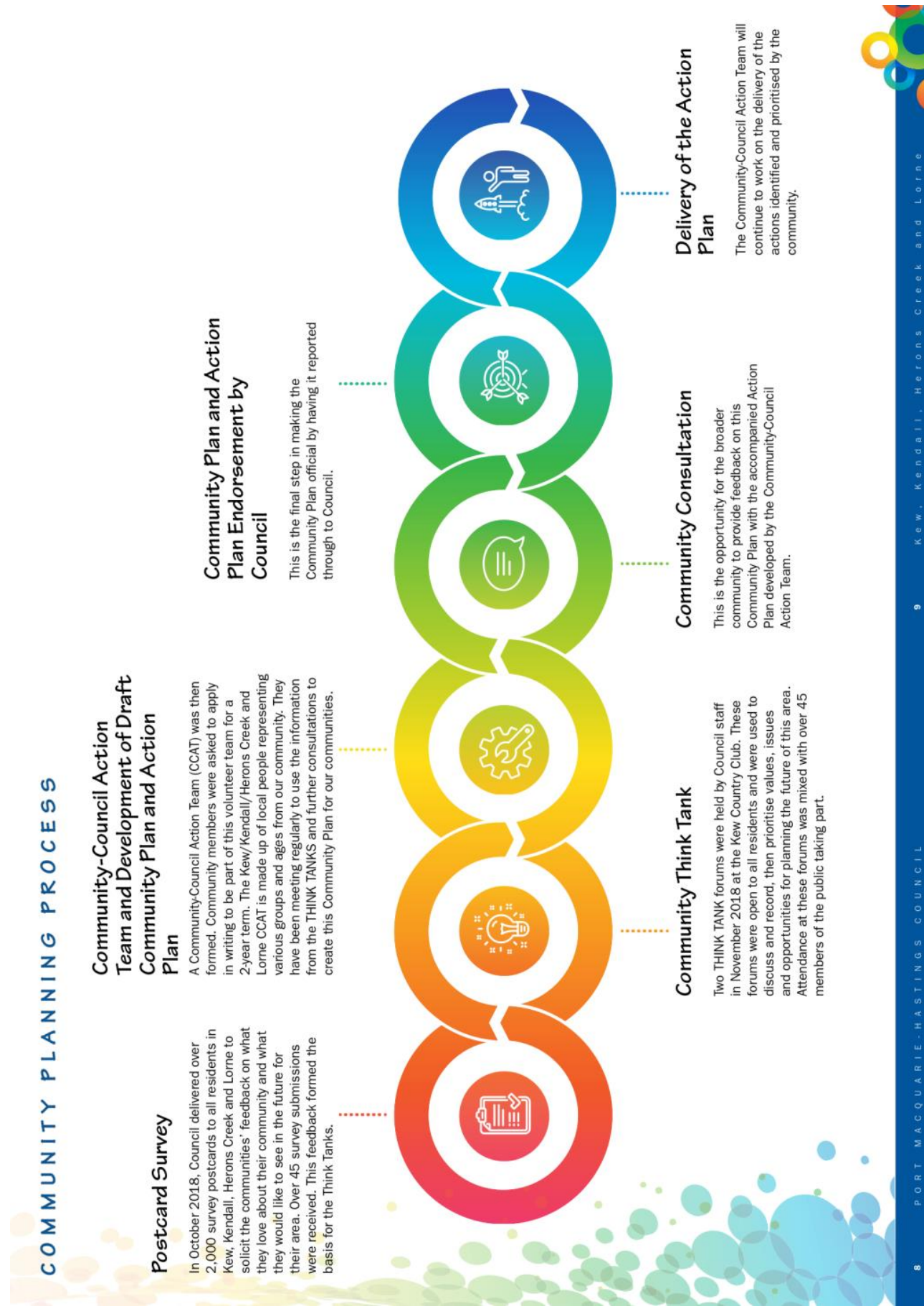
Community Planning integrates with Council's current strategic processes including the development of key Strategic Plans which guide Council's activities. Refer to Appendix A for further details.

In November 2018, a Community-Council Action Team (C-CAT) was formed to further develop the Community Plan and to prioritise and ensure the delivery of the identified actions. Since then, the C-CAT has held regular meetings. We would like to extend our thanks to the members of the Community-Council Action Team: Scott Coman, Jason Bignell, Rebecca Coman, Maureen Churnside, Theo Caleb Hazelgrove, Staffan Andler, Jurrie Beukes, Barry Barr, Sean Gleeson, Bill Jones, Paul Kolbe, Diane Pope, Ashley Wallace, Kylie Kendall, Steve Kendall, Mick Coman, Wendy Hudson, Betty Bill, Mavis Barnes as well as Council staff Sandra Wallace and Felicity Staedter.



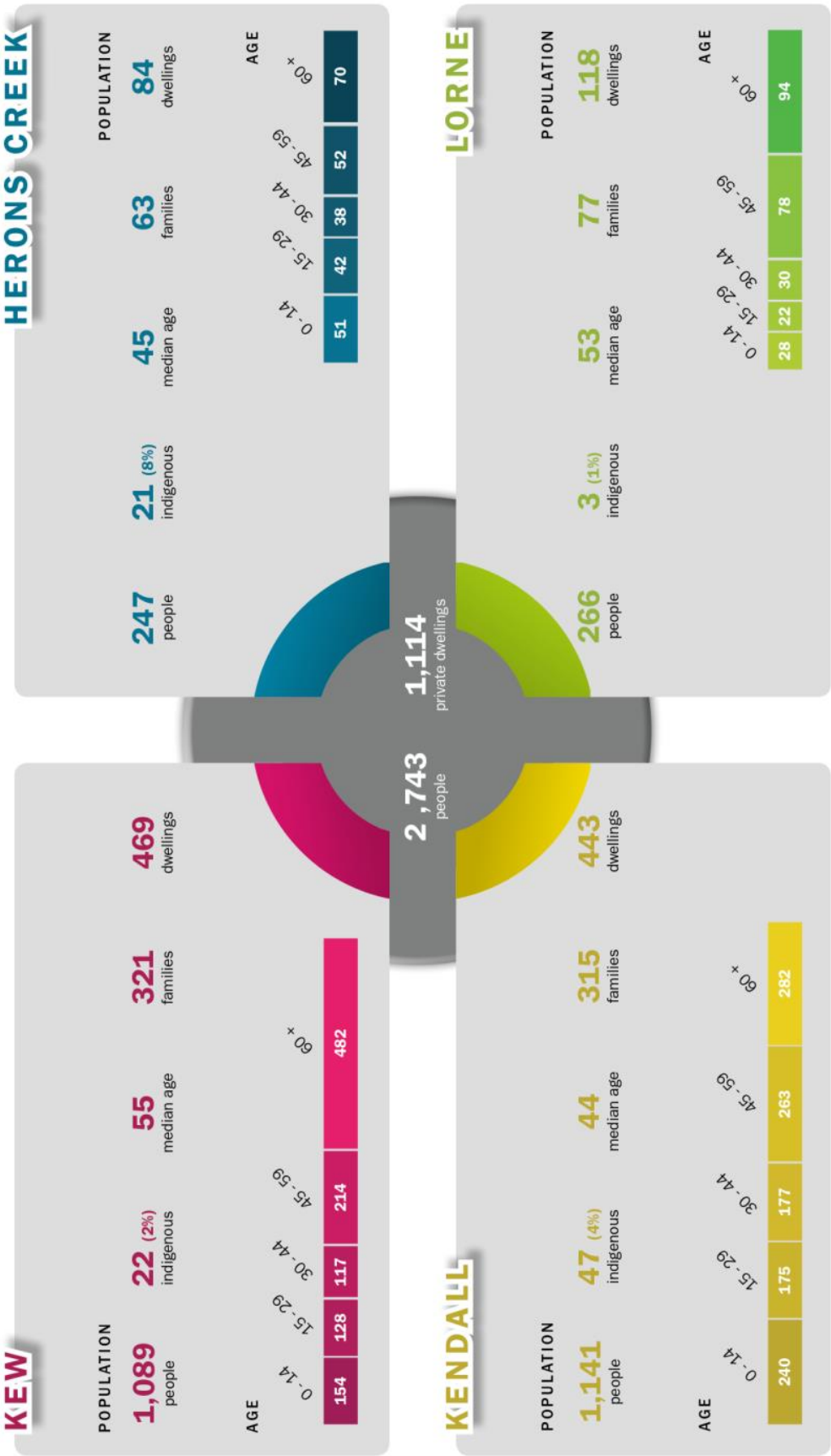
Community-Council Action Team Meetings



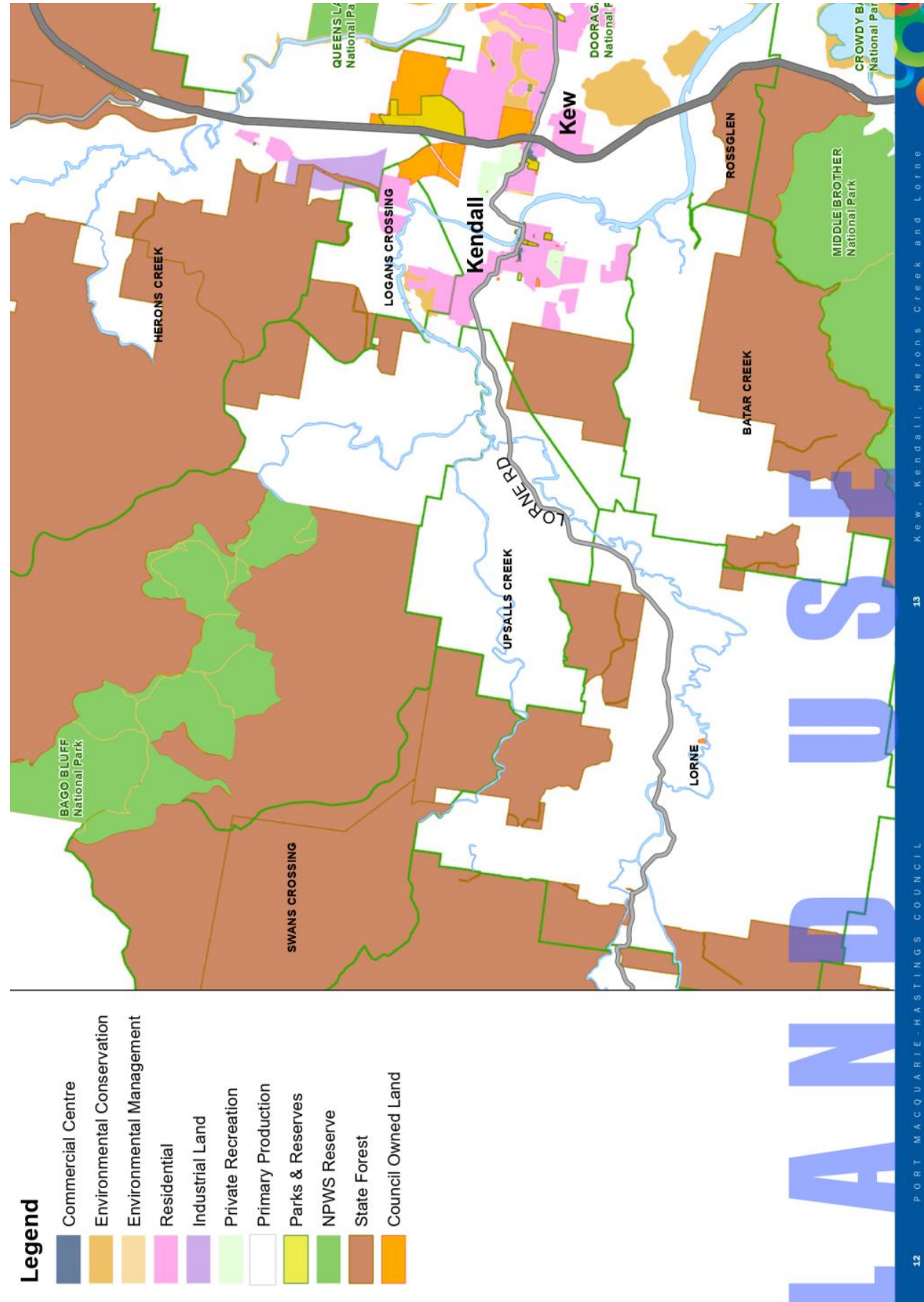


COMMUNITY PROFILE

The villages of Kew, Kendall, Herons Creek and Lorne are located on the mid north coast of New South Wales, 36km south-west of Port Macquarie and belong to the 7 communities that build the Camden Haven area.



Information used has been sourced from
• 2016 Census of Population and Housing: Australian Bureau of Statistics



INTRODUCING KENDALL

HISTORY OF KENDALL

Before European settlement, Kendall and the surrounding district was home to the local Biripai people who would have taken advantage of the food supplies connected to the Camden Haven River and nearby lakes.

When first established as a European settlement, present-day Kendall was originally part of the Camden Haven, as it is situated on the Camden Haven River, but was later renamed Kendall in 1891, in honour of poet Henry Kendall who lived in the area between 1875-1881.

By 1856, cedar was being exported from the area through Camden Haven. Ships from Sydney would travel upriver to Kendall where timber mills were established in the early 1860s. As the cedar began to run out, timber cutters turned their attention to the hardwoods in the area in the later part of the nineteenth century.

By the 1880s as the settlement grew, dairying was becoming a major industry in the area. Milking was done by hand, in some cases until well into the 1940s when milking machines powered by diesel or petrol engines were installed. During the 1950s there were between two and three hundred dairy farms within a 30-kilometre radius of Kendall - sixteen of them in the short distance between Kendall School and Herons Creek - with an average herd of 50 to 60 milkers.

The opening of the railway in Kendall on 12 April 1915 contributed greatly to Kendall's commercial and social activity. The coming of the railway offered commercial opportunities that had previously only been dreamt of. At last, perishable goods could arrive at markets in Sydney. For more than seventy years the railway and its station was a vital part of Kendall's life and for many years it was Kendall's largest employer.

During the 1970s, the demise of many timber mills and the consolidation of others, together with an increase in the use of road transport, dramatically reduced railway traffic and diminished the income that traditionally supported passenger rail. In 1981, State Rail announced that they were closing Kendall Station although it was 1989 before the last members of staff had either retired or been transferred. The Camden Haven community rallied against the removal of railway staff when they discovered that the station was to be completely closed. In late 1989, over two and a half thousand people signed a petition demanding that the station be kept open and more than 400 very angry residents and business people crammed into Kendall School of Arts to meet railway officials. When the new and expanded service commenced in 1992, Kendall was included.



KHS President Bill Boyd
Photo courtesy of Kendall Heritage Society



Kendall Craft Co-operative at Kendal Railway Station

KENDALL - A CREATIVE PLACE ON THE MID NORTH COAST

Kendall is fondly known as “The Poets Village” with a connection to the arts going back nearly 150 years.

In 1891, the village of Camden Haven was renamed Kendall in honour of Australia’s first major native born poet, Henry Kendall, who lived in the area in the 1870’s and wrote some of his best poetry here. His works and life have inspired a range of creative activities in the town including a sculpture of the man himself (see overleaf). There are also a number of other major pieces of public art around the village and the Town Green, reflecting a strong interest in all things creative.

A community always known for its enterprise and initiative, Kendall has gained a reputation for the arts, community events and a lifestyle the envy of many. The focus for much activity is the delightfully restored Kendall School of Arts (also known as the Kendall Community Centre). It hosts the internationally known Kendall National Violin Competition which celebrated its 20th anniversary in 2018 and has established itself as one of Australia’s foremost performance opportunities for young violinists. Past finalists and winners of the Kendall National Violin Competition have embarked on impressive careers around the world. The School of Arts is also home to PhiloMusica and touring artists and programs with strong links to the Sydney Conservatorium of Music. On the first Friday of the month, it hosts the Kendall Music Exchange with a variety of local performers including guest artists.



The Leaves of Kendall
public art sculpture

Volunteering is at the heart of this community as is the local Op Shop which supports many activities through grants. The community has converted its train station into an Aladdin’s Cave of arts and crafts representing over 50 local artists. Like Henry Kendall, many have been inspired by the tranquillity and beauty of the landscapes of the area. All this is only two minutes from the Pacific Highway taking the turnoff at Kew which has its own creative attractions.





Henry Kendall plaque and sculpture

HENRY KENDALL (1839 - 1882)

Henry Kendall came to Camden Haven, as the village of Kendall was then called, in 1876 to work for his friend, Michael Fagan, whose timber mill stood on the site of today's Kendall Services & Citizens Club. He loved the forest and riverine landscape and spent five years living in Kendall with his wife and children.

While in Camden Haven, Henry Kendall wrote to the Post-Master General lending support to the villagers' request for a post office and, when it was later established, the name of the village was changed, posthumously, to Kendall in his honour, on October 1, 1891.

Kendall enjoyed the patronage of Sir Henry Parkes, Premier of New South Wales. In 1881, Parkes appointed him as the first Inspector of Forests for NSW and in 1881 the family left the region and moved to Cundletown. His health failed and he died on August 1, 1882.



Kendall School of Arts
photo circa 1910

KENDALL SCHOOL OF ARTS

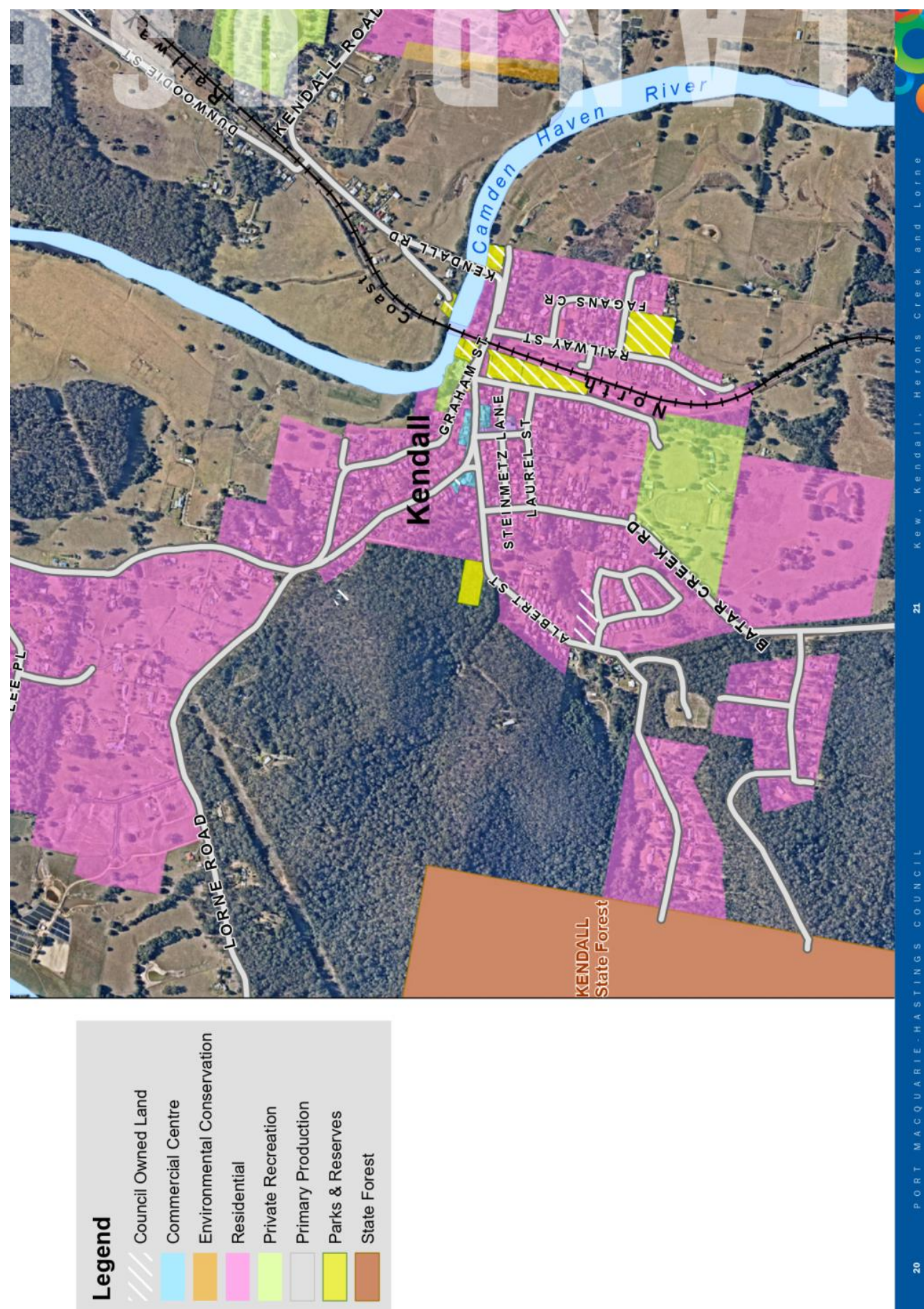
It was in 1908 that local residents began erecting the building with donated timber. The Kendall School of Arts was officially opened on May 24, 1910. Like many other Schools of Arts, it was used for social and political meetings, debutante balls, concerts and moving pictures.

In 1984, advice was received from the NSW Premier's Department that the name School of Arts did not fit with the use of the building and a more appropriate category was 'community centre' or 'neighbourhood house'. Advice was received that, if the name were changed, the hall would come under the auspices of the Department of Community Services which would assist with securing funding to restore the building.

Because grant funding was crucial to the community's desire to restore the building, the name was duly changed to Kendall Community Centre. Many residents resisted the new name and continued to call it the School of Arts, believing that the change detracted from the building's heritage significance.

In 1981, funding was secured from the Commonwealth Government to restore the building which, like its initial construction, was largely undertaken by the local community.







INTRODUCING KEW

HISTORY OF KEW

Kew was originally known as Cross Roads but is said to take its name from the driver of a coach that travelled between Taree and Port Macquarie in the latter part of the nineteenth century. The coach driver's name was Keogh but, as the Scottish pronunciation of 'Keogh' is 'Kew', the cry heard as the coach approached was 'Here comes Kew'. The corruption of the correct spelling became the accepted name for the staging post. Mr Keogh was a Scotchman who owned the parcel of land from the hotel corner up until the police station.



iKew Visitors
Centre and
The Big Axe

THE BIG AXE

Located adjacent to the iKew Visitor Centre, the Big Axe was first built in 1979 and has been refurbished twice, most recently in 2016/2017 in a joint project between iKew Visitor Centre volunteers and the Kendall Men's Shed. The Big Axe acknowledges the importance that the timber industry has had (and still has) on surrounding communities.

THE ROYAL HOTEL KEW (1891 –CURRENT)

The Royal Hotel Kew was built in 1891. Formerly known as "The Stables," the Royal Hotel has become a local heritage item. George Perkins Adkins was the original owner and at this time Patrick Keogh had a stage coach station onsite, providing a changeover place for the horses drawing coaches from Taree to Port Macquarie. The first beer was served on the November 9, 1894.

The Royal Hotel was rebuilt in 1926 after a fire and remains there today providing entertainment, accommodation, food and beverages.





INTRODUCING HERONS CREEK

With timber as a primary economic resource, the district of Herons Creek was first settled by pioneering families in the late 1800s. Many of those early pioneering families are still represented by their descendants in the region.

Situated between the hinterland and the coast, Herons Creek is popular with young families and couples seeking an idyllic, rural lifestyle.

Today the region comprises more than 80 homes and encompasses an area of approximately 10 square kilometres.

In the shadow of Bago Bluff National Park and "The Rollover", the area is geographically bordered to the North by Bago Road, West by Cedar and Upper Cedar Creek, South West by Logans Crossing and East by Bobs Creek and Queens Lake. Cluleys Road and Miles Road also form part of the Herons Creek community, however they have been isolated from the township due to road closures as part of the Pacific Highway upgrade in 2006.

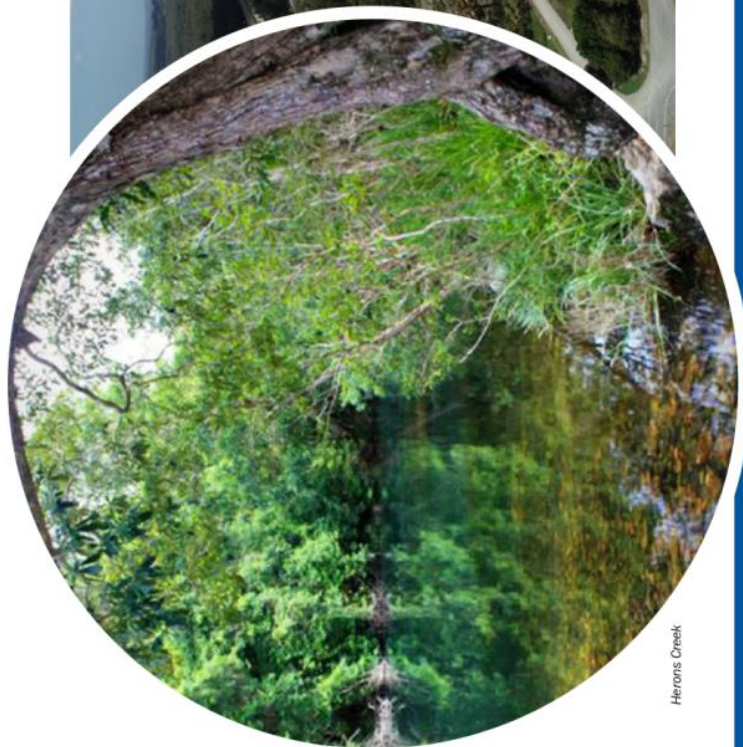
Hérons Creek has many significant landmarks one of the most notable being "Old Bottlebutt" a bloodwood tree inscribed on Australia's register of significant trees for its ancient and impressive girth. This Herons Creek treasure and nearby picnic grounds can be accessed via Bago Road.

Other "must do's" are the heritage and tourism trails having been expertly researched and coordinated by dedicated local volunteers to provide a lively, entertaining and insightful glimpse into the foundation of the district.

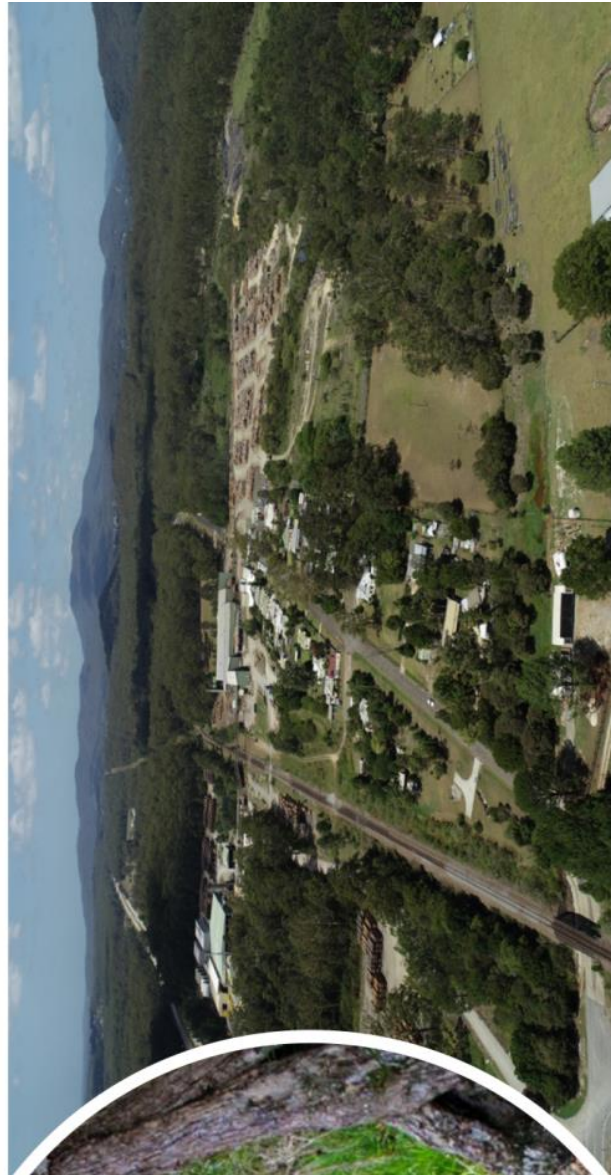
Currently there are three very popular trails: Pioneer Way, Village Way and Cedar Way. Future perseverance and funding will see the Cedar Way extended and two new trails established namely, The Great Northern Way and The Bago Way. All trails will contribute to highlight the significance and natural beauty of our district. With over 30 signposted points of historical significance, it is the largest heritage trail on the Mid North Coast.

Hérons Creek is host to a thriving primary school and the Heritage Community Chapel, which is a central venue for public events and non-denominational church services which are held monthly.

Patience, grace and intelligence are the characteristics of the Heron. Likewise, these virtues are embodied in those who call Herons Creek home.



Herons Creek



Herons Creek aerial view



INTRODUCING LORNE

Lorne is thought to have been named after a village in Scotland, by Major Innes who also had a sister named Lorne. The early settlers found the area to be heavily wooded land from which they had to carve out their farms, however the Lorne Valley proved to be very fertile.

The life of Lorne's early settlers was that of farming, sharing and exchanging crops with their fellow farmers, and a desire to clear and enlarge their land holdings. Many of these pioneering families have passed their properties down to their children and many of these are still owned by a member of the family.

Most of the farmers grew corn to feed their bullocks and cattle, and produced cream mainly for their own use. When the Butter Factory opened in Kendall in 1898, the farmers sent their excess cream there for processing. In 1946, the Butter Factory closed, which created a dramatic change for the farmers who needed to change their herds from milk-producing breeds.

Many farmers supplemented their income with post cutting, sleeper cutting and pole cutting. A number of farmers or their offspring operated bullock teams and many of them hauled logs to the Lorne and Kendall mills.



Lorne Valley
Macadamia
Farm

Lorne
Recreation
Centre

The road from Kendall to Comboyne began as a blazed trail, which was created by four men in 1886. Over the next few years, this became a much-used access route and during 1935, efforts were made to upgrade the trail to a gravel road and low-level bridge crossings.

Lorne School, which was known to the locals as Dewdrop School was established in 1895, to which students would walk or ride their horses. When this school closed in 1927, students would ride their horses to Kendall or Upper Camden Haven, and later on Lorne (1885-1975) or Dellward (1910-1975).



COMMUNITY GROUPS

Our communities are well known for our strong community spirit. This is built on the commitment of our passionate volunteers who come together to contribute to activities and services across a wide range of interests.

These community groups include:

- Kendall Community Centre
- Kendall Craft Co-Operative
- Kendall Tennis Club
- Kendall Community Boatshed
- Kendall Op-Shop
- Camden Haven Landcare
- Camden Haven PAH&I Society
- Weight Loss Support Group
- Camden Haven Pony Club
- Hastings Valley Dressage Club
- Camden Haven Showcase Society
- Kendall Blues Football Club
- Riding for the Disabled
- Kendall Heritage Society
- Kendall National Violin Competition
- Kendall Men's Shed
- Tactile Arts Group at Kendall Inc
- Mid North Coast Karate
- Herons Creek Heritage Community Chapel
- Lorne Rangers Craft Group
- Pilates at Lorne
- Kendall District Gardeners Group
- Fellowship of Australian Writers
- Lorne Rural Fire Brigade
- Camden Haven Rural Fire Brigade
- Kendall CWA

The Big Axe at the Kew Visitor Centre





COMMUNITY VIEWS

WHAT WOULD YOU LIKE YOUR AREA
TO BE LIKE IN THE FUTURE?



A happy vibrant community, flourishing agricultural food basket, innovative land management, indigenous land practices.



Families able to afford small blocks (e.g. 1-5 acres) to enjoy a quiet relaxed outdoor lifestyle.



To maintain Kendall's healthy community and village lifestyle as it is now. No large developments so there is no crowding of flats and aged care facilities. Keep this area rural and keep its natural surrounds.



Maintain the unique history identity of the town by restricting development.



Like it is NOW, uncluttered, uncongested, unpolluted and safe to walk without worrying about traffic. If we wanted to be nearer to services then we would go into nearby larger coastal towns. We would like Kendall to remain a small friendly communal environment without the noise and congestion of the larger centres



Continued community feel with continued local improvements whilst maintaining its quirky character.



GOALS AND ACTION PLAN

The vision for the Kew, Kendall, Lorne and Herons Creek communities indicates that residents enjoy their stunning natural environment and village atmosphere and take pride in their strong community spirit, rural lifestyle and unique history.

THE FUTURE OF OUR COMMUNITY

- Protecting our environment and biodiversity
- Creating community spaces for all where all ages can meet
- Celebrating and preserving our heritage and local stories
- Encouraging a sustainable and well-planned community
- Promoting economic growth
- Beautifying our villages
- Enhancing the entrances of our villages
- Being a well-connected community with safe roads and pathways



The following Action Plan summarises the priorities identified for the community and were derived from community requests and subsequent considerations by the CCAT.



WE
LIVE IN A
WELL-CONNECTED
COMMUNITY WITH
SAFE PEDESTRIAN
AND CYCLEWAY
LINKAGES AND
SAFE ROADS

OBJECTIVE 1.1: SAFE PEDESTRIAN AND CYCLE LINKAGES TO COMMUNITY SPACES AND RESERVES

ACTION 1.1.1. Construct a shared pathway - Schools - connecting Kendall with Lakewood and Laurieton including a footpath from Kew to Kendall (wheelchair-friendly)

TOP
PRIORITY

ACTION 1.1.2. Improve steep footpath section between Kendall Bottle Shop and takeaway shop

ACTION 1.1.3. Improve access from Comboyne Street to Kendall Services Club (e.g. by installing steps and handrail)

ACTION 1.1.4. Ensure wheelchair access to footpaths and walkways

ACTION 1.1.5. Construct a footpath along Albert Street to Kendall Showground

ACTION 1.1.6. Investigate options for a safe crossing from Kendall Op-shop to Kendall Services Club and tennis courts

ACTION 1.1.7. Construct a safe pedestrian walkway in Laurel Street from Batar Creek Rd to the Church, then from Jackson St to the Post Office

OBJECTIVE 1.2: A SAFE ROAD AND WELL-MAINTAINED ROAD NETWORK

ACTION 1.2.1. Review the intersection Jackson St / Albert St / Comboyne St to minimise safety concerns

ACTION 1.2.2. Improve road and pathway from Graham Street to Kendall Public School

ACTION 1.2.3. Investigate options for heavy industrial traffic bypass from Herons Creek to Pacific Highway

ACTION 1.2.4. Undertake investigations to ensure B-double and other heavy traffic from nearby subdivisions are not routed through the town centres of either Herons Creek or Kew

ACTION 1.2.5. Consider Cedar Creek bridge as priority for replacement

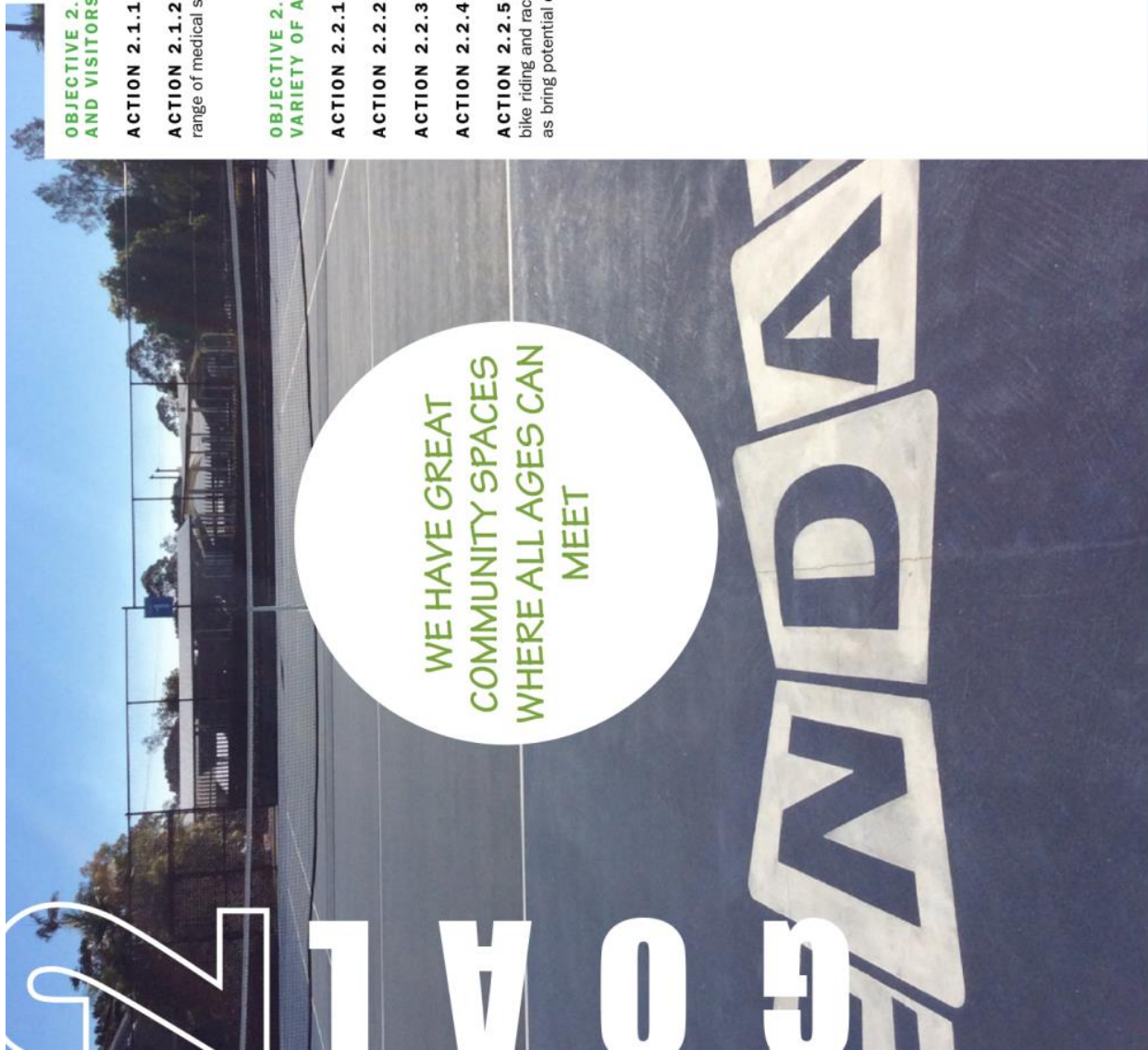
ACTION 1.2.6. Investigate options to raise Old Mill Road bridge in Herons Creek above flood levels

ACTION 1.2.7. Create a more defined Comboyne and Graham Street boundary leading west from the railway, through the planting of low-maintenance vegetation and including clearly signposted entry and exit points to the Kendall Co-Op car park

OBJECTIVE 1.3: IMPROVED PUBLIC TRANSPORT NETWORK

ACTION 1.3.1. Improve public transport service to connect the villages Kew, Kendall, Herons Creek and Lorne with surrounding communities, Port Macquarie, Laurieton and Bonny Hills (e.g. by establishing an express bus)





OBJECTIVE 2.1: CREATE A SAFER ENVIRONMENT FOR THE COMMUNITY AND VISITORS

- ACTION 2.1.1.** Upgrade the Kendall skate park and children's skate park
- ACTION 2.1.2.** Work with relevant stakeholders to advocate for, and establish access to a range of medical services within the local area

OBJECTIVE 2.2: CREATE NEW PUBLIC OPEN SPACES THAT PROVIDE A VARIETY OF ACTIVITIES FOR A RANGE OF AGES AND ABILITIES

- ACTION 2.2.1.** Construct additional tennis courts TOP PRIORITY
- ACTION 2.2.2.** Reuse old tennis courts for a skate park or children's playground TOP PRIORITY
- ACTION 2.2.3.** Establish an Equestrian / Event Centre at Kendall Showground
- ACTION 2.2.4.** Create an open/green space to the west of Kew village
- ACTION 2.2.5.** Explore additional recreational activities for the local area e.g. mountain bike riding and racing tracks, that would contribute to the liveability of the communities as well as bring potential economic benefits





OBJECTIVE 3.1: PROTECT AND MAINTAIN OUR WATERWAYS AND RESERVES

- ACTION 3.1.1.1.** Install a sheltered seating area and rubbish bins at Kendall Park
- ACTION 3.1.1.2.** Advocate for 6-monthly community consultations together with Boral, Council and residents in order to receive updates on feasibility study and future planning (The CCAT recommends that a Boral employee will be nominated for community liaison)
- ACTION 3.1.1.3.** Following Council's development of a Coastal Management Plan for the Camden Haven catchment, develop an ongoing education program to improve communication about the water quality of the Camden Haven waterways

OBJECTIVE 3.2: CONSERVE OUR NATURAL FLORA AND FAUNA AND THEIR HABITATS

- ACTION 3.2.1.1.** Maintain and improve native vegetation including the regeneration of trees to support key native species (flora and fauna) whilst balancing farming and residential needs
- ACTION 3.2.1.2.** Develop and promote a well sign-posted network of bush walking and cycling trails including trails that acknowledge our Aboriginal and European heritage





OBJECTIVE 4.1: RETAIN KENDALL'S AND KEW'S VILLAGE CHARACTER
Provide funds for and paint murals on existing buildings

OBJECTIVE 4.2: PRESERVE AND CELEBRATE OUR RICH HISTORY

ACTION 4.2.1. Preserve historical records and reprint historical books from and about this area

ACTION 4.2.2. Investigate funding for restoration and repair of historical places and buildings

ACTION 4.2.3. Install Nancy Bird Walton replica at the iKew Centre

ACTION 4.2.4. Investigate ways to profile the many characters and stories that have contributed to the history of the Kew, Kendall, Herons Creek and Lorne communities

OBJECTIVE 4.3: WELL-PLANNED DEVELOPMENT IN ALIGNMENT WITH VILLAGE CHARACTER

ACTION 4.3.1. Upgrade Kew Main Street

ACTION 4.3.2. Beautify the roundabouts at the Bago Road intersection

ACTION 4.3.3. Beautify entrance of Kendall Showgrounds from Batar Creek Rd

ACTION 4.3.4. Provide regular updates on amendments to the Local Environment Plan (LEP)

ACTION 4.3.5. Develop local character statements for Kew, Kendall, Herons Creek and Lorne to inform local planning documents

ACTION 4.3.6. Explore opportunities to develop economically-viable smallholdings to encourage local food production and eco-tourism

OBJECTIVE 4.4: VISUAL APPEALING CHARACTER OF OUR VILLAGES AND ENTRANCES

ACTION 4.4.1. Beautify southern entrance of Kew (including roundabout)

ACTION 4.4.2. Beautify Kendall Main Street

OBJECTIVE 4.5: ENRICH OUR COMMUNITIES THROUGH EXPERIENCES THAT EMBRACE AND CELEBRATE OUR DIVERSE AND UNIQUE ARTS AND CULTURE

ACTION 4.5.1. Continue to develop and promote our communities' cultural activities and programs which reflect local aspirations and identity, and encourage community participation and economic wellbeing

ACTION 4.5.2. Partner and collaborate with businesses, arts sector organisations and all levels of government to drive and strengthen our cultural assets, programs and facilities

44 PORT MACQUARIE-HASTINGS COUNCIL

45 KEW, KENDALL, HERONS CREEK AND LORNE



MOVING FORWARD

The region in which Kew and Kendall are located is rapidly changing. Port Macquarie-Hastings Council's Urban Growth Management Strategy identifies that population growth in the area will be strong, impacted by growing population areas to the west in Kendall and the Lorne Valley and additional land to the east zoned for residential purposes, only 800 metres from the main Kew town centre.

New housing subdivisions are under construction in Kew and within Kendall itself, new housing subdivisions are proposed such as a 280-lot manufactured housing estate at 79 Batar Creek Road.

Kew is the southern gateway to the Camden Haven and a gateway for many tourists travelling west to the picturesque hinterland of Comboyne and beyond.

A number of key plans and projects have already been identified for these communities which are outlined on the following pages.

Council will continue to work with the community to prioritise and seek funding for the delivery of the various elements identified in each of these Plans.



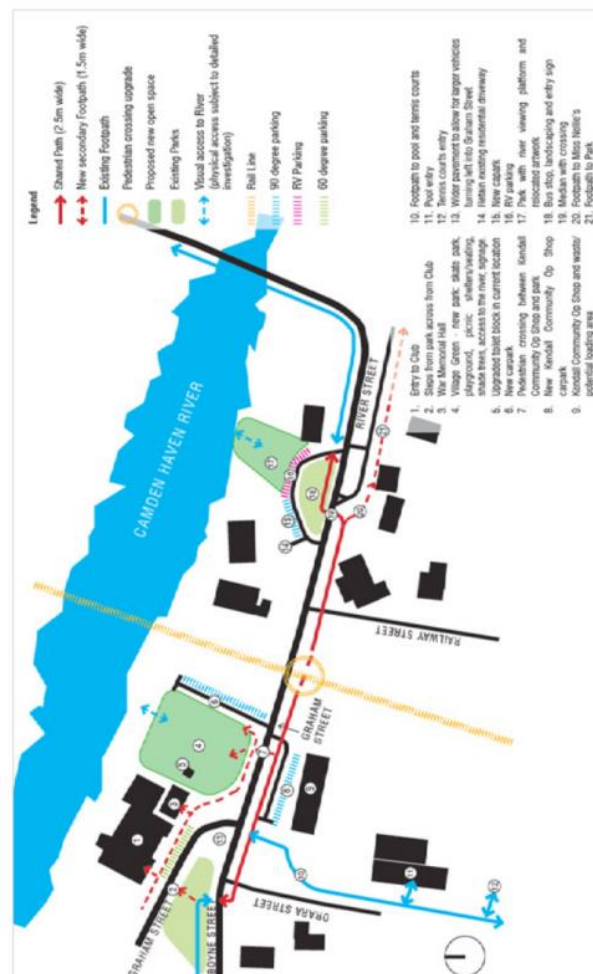
CONCEPT PLAN FOR KEW MAIN STREET MASTER PLAN

The project will improve the beauty, functionality, accessibility and safety of Kew through upgrades to roundabouts, pedestrian crossings, car parks and the landscape at various locations within the town centre and main roads in accordance with the Council's Kew Main Street Plan (2010), the revised concept MasterPlan (2018) and the detailed MasterPlan being developed in 2019/2020 in consultation with the local community including the Kew Business Group.

In 2018, \$1,600,000 funding was approved for the project, which is being funded by the Federal Government's Building Better Regions Fund (\$800,000) with matched funding by Port-Macquarie-Hastings Council (\$800,000).



Draft Concept Design as per 2010 Kew Main Street Plan



Draft Concept Design as per 2017 Kew Main Street Plan

CONCEPT PLAN FOR KENDALL MAIN STREET MASTER PLAN

In December 2016, Port Macquarie-Hastings Council engaged an external consultancy to prepare a Concept Plan for Kendall's Main Street. Main Street is defined as the section of River Street and Graham Street between the bridge over the Camden Haven River and the intersection at Comboyne Street.

The intent of the Concept Master Plan is to develop a strategy to redevelop the main street to improve traffic flow and movement, activate the main street by creating more useable areas, make walking and cycling more convenient, and improve the street's visual amenity.

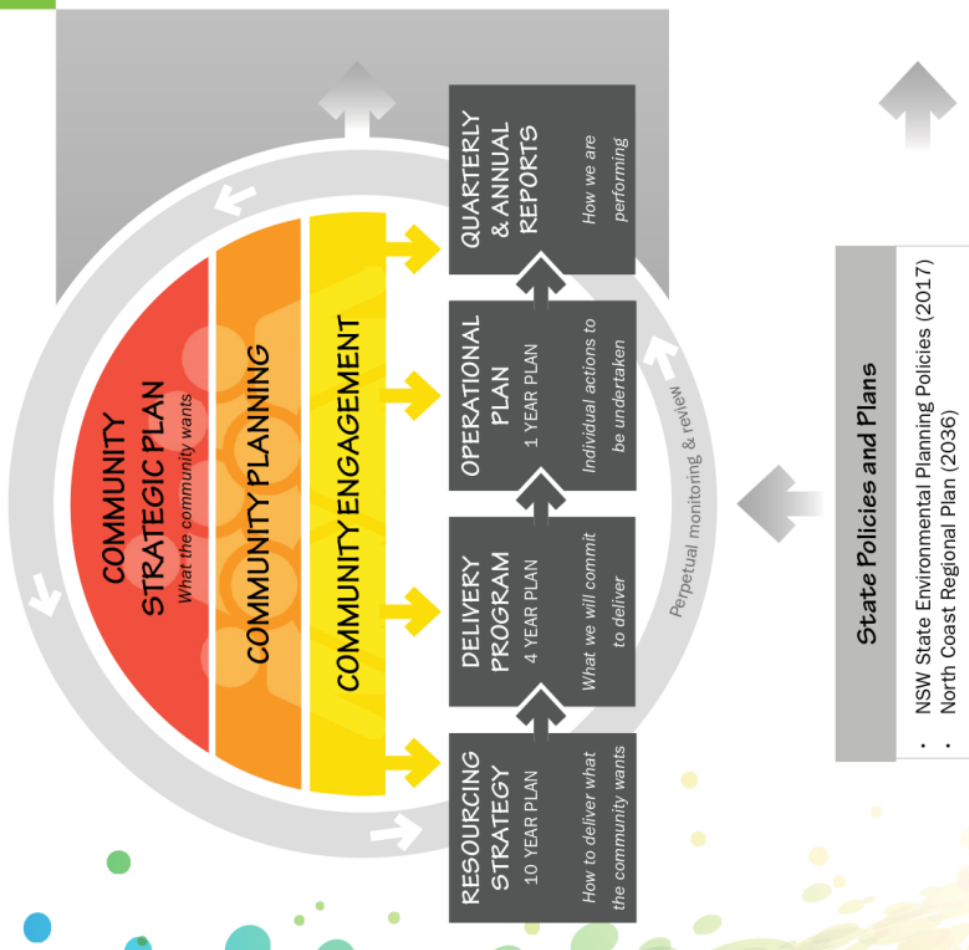
When considering improvements to Kendall's Main Street, the study identified that although Kendall may retain its village character, over time it will support a larger population base. This will result in an increase in demand for local community and commercial facilities, and an attendant increase in traffic.

Focus areas identified in the Concept Master Plan include:

1. Road planning
2. Pedestrian movement
3. Car parking
4. Community facilities
5. River access
6. Landscaping, and
7. Wayfinding signage

APPENDIX A: COUNCIL'S STRATEGIES,
POLICIES AND PROJECTS

ENGAGEMENT & PLANNING CYCLE



A number of Council's strategic and planning documents are intrinsically linked to the development of Community Planning in the region. Some of these key documents are shown below.

PORT MACQUARIE-HASTINGS COUNCIL DOCUMENTS

Natural & Built Environment	Community Life	Leadership & Governance	Business & Industry
<ul style="list-style-type: none"> • Pedestrian Access and Mobility Management Plan (2015 & 2017) • Integrated Water Cycle Management (WCM) Strategy (2020)² • Urban Growth Management Strategy (2017 - 2036) • Recreation Action Plan (2017 - 2025) • Local Environmental Plan (2011) • Biodiversity Strategy (2017-2030) • Development Control Plan (2013) • Draft Coastal Koala Plan of Management (2018) • Koala Recovery Strategy (2018) • Bike Plan (2015) 	<ul style="list-style-type: none"> • Cultural Plan (2018 - 2021) • Art in Public Places Policy (2002)¹ • Community Inclusion Plan (2020 - 2021)² • Disability Inclusion Action Plan (2017 - 2021) 	<ul style="list-style-type: none"> • Community Engagement Policy and Strategy¹ • Commercial Business Units Plans • Local Strategic Planning Statement² 	<ul style="list-style-type: none"> • Economic Development Strategy (2017-2021) • Greater Port Macquarie Destination Management Plan

1 - Updated Plan under development
2 - Under development



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PORT MACQUARIE-HASTINGS
COUNCIL

Rollands Plains Community in collaboration with



PORT MACQUARIE-HASTINGS
COUNCIL

Rollands Plains



C O M M U N I T Y
P L A N

MAY 2020

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FOREWORD

ACKNOWLEDGMENT OF COUNTRY

The Rollands Plains Community acknowledges the Birpai people as the traditional custodians of the land. We pay our respects to Elders both past and present and extend that respect to all other Aboriginal and Torres Strait Islander people.



FROM THE MAYOR, PETA PINSON

I am delighted to present the Rollands Plains Community Plan which sets out the vision, goals and priorities for improving the quality of life for residents of Rollands Plains for the next five to ten years. The Plan recognises that the community values the natural environment, aspires to be a safe and connected place to live and visit, offers numerous recreational and tourism attractions and is a region that sustainably plans for future growth. The community of Rollands Plains are resilient and supportive people who work hard to grow community and promote inclusiveness.



FROM THE COMMUNITY REPRESENTATIVES OF THE COMMUNITY-COUNCIL ACTION TEAM

The Rollands Plains Community - Council Action Team have taken this opportunity to inform Council of our natural beauty, connectivity and history. We band together in adversity, relish the past and embrace the future. This Community Plan will lead the way for the future of Rollands Plains, and reflects what we love, what we want to protect and what we will need for continued prosperity and wellbeing.



OUR

The Vision for the Rollands Plains area was created through input from the community in 2019 through to early 2020 via community surveys and meetings. Rollands Plains is a passionate community with long Indigenous and European histories, which are valued and inform our lives. The Rollands Plains community delights in, and respects the natural environment and wildlife. It is a unified and well-connected community.

VISION

TO RESPECTFULLY AND
SUSTAINABLY DEVELOP
AGRICULTURAL AND TOURIST
INDUSTRIES, AND PROVIDE FOR
THOSE WHO PURSUE A RURAL
LIFESTYLE WHILE STILL NEEDING
TO WORK IN THE NEARBY TOWNS.
NEW RESIDENTS ARE WELCOMED
INTO A TOLERANT AND
ACCEPTING SOCIAL FABRIC.



WHAT IS COMMUNITY PLANNING?

The Port Macquarie-Hastings Local Government Area is home to a number of vibrant towns, villages and communities, each with its own unique history, character, urban amenity, community and vision for the future. The communities also have common threads in their past, present and the opportunities and challenges that each will face in the future.

At the heart of Community Planning is a dynamic and participatory process that allows communities to have voices heard and enables them to identify priorities and actions to achieve their vision - the responsibility of which will be shared between the community and Council.

Developed in partnership between Council and the community, a Community Plan guides Council investment for the next 5 - 10 years.

This Plan is a community-led blueprint, which highlights what is special or unique about the area and reflects community aspiration, strengths and vision for the future.

Ongoing community planning is seen as the key to developing a strong partnership between Council and community so that we:

- Understand what our communities value;
- Understand the issues and priorities for each community;
- Better incorporate these priorities into Council's planning framework;
- Work together to deliver the identified priorities.

The Rollands Plains Community Plan evolved from:

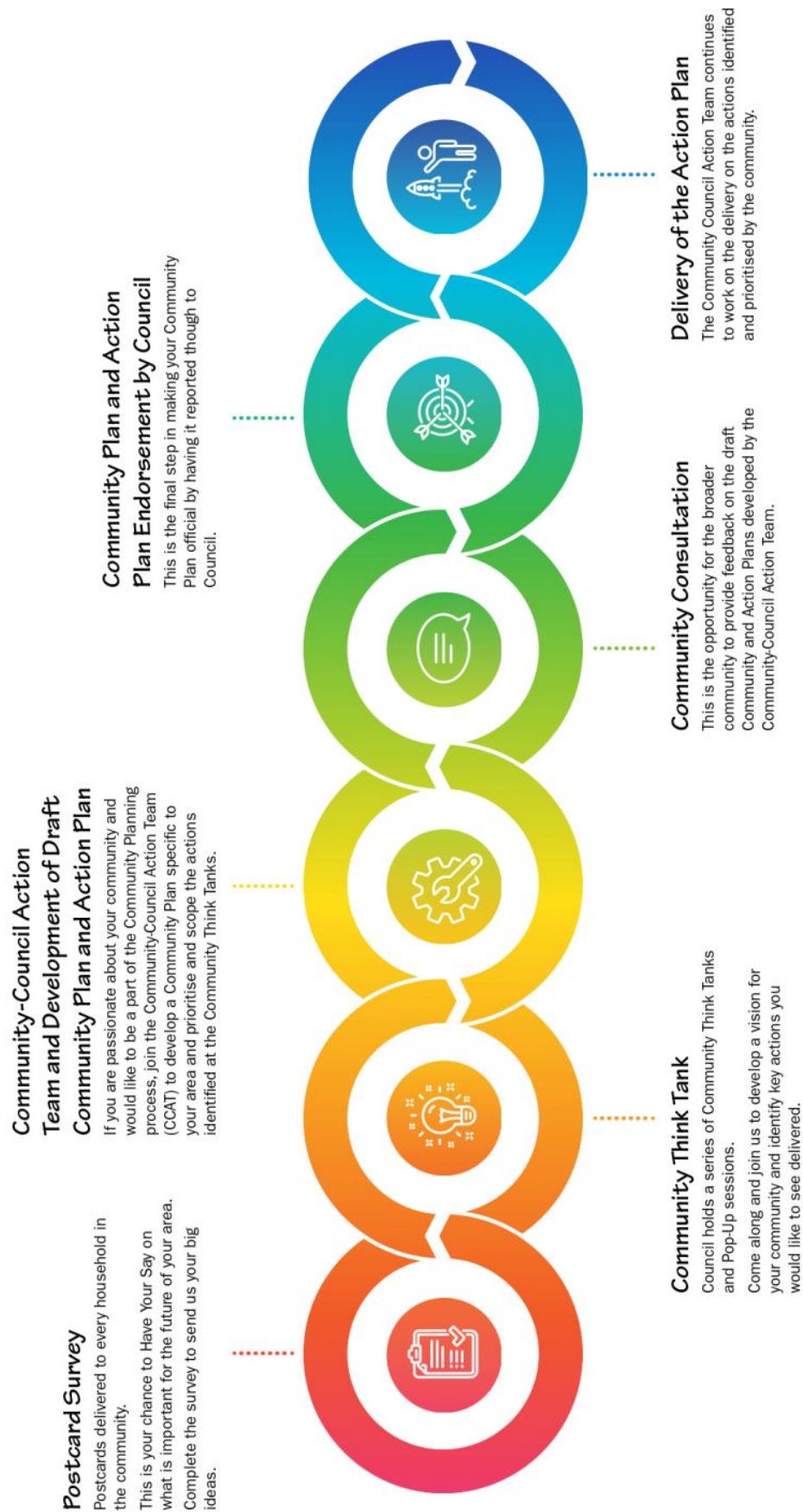
- An online and postcard survey in May 2019
- Two Council-coordinated Think Tank workshops at which community members identified and prioritised values, issues and opportunities for Rollands Plains now and in the future.

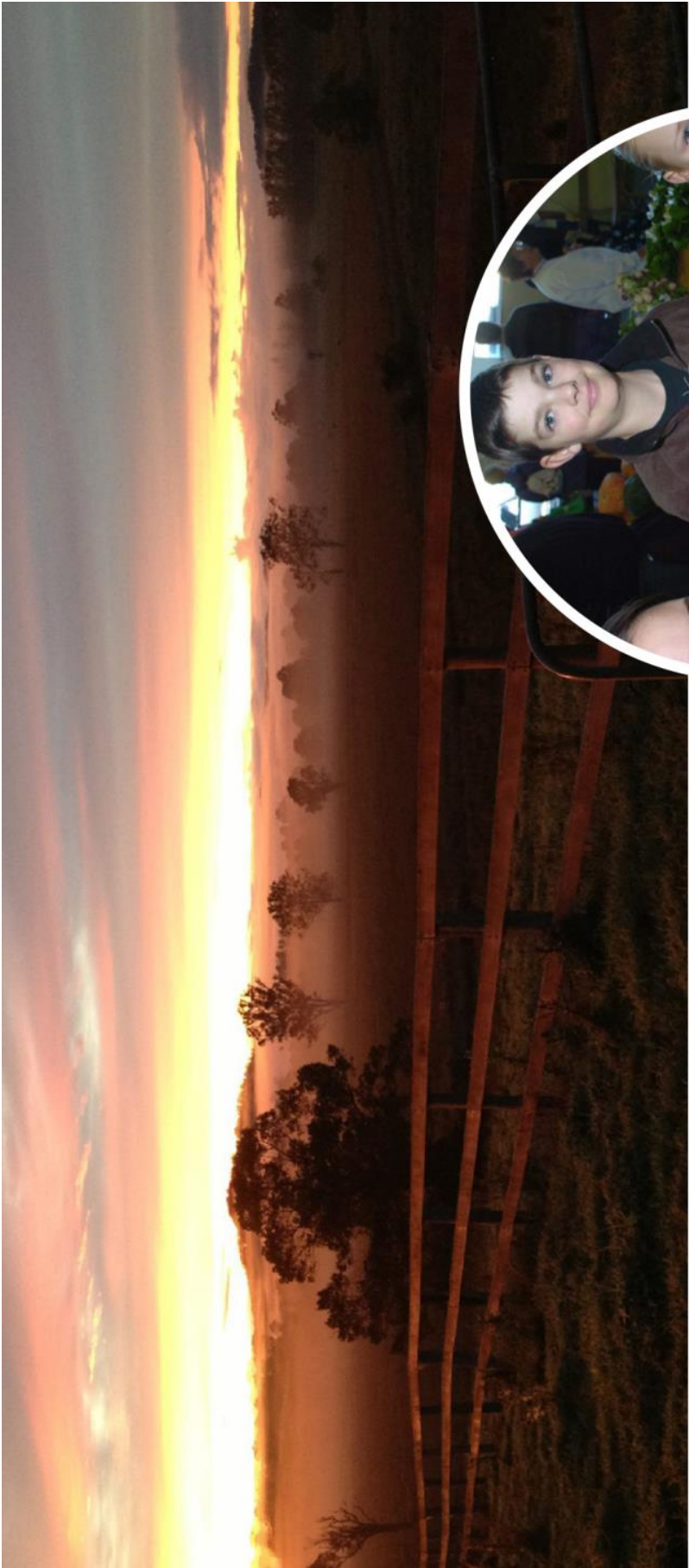


In October 2019, a Community-Council Action Team (CCAT) was formed to further develop the Community Plan and to prioritise and ensure delivery of the identified actions. The CCAT was made up of representatives from the Rollands Plains Community Group and the broader community.

Thanks to: Janette Jones, Neil Jones, Judith Farrand, Mark Farrand and Phillip Morton.

COMMUNITY PLANNING PROCESS





WELCOME TO ROLLANDS PLAINS

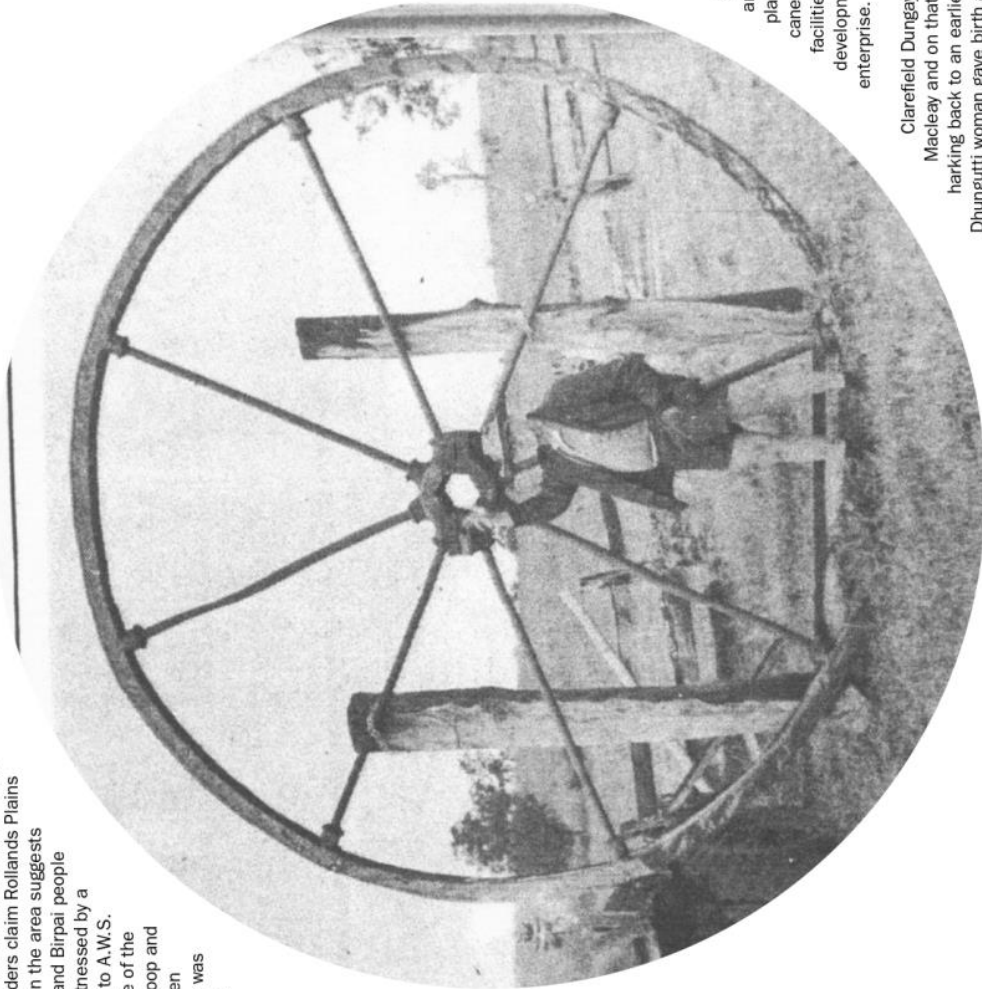
As you emerge out of the State Forest or meander along the Wilson River into this fertile, historic valley or if you choose to picnic and explore our hinterland, you will understand why there are families that have been here for five generations. Many from our cities and inland still join us, for its beauty, connectivity, lifestyle and tranquillity. Many join in events like our Ladies Luncheons, community barbecues at our sports ground in summer, one pot dinners in our hall in winter or working bees to improve our facilities. Anyone is welcome. Everyone participates and others join us from all over the Hastings.

THE HISTORY OF ROLLANDS PLAINS

Rollands Plains has for many thousands of years been border country between the Dhungutti, largely of the Macleay River Valley and the Birpai, largely of the Hastings and Manning River Valleys. Birpai elders claim Rollands Plains as their own but activity of Dhungutti people in the area suggests a shared region. A battle between Dhungutti and Birpai people occurred in the late 19th Century and was witnessed by a young James Workman who related the story to A.W.S. Mackay. The battle occurred on the north side of the Wilson River near the intersection of Littles Loop and Clarefield Dungay Creek Roads. A duel between spear throwing warriors took place until there was an injury and the matter then appeared to be settled.

Aboriginal families survived the disease and dislocation from their land during early settlement and some engaged in successful farming enterprises after World War One saw the last land held by Birpai people in Rollands Plains taken from them.

Since the arrival of Europeans in Port Macquarie, Rollands Plains has had a strong influence on agriculture in the Port Macquarie-Hastings Local Government Area (LGA). Captain John Rolland, the then Commandant of the Penal Colony, named the area Rollands



Inset Photo: Frank Little and a fly wheel used in sugar cane crushing in the early 19th Century)

Plains after being shown fertile, cleared flats along the Wilson River by a trusted convict named Oliver in October 1824. Capt. Rolland reported 2,000 acres of cleared land suitable for agriculture. These clearings were the result of Birpai land management that permitted the quick conversion to European farming methods of the time.

The Rollands Plains Agricultural Establishment was formed and, by 1826, 294 acres of wheat, 200 acres of corn, 66 acres of Sugar Cane were planted. Subsequent to 1826, due to poor bookkeeping, no wheat had been sown, and after the 1826 crop, no maize had been planted. In future years a great deal of sugar cane was planted and mills and processing facilities established. This had a chequered development and frosts ultimately put paid to the enterprise.

Clarefield Dungay Creek Road links Rollands Plains with the Macleay and on that road is a site called the "wheat paddock" harking back to an earlier era and role for Rollands Plains. A young Dhungutti woman gave birth at Clarefield, an excellent property of river flats on the Wilson River. The young woman then walked with her newborn



Cogo Public School at Upper Rollands Plains early 1940's before its move to "Tilbuster" in 1941 and renamed Rollands Plains Upper Public School (Stewart Handbaker)

baby back to the Macleay. This son was named Clarefield Dugay. In the 1800's and early 20th century Birpal people worked their own land and worked for others. An early settler, Alexander Gamack was an early supporter of Aboriginal people.

In 1827 Archibald Clunes Innes was granted land in Rollands Plains and with that the European settlement of the valley took hold. Early landholders' names were Freeman, Fahey, Wilson, Halliday, Gamack, Writers and Rowsell. Descendants of these early settlers still live in the Plains. Later names of longstanding are also still here. Thompson, Mackay, Noakes, Tubman, Avery, Ward remain with descendants of the Myhill, Trotter, Workman, Spokes and Little families.

Greater Rollands Plains is made up of a number of localities – Ballengarra, Rollands Plains, Bril Bri, Upper Rollands Plains and Marlo Merrican.

Schools began early in the history of Rollands Plains and existed at a number of sites including Cogo Lane at the top of the valley, a school at Eugowra and a full blown Public School at Doyle's Road at Ballengarra, another near the Pop Hole, Cogo Public School, later moved to the present site of the Rollands Plains Upper Public School. The latter is the only one remaining and boasts two permanent teachers with a great reputation for providing to the needs of our community.

The historic village of "Bonnie Doon" at Ballengarra boasted a hotel, two bakeries, two blacksmiths, Post Office, two General Stores and eight houses. Nearby were two churches and it is said a horse racing track, a golf course and a cricket oval. The Post Office was still run by Ian Reid and his wife until the 1980's.

Ballengarra Bridge on the Wilson River destroyed by flooding in 1968



Hay harvesting at Clarefield in the 1930s



Frank Weidenbohm's bullock team 1948



Crossing the Wilson River at the Pophole prior to WW2 (Andrew Mackay)



The late 1970's and early 1980's saw subdivision in the Marlo Merrican locality lead to a sudden growth in population. Later this was also to occur more gradually in the Brii Brii locality as "Free changers" made their way into this beautiful part of the world. The land is less for full scale agriculture and now more lifestyle and hobby farm blocks. A new generation now drives to work in the towns rather than on the property.

Deregulation of the milk industry in the 1990's saw great pressure on local farms and those that remain are small in number but large in herd sizes. High quality, fresh milk is still a major export out of the Rolloids Plains region. The conversion to concrete sleepers in rail transport has seen the disappearance of the local sleeper cutter trade accordingly.

Rolloids Plains Recreation Reserve, in the heart of Rolloids Plains, boasts a Community Hall built in 1960, from funds raised by the residents, to replace the termite damaged Hall built in 1903.

Also there is a fine Showground including a modern all-steel Canteen and two arenas with holding pens, a tennis court and walking tracks. Visitors can camp in the grounds and take advantage of hot showers in the amenities block. These facilities are on Crown Land which is managed by a local Land Manager committee of up to seven persons.

In the past these grounds were used for the famous Rolloids Plains Rodeo which was an event that saw the best of rough riders participate. Championship Camp Drafting would take place the day before and events were fiercely contested. The breaking up of large properties and the absence of beef herds makes the traditional sports less likely to be revived. Now the arenas are used for a growing number of horse events and with constant improvement to the facilities, they will become a part of a substantial regional equine facility.

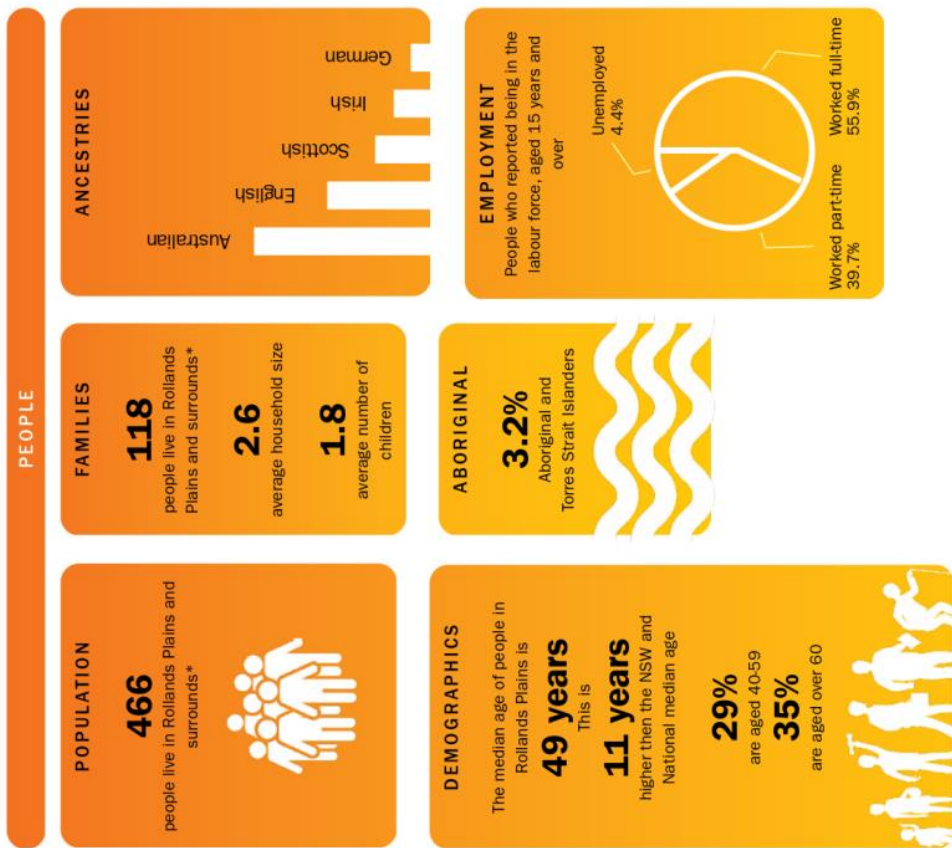
The Rolloids Plains School of Arts is a building held with great pride by the community. It is the venue of many different activities but most especially the annual "Christmas Tree". At this time the local school, Rolloids Plains Upper Public School puts on a fabulous display of dramatic and musical skills with a brief presentation of awards. To cap it all off Santa and Mrs Claus arrive to bring gifts for the children. All generations of residents enjoy the festivities.

The Pop Hole on the Wilson River at Clarefield Dungay Creek Road is also a site, floods willing, of a Christmas Eve get together of the community where families get together including the young ones who have moved away for work. It is now a well-established tradition over some decades.

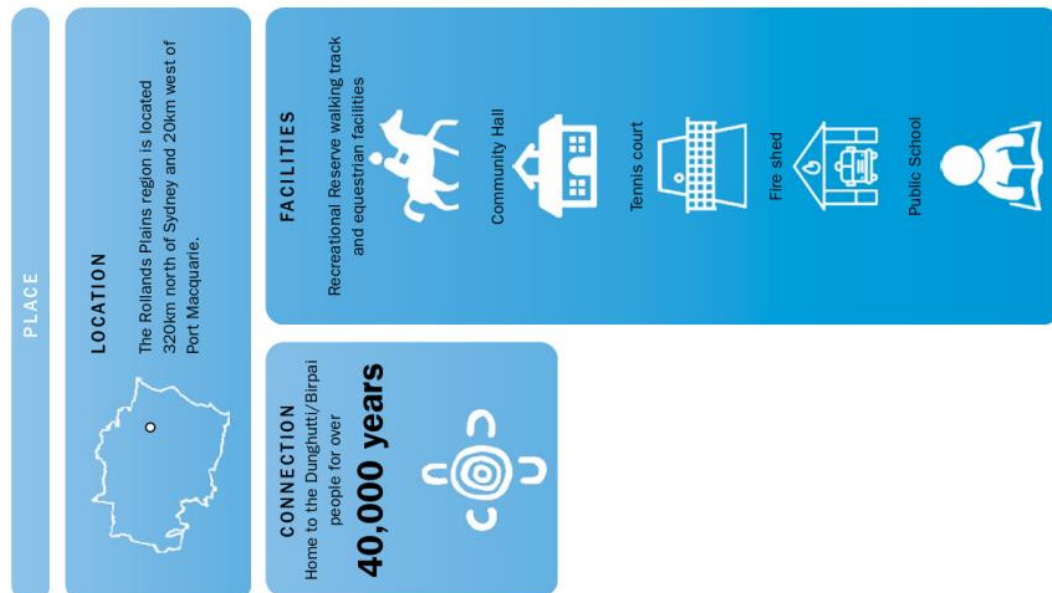


COMMUNITY PROFILE

Information used has been sourced from
- 2016 Census of Population and Housing: Australian Bureau of Statistics

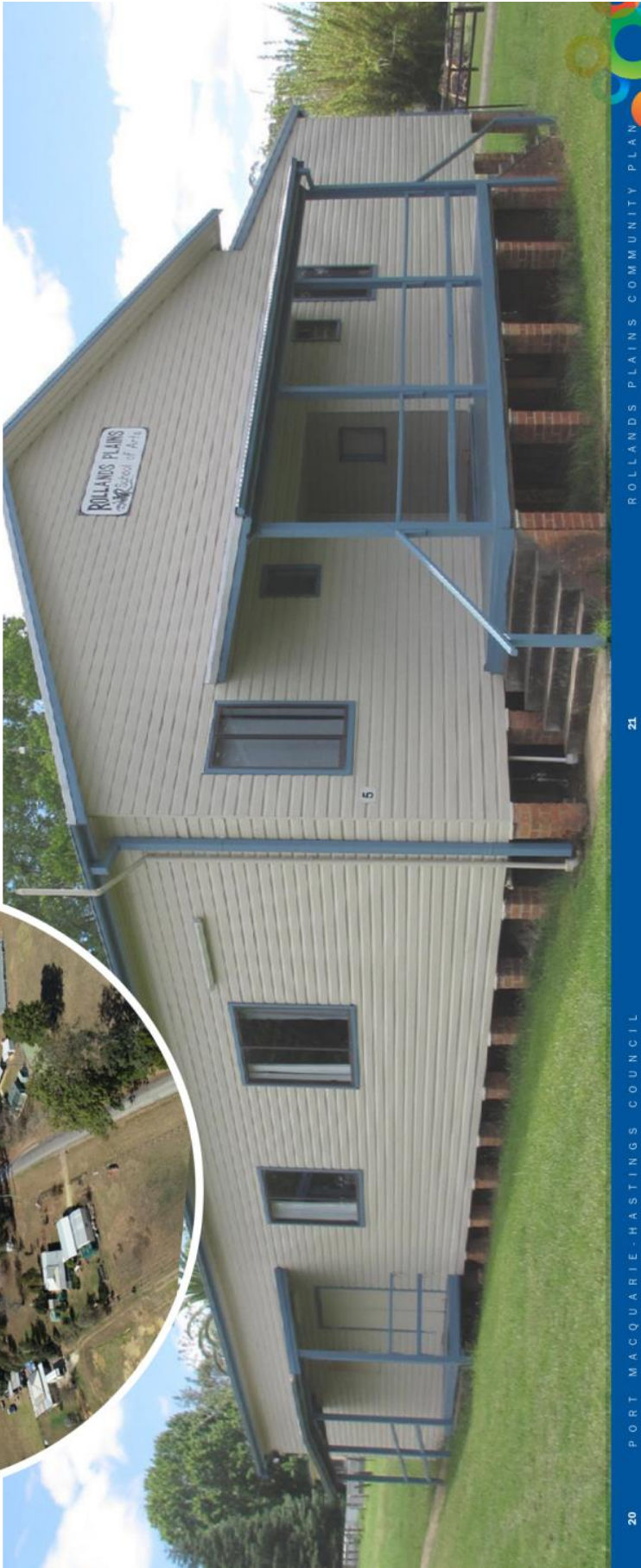


*Surrounds includes Mario Merrican, Upper Rolland Plains and Ballengarra



FUTURE FOCUS

- To further develop and build on our existing community facilities.
- To improve the safety of our residents and visitors by continually improving our roads and bridges.
- Build our community connectedness through regular events and opportunities for social interaction.
- Increase signage from highway and within Rollands Plains to highlight the regions assets to locals and visitors.





COMMUNITY VALUES

The Rollands Plains Community consists of a range of people from families that go back 5 generations as well as many newer residents. All love the natural beauty and relaxed atmosphere of the area. There are people who are keen farmers and others who are more interested in the lifestyle.

Residents tend to have a can-do attitude that results in people doing things for themselves. A lot of volunteer hours have been put into the area by maintaining community facilities such as the Hall and the Recreation Ground. The local Landcare organisation



have also improved the natural environment by weeding and planting native trees. Our regular monthly shared meals at the local hall or recreation ground are an easy way for people to meet other residents. Monthly ladies lunches at different people's houses, provide an opportunity for people to get to know more about your neighbours.

The Community Group aims to represent the whole community and bring them together to provide local assets and activities.

The local Fire Brigade consists of volunteers who help protect people's properties and educate people about fire related issues.

Generally we are a caring sharing community that come together especially in times of crisis.

An example of this was when the Rollands Plains Community and other supporters rallied together to provide food for the hard working fire fighters who had been battling the extensive fires that have burnt a huge area of Rollands Plains. The local Recreation Grounds was the feed station and provided a safe haven for local residents. It functioned for over 2 weeks. There were a number of families with children accommodated. There were three children's birthday parties conducted at the grounds. The last one included a jumping castle. As

school did not function for about 10 days this helped to shield the children from the effects of the fires.

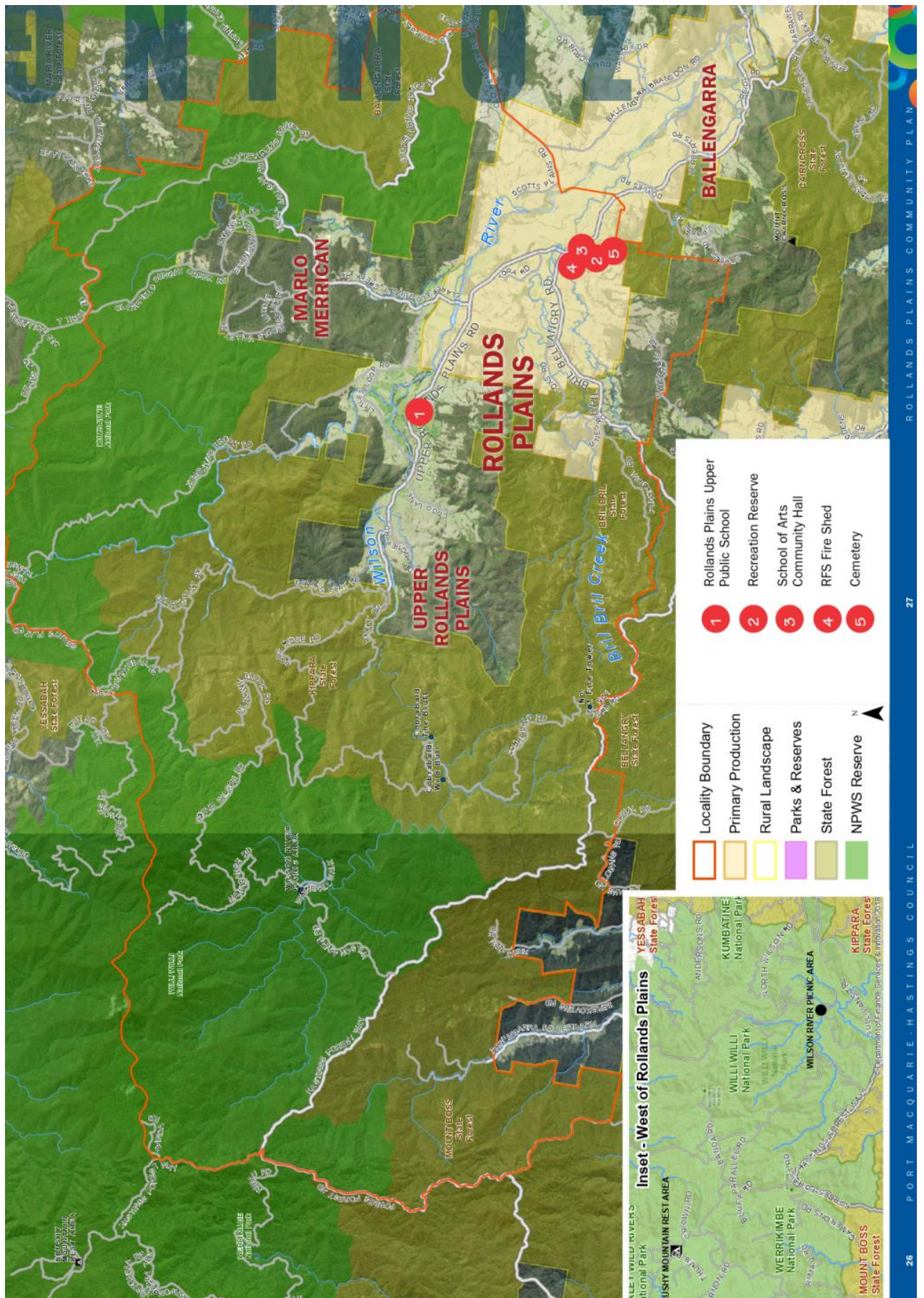


We hope we do not have to face this again but we are making sure that we can provide the best assistance for our residents and helpers if we do.

The community stays in contact using Facebook and a community newsletter:

- What's On in Rollands Plains
- Rollands Plains Trust
- Rollands Plains Community
- Rollands Plains Review





GOALS AND ACTION PLAN

The vision for Rollands Plains indicates that residents enjoy their stunning natural environment, connectedness and local history. The residents look forward to seeing their community grow while still retaining their peaceful rural lifestyle through planned and sustainable development.

The goals encompassed in this vision include:

- A Safe and Well Connected Community
- Mindful and Sustainable Development
- Thriving Agri-business and Tourism
- Treasured Natural Environment



The following Action Plan summarises the priorities identified for the community and were derived from community requests and subsequent considerations by the CCAT.





OBJECTIVE 1.1: TO BE A CONNECTED COMMUNITY

ACTION 1.1.1: Develop a series of recruitment strategies for the Rollands Plains Community Group to ensure the sustainability of the group into the future.

ACTION 1.1.2: Design a community information board/box for installation at the Rollands Recreation Reserve.

ACTION 1.1.3: Conduct an audit of property numbering to ensure it is clear and visible for emergency services, etc.

ACTION 1.1.4: Consult with community and stakeholders regarding improvement and enhancement of the ANZAC memorial.

ACTION 1.1.5: Review and collate suggestions for improved access to, and maintenance of, the historic cemetery.

ACTION 1.1.6: Gauge community interest for a 'Park & Ride' facility at Telegraph Point.

ACTION 1.2.7: Gauge community interest on the need for a weekly GP service for Rollands Plains residents.

OBJECTIVE 1.2: INCREASED RECREATIONAL OPTIONS FOR CHILDREN AND FAMILIES

ACTION 1.2.1: Identify a site and consult with community members on ideas for a new playground in the grounds of the Rollands Plains Recreational Reserve.

ACTION 1.2.2: Actively seek funding for installation of a new playground at the Rollands Plains Recreation Reserve.

ACTION 1.2.3: Identify a site and consult with community on a design for a barbecue area in the Rollands Plains Recreational Reserve, which will enhance social interaction of families and visitors.

ACTION 1.2.4: Actively seek funding for the installation of a new barbecue area at the Rollands Plains Recreation Reserve.

ACTION 1.2.5: Design a walking/cycling track within the Rollands Plains Recreational Reserve to allow residents and visitors to easily participate in safe and healthy activities.

ACTION 1.2.6: Actively seek funding for the installation of a walking/cycling track at the Rollands Plains Recreational Reserve.

ACTION 1.2.7: Identify a site and consult with the community on the design of a sheltered outdoor community space to allow for more frequent social interaction and functions (e.g. Rollands Recreation Reserve).

ACTION 1.2.8: Actively seek funding for the installation of a sheltered outdoor community space at the School of Arts Hall.

ACTION 1.2.9: Gauge community interest for a skate/scooter park for Rollands Plains.





Photo: Beci Dobaczewski

OBJECTIVE 2.1: TO ENSURE FUTURE GROWTH IS COMMUNITY FOCUSED

ACTION 2.1.1: Identify future infrastructure needs for our growing community, e.g. extension of Rural Fire Service, extension of the canteen at the Recreation Reserve, accessible amenities at the community hall, etc.

ACTION 2.1.2: Actively seek funding for our growing community's infrastructure needs.

ACTION 2.1.3: Ensure all community infrastructure is physically accessible by the wider community through mindful design and/retrofitting of facilities.

ACTION 2.1.4: Actively seek funding to ensure all community infrastructure is physically accessible by the wider community.

OBJECTIVE 2.2: SAFE ROADS

ACTION 2.2.1: CCAT members, the Rollands Plains Community Group and residents of Rollands Plains will continue to advocate for improvements to all roads in Rollands Plains.

ACTION 2.2.2: CCAT members, the Rollands Plains Community Group and residents of Rollands Plains will continue to advocate for the sealing of Brill Road (5.9kms towards the forestry boundary).

ACTION 2.2.3: To advocate for the raising of creek crossings in Marlo Merrican and on Brill Road by one metre to make travel to and from work, school and businesses safer for residents and visitors. A plan of action will be set during 2020.

ACTION 2.2.4: Advocate for increased frequency of roadside vegetation management (particularly Brill Creek Bridge, Bottlebrush Creek Bridge, Wilson River Bridge at the Pop Hole) to enable safer motoring for residents and visitors.

ACTION 2.2.5: Explore the feasibility of road line marking on Rollands Plains roads to improve driver behaviour and safety particularly on crests and curves.

ACTION 2.2.6: Approach Australia Post regarding locating a post office box in Rollands Plains.

ACTION 2.2.7: Investigate the possible relocation of the school bus stop from the current location.



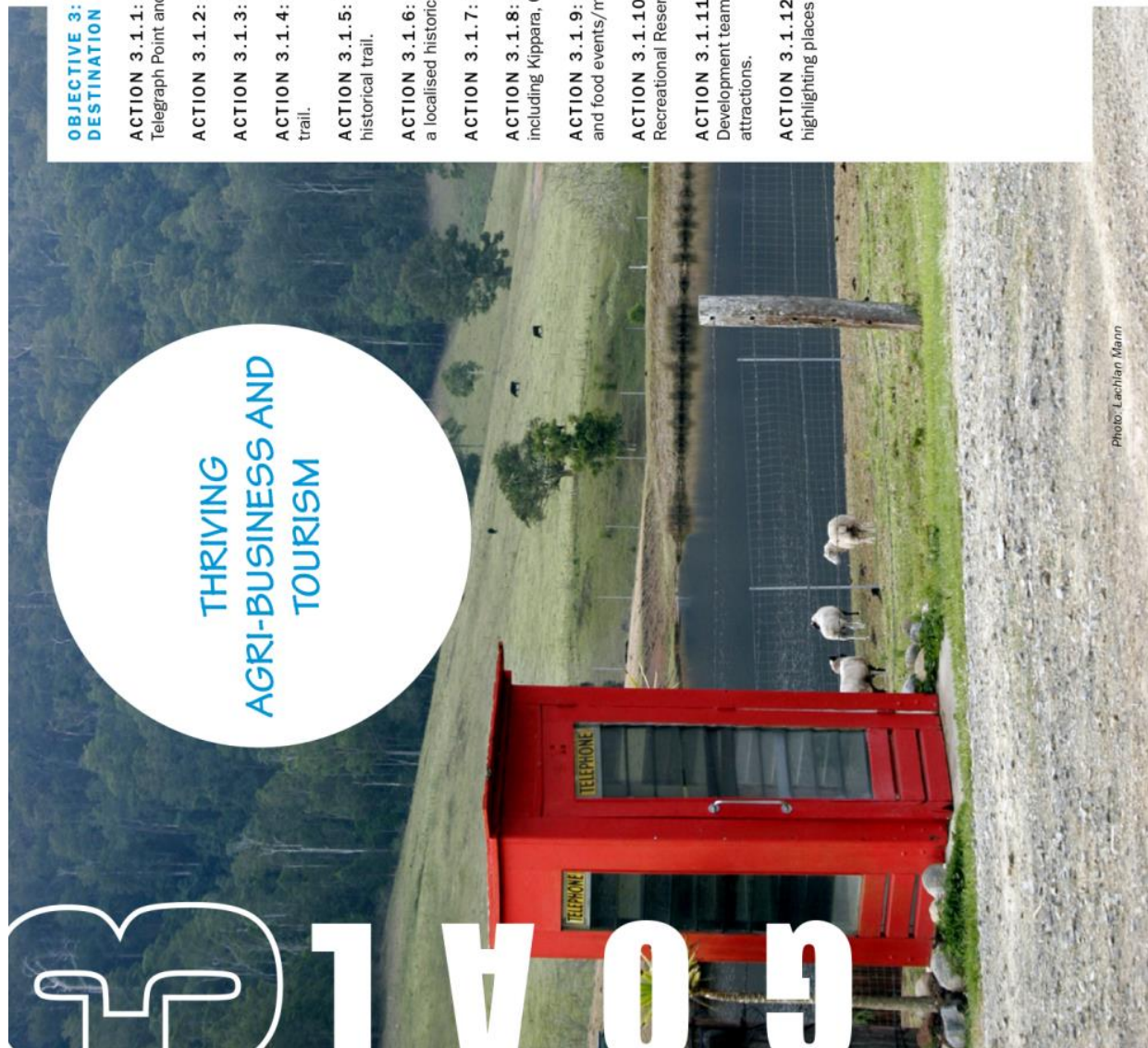


Photo: Lachlan Mann

OBJECTIVE 3: TO HIGHLIGHT ROLLANDS PLAINS AS A VISITOR DESTINATION

ACTION 3.1.1: Investigate the possibility of directional signage from the highway for Telegraph Point and Rollands Plains.

ACTION 3.1.2: Identify possible sites for entrance/welcome signage into Rollands Plains.

ACTION 3.1.3: Design and seek funding for entrance/welcome signage into Rollands Plains.

ACTION 3.1.4: Identify local sites of historical interest and develop a localised historical trail.

ACTION 3.1.5: Design a series of interpretative and directional signage for a localised historical trail.

ACTION 3.1.6: Actively seek funding for a series of interpretative and directional signage for a localised historical trail.

ACTION 3.1.7: Investigate the possibility of an electric car charging station in the area.

ACTION 3.1.8: Develop a tourism map and signage to promote the entire local area including Kippara, Cobrabald and Cogo.

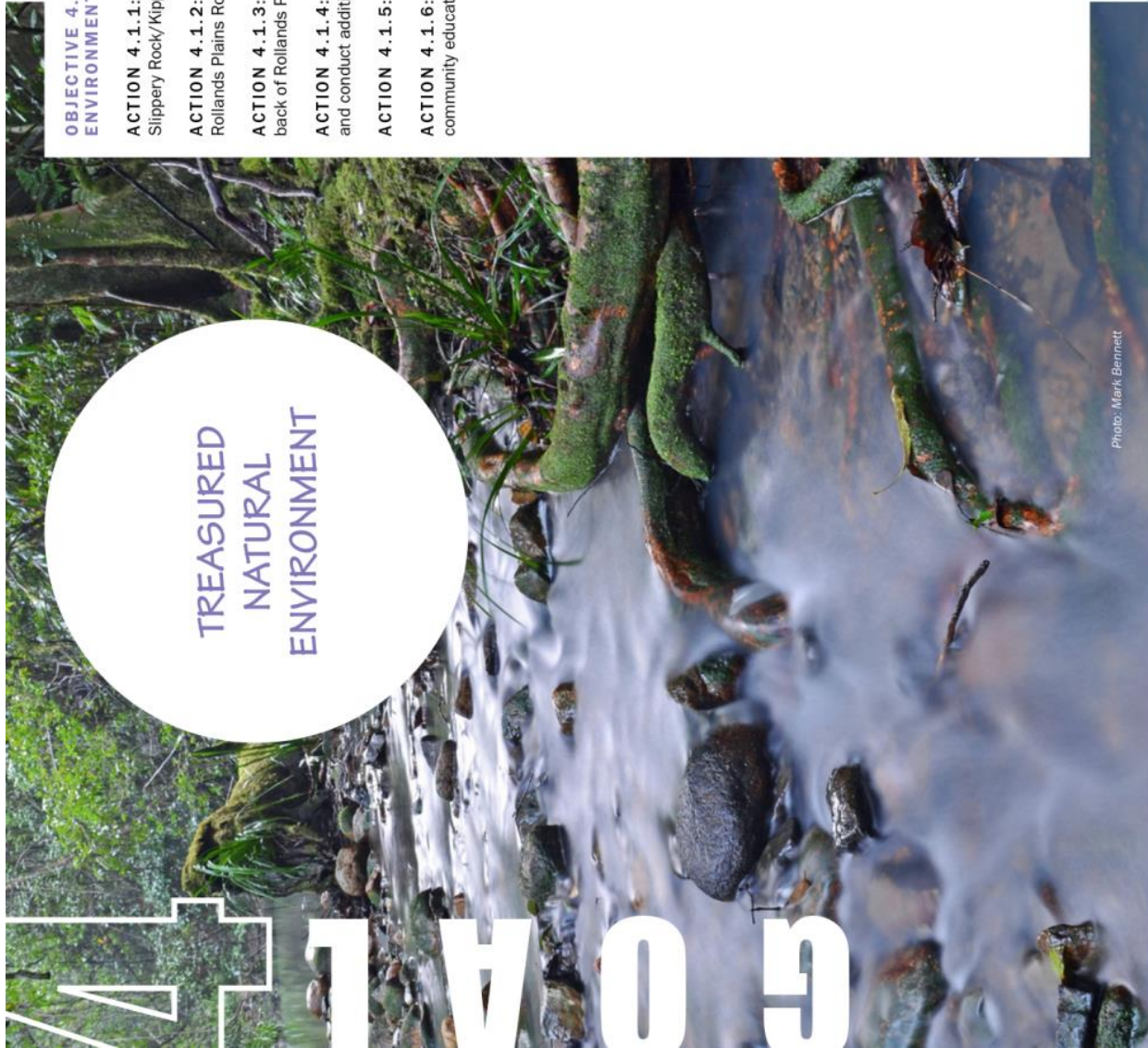
ACTION 3.1.9: Gauge local producers and community interest in holding localised produce and food events/markets.

ACTION 3.1.10: Investigate the cost and requirements for a 'Dump site' for caravans at the Recreational Reserve.

ACTION 3.1.11: Work with the local Chamber of Commerce and Council's Economic Development team to identify strategies to promote and support local tourism and visitor attractions.

ACTION 3.1.12: Develop walking, cycling and horse riding trail maps around the area, highlighting places of interest.





OBJECTIVE 4.1: TO RESPECT AND PROTECT OUR NATURAL ENVIRONMENT

ACTION 4.1.1: Investigate options for improved access, facilities and surveillance to Slippery Rock/Kipparra, including inclusion of an access gate.

ACTION 4.1.2: Work with landowners and stakeholders to investigate wild dog issues along Rollands Plains Road.

ACTION 4.1.3: Identify and advocate for vegetation clearing (fire hazard) in the forest at the back of Rollands Plains.

ACTION 4.1.4: Work with Landcare and community to remove poisoned Camphor Laurels and conduct additional weed management spraying at the Pop Hole.

ACTION 4.1.5: Encourage community to plant native species to encourage local biodiversity.

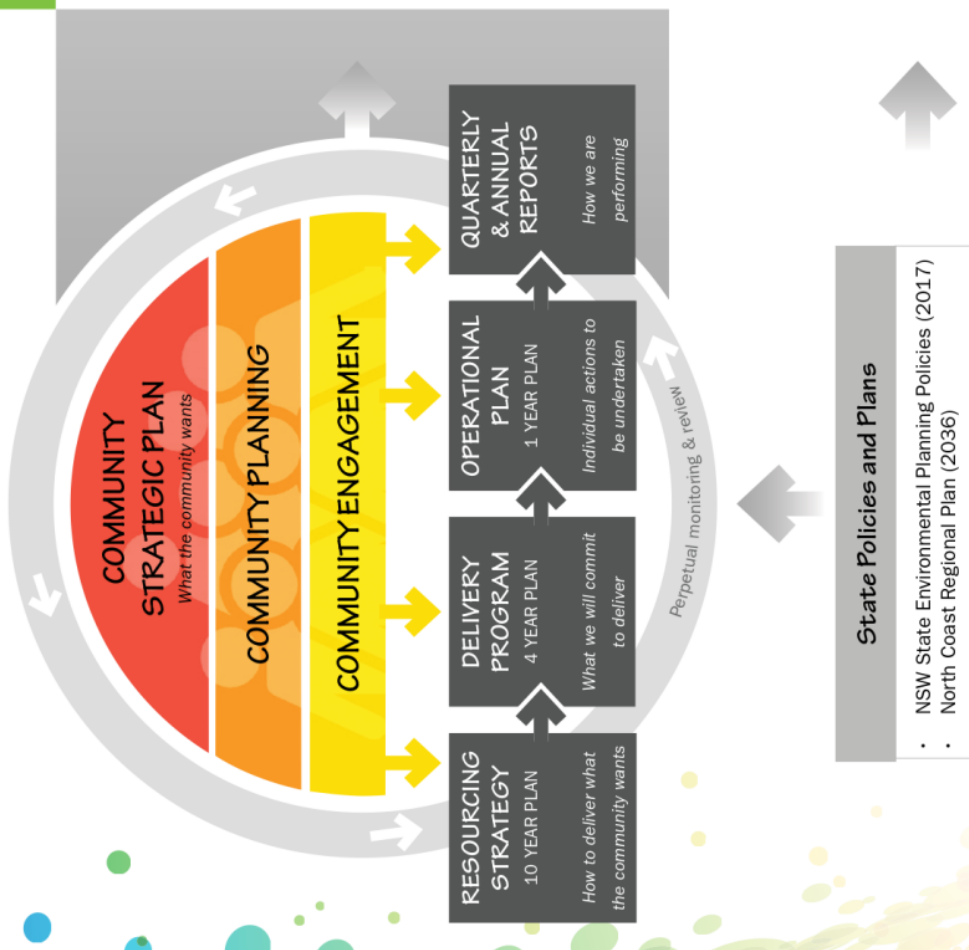
ACTION 4.1.6: Work with Council's specialised staff and other agencies to provide community education and assistance regarding the control of invasive pests and animals.

Photo: Mark Bennett



APPENDIX A: COUNCIL'S STRATEGIES,
POLICIES AND PROJECTS

ENGAGEMENT & PLANNING CYCLE



A number of Council's strategic and planning documents are intrinsically linked to the development of Community Planning in the region. Some of these key documents are shown below.

PORT MACQUARIE-HASTINGS COUNCIL DOCUMENTS

Natural & Built Environment	Community Life	Leadership & Governance	Business & Industry
<ul style="list-style-type: none"> Pedestrian Access and Mobility Management Plan (2015 & 2017) Integrated Water Cycle Management (WCM) Strategy (2020)² Urban Growth Management Strategy (2017 - 2036) Recreation Action Plan (2017 - 2025) Local Environmental Plan (2011) Biodiversity Strategy (2017-2030) Development Control Plan (2013) Draft Coastal Koala Plan of Management (2018) Koala Recovery Strategy (2018) Bike Plan (2015) 	<ul style="list-style-type: none"> Cultural Plan (2018 - 2021) Art in Public Places Policy (2002)¹ Community Inclusion Plan (2020 - 2021)² Disability Inclusion Action Plan (2017 - 2021) 	<ul style="list-style-type: none"> Community Engagement Policy and Strategy¹ Commercial Business Units Plans Local Strategic Planning Statement² 	<ul style="list-style-type: none"> Economic Development Strategy (2017-2021) Greater Port Macquarie Destination Management Plan

1 - Updated Plan under development
2 - Under development



pmhc.nsw.gov.au

PORT MACQUARIE-HASTINGS COUNCIL

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PORT MACQUARIE-HASTINGS
COUNCIL

2018 – 2021 – Cultural Priorities Plan:

Objective 1: Develop and empower our region's art & cultural communities and assets									
STRATEGY	ACTION	OUTPUT	LINKS TO OTHER COUNCIL PLANS	COUNCIL ROLE	LINKS	INTERNAL LEAD RESPONSIBILITY	PARTNERS	OUTCOMES	COMMENTS October 2020
STRATEGY: IDENTIFY AND HARNESS THE POTENTIAL OF OUR CULTURAL ECONOMY	1.1 Cultural economy plan Develop and deliver a cultural economy plan to grow and diversify our region's economy through creative enterprises. The cultural economy plan will help to position our region as a hub for the creative industries, and identify opportunities to resource cultural development.	Cultural Economy Plan developed with actions and priorities to increase opportunities for the development and strengthening of creative industries.	Economic Development Strategy Public Art Master Plan Glasshouse Strategic Plan LEP	LEAD	1.2 1.3 1.4 1.6 1.7	Community Place Economic Development	Arts Mid North Coast Economic Development Steering Group (EDSG) Chambers of Commerce Tourism Association Creative Industry	Increased percentage growth of people employed in Creative Industries. Attraction and retention of artists and cultural enterprises in the region.	COMPLETE
	1.2 Creative precincts and hubs Investigate, plan and advocate for future creative precincts and cultural hubs designed to connect, build on the capabilities of, and showcase our significant cultural assets and the work of our local creative practitioners, with a key focus on developing a Port Macquarie CBD cultural precinct plan.	Report & identifying potential creative hubs/precincts across the LGA and recommendations for development.	Town Centre Master plan Economic Development Strategy LEP	LEAD PARTNER ADVOCATE	1.1	Community Place Economic Development Land Use and Planning	Glasshouse Town Centre Master plan Committee Port Macquarie Museum Chambers of Commerce PM Historic Courthouse Arts Mid North Coast PM Observatory Community Groups	More local accessible places and spaces alive with a calendar of diverse cultural activities Funding secured for Cultural Precinct Planning delivery in 20/21. Planning underway for vacant spaces project.	
STRATEGY: CREATE, DEVELOP AND MAINTAIN VIBRANT CULTURAL SPACES AND PLACES TO MAXIMISE OPPORTUNITIES FOR OUR COMMUNITY TO PARTICIPATE IN CULTURAL ACTIVITIES ACROSS THE REGION	1.3 Venues and spaces Identify community and Council venues and develop a plan for revitalising and strengthening existing cultural facilities across our towns and villages so everyone can access arts and culture locally. Identify opportunities for commercial, unused spaces to become vibrant creative spaces.	Report on existing cultural facilities and potential spaces presented to the Cultural Steering Group with recommendations for the future development		LEAD PARTNER	1.1	Community Place	Arts Mid North Coast Glasshouse	A greater number of collaborative working environments that support the development of local creatives. COMPLETE Insights from the Cultural Economy Project identified a potential education and activation program working with community halls and venues. Glasshouse - Council's 2020-2021 Schedule of Fees and Charges includes: additional Studio and Podium venue hire options with reduced fees offering more flexibility for venue hirers; New 30% venue hire discount for Studio hire to assist local performing arts organisations and local performance artists to access this performance space.	

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STRATEGY: RAISE THE CAPACITY OF OUR LOCAL CREATIVES TO FOSTER A VIBRANT CULTURAL COMMUNITY	1.6 Cultural mapping Undertake a cultural mapping process to identify information about all existing arts and cultural individuals, organisations, assets, activities and events to assist with building a cultural calendar; develop a comprehensive cultural database for networking & marketing purposes and as a resource for measurement information as the implementation of the Cultural Plan progresses.	Database and report developed.		LEAD	1.7 1.3 1.2 1.1	Community Place Glasshouse	Arts Mid North Coast Cultural Organisations	More local and accessible places and spaces alive with a calendar of diverse cultural activities and events.	COMPLETE Cultural Mapping Process completed through the Cultural Economy Project including compilation of a Creative Sector database.
	1.7 Skills audit Undertake a skills audit of our local creatives and cultural sector to identify current strengths and future opportunities for skills development and capacity building.	Survey undertaken with report.		LEAD PARTNER CAPACITY BUILDER	1.6 1.3 1.2 1.1	Community Place Economic Development	Arts Mid North Coast	Attraction and retention of artists and cultural enterprises in our region.	COMPLETE The Skills Audit was included in the delivery of the Cultural Economy Project and has informed insights and actions within this body of work.
	1.8 Professional development opportunities Support our local creative and creative enterprises to develop the skills, networks and profile to enable them to thrive, by developing a program of activity which may include workshops, master classes, networking events and mentoring programs.	Professional Development programs delivered and implemented. Inclusion of recommendations form part of the Cultural Economy Plan.		LEAD FACILITATE CAPACITY BUILDER	1.7 1.1	Community Place Glasshouse Economic Development	Arts Mid North Coast Chamber of Commerce Business Networks	Attraction and retention of artists and cultural enterprises in our region.	Glasshouse Gallery June to March delivered; poetry workshop, series of painting and drawing masterclasses, silk dying workshop and craft and cocktails sessions and The Makers Market featuring local makers and artisans. Meet the Artist Videos: participating Northern Exposure Six (NE6) artists were virtually mentored and learned how to create their own video from home. It was offered to all 63 artists and 23 artists participated by producing 1 minute videos published on the Glasshouse website, social media and YouTube channels. Online engagement - over 8,720 views; Make a movie on your I-phone - an online resource available to all artists and shared specifically with NE6 artists - 85 views; Short in house produced videos showcasing exhibiting artists from our Artist in Residency program, Laura Jones: Arcadia & Asher Milgate: duality. An

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<p>programming and community engagement.</p> <p>As at 30 June 2020 there were over 1,170 Glasshouse Members registered for the 2020 Season. In light of COVID-19 and the cancellation of the 2020 Theatre Program, current 2020 memberships have been extended until December 2021</p> <p>Launched a digital marketing campaign during venue closure "From Our House to Yours" to inform audiences and maintain engagement during the venue closure</p> <p>Glasshouse partnership with Destination North Coast (Destination NSW) to attract business events to the region. Submitted conference proposals for Landcare Australia Conference, Conference Works and The Local Government Conference 2021</p> <p>ArtWalk - The Longest Footpath Art Gallery: 86 artist/business locations in total broken down as;</p> <ul style="list-style-type: none"> - 68 in PMQ - 9 in Wauchope - 9 in Laurieton/Dunbogan <p>Roughly 1 x artist and 1 x business contact at each location = 172 participants</p> <p>ArtWalk Satellite Events: 44 events to be conducted across the region from Friday 24 Sept to Sunday 11 October.</p> <p>ArtWalk Artist Markets: 55 stallholders in total broken down as;</p> <ul style="list-style-type: none"> - 25 stallholders in PMQ - 17 stallholders in Laurieton - 13 stallholders in Wauchope <p>Funding support secured through Destination NSW Flagship Funding and Bushfire Recovery Fund Stream 1</p> <p>16 participating businesses and artists filmed and photographed for ArtWalk and Destination promotion purposes and to raise the profile of the local creative industries.</p>								
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STRATEGY: IDENTIFY AND DEVELOP OPPORTUNITIES TO PROFILE AND PROMOTE CULTURE AT ALL LEVEL – LOCAL TO INTERNATIONAL	3.2 Cultural marketing & communications plan Develop and implement a PMHC Cultural Marketing & Communications Plan.	Cultural Marketing and Communication developed.	Destination Marketing Plan	LEAD PARTNER	1.1 3.3	Community Place Economic Development	Arts Mid North Coast GP Tourism EDSG CSG Media Partners Cultural Organisations	Increased awareness of the range of cultural activities available in the region, residents and visitors accessing our heritage places to understand our history and local stories.	The Destination Brand Review and marketing strategy development will include consideration and engagement with Culture and Creative Industry stakeholders.
	3.3 Cultural tourism In partnership with key stakeholders, develop and implement a cultural tourism plan that promotes our culture and builds our reputation as a destination offering diverse cultural experiences.	Cultural Tourism Program developed and delivered.	Destination Marketing Plan	LEAD PARTNER FACILITATE	3.2 2.7 3.4	Community Place Economic Development	Arts Mid North Coast GP Tourism Museums	Percentage growth in cultural tourism	The Destination Brand Review and marketing strategy development will include consideration and engagement with Culture and Creative Industry stakeholders.
	3.4 Cultural festival Building on the success of Council's ArtWalk event, undertake strategic planning to develop a sustainable cultural festival celebrating our local arts, heritage and culture that will promote Port Macquarie-Hastings region as a centre of cultural excellence.	Creative Producer engaged. Cultural festival delivered	Destination Marketing Plan	FACILITATE PRODUCER	3.3 1.1	Community Place Economic Development Glasshouse Libraries		Signature cultural events and festivals that are sustainable; attract new audiences and bring people to our region.	The ArtWalk COVID Safe programme 'Longest Footpath Gallery' is endorsed by Council and planning for event delivery well progressed. See insights noted in 3.1 Collaborative Partnerships comments.
STRATEGY: WORK COLLABORATIVELY WITH THE CULTURAL COMMUNITY SECTOR TO DELIVER IDENTIFIED HERITAGE OUTCOMES	3.5 Heritage and management audit Assess and map the visual character and cultural significance of our landscape and built environment, including undertaking an audit of heritage interpretive signage. Council and community-managed heritage assets and collections, leading to further policy and guidance for the future management and protection of these unique places and development of a heritage signage interpretation framework.	Aboriginal and local Heritage management Plan developed. Heritage Signage Interpretation framework developed.	LEP plan Heritage Plan	LEAD CUSTODIAN	3.6 3.3	Community Place – Heritage Officer Land use and Planning Assets Parks & Recreation	OHE Birpai Land Council Bunyah Land Council	Increased awareness of the range of cultural activities available in the region, residents and visitors accessing our heritage places to understand our history and local stories.	Will commence once the Aboriginal Advisory Committee has been formed. Project inception and planning, project completion by 2022. Public Spaces Interpretation Strategy and Guidelines funding confirmed as COVID-recovery project for 2020/21.

	3.6 Our Aboriginal culture Develop a long-term plan for Aboriginal heritage and culture in the region that includes a commitment to the development and promotion of our local Aboriginal artists.	Aboriginal and Heritage and management Plan developed. Ensure Aboriginal heritage and culture are featured in Cultural Economy and Tourism Plan.	Community Inclusion plan Heritage plan	PARTNER CUSTODIAN	2.1 1.1 1.8 3.3 3.4 3.5	Community Place Parks and Recreation	Birpai Land Council Bunyah Land Council OHE	Greater recognition of our Indigenous heritage and culture	Will commence once the Aboriginal Advisory Committee has been formed. Project inception and planning, project completion by 2022. Aboriginal heritage and culture will be considered as part of the Destination Brand Review and marketing strategy development process.
STRATEGY: PROMOTE OPPORTUNITIES FOR CULTURAL EXCHANGE	3.7 Handa sister city Review the Handa Sister City relationship to identify further potential for cultural exchange.	Sister City program reviewed with recommendations presented to Council.	Community Inclusion Plan	PARTNER	3.8	Community Place Economic Development	EDSG GPM Tourism Charles Sturt University Handa Sister City Handa Working Group	Greater recognition of our local creatives and their products/service.	30 th Anniversary visit to Handa postponed due to COVID-19. Handa Working Group continues to foster relationship and explore future opportunities.

Objective 4: Ensure the effective planning, funding, integration and measurement of Councils art and cultural programs.								
STRATEGY	ACTION	OUTPUT	LINKS TO OTHER COUNCIL PLANS	COUNCIL ROLE	LINKS	INTERNAL LEAD RESPONSIBILITY	PARTNERS	OUTCOMES
STRATEGY: IDENTIFY FUNDING OPPORTUNITIES TO SUPPORT CULTURAL OUTCOMES	4.1 Funding Identify potential funding streams (including grants, corporate funding and partnerships) to support the ongoing implementation of actions from the Cultural Plan.	Grants applications identified and applied for. Review distribution of Section 94 contributions and distribution of funds.		PARTNER	4.2 1.2 1.3 1.4	Community Place Glasshouse Economic Development Section 94 Contributions	Create NSW Arts Mid North Coast CIMP State & Federal Government CSU	An increased level of funding received from external bodies to implement actions from this plan.
								Glasshouse Regional Gallery: Create NSW annual funding was successful for 2020 (\$70K). The gallery has submitted an application for Create NSW Triennial Funding to support the gallery program. Create NSW have advised the decision on grant awards has been delayed again, no date provided. Council committed \$295,000 COVID Recovery actions for Cultural Development, projects include: · Arts, Culture & Creative Industries content development and marketing \$80,000 · Cultural Industries - Networking and mentoring \$50,000 · Creative and Arts Trails development \$45,000 · Program to encourage use of vacant commercial spaces \$80,000 · Artwalk delivery 40,000 (over 2 years) Consideration will be given to future funding bids beyond this FY.
STRATEGY: INTEGRATE AND ALIGN THE CULTURAL PLAN WITH RELEVANT COUNCIL DOCUMENTS (PLANS, STRATEGIES AND POLICIES)	4.2 Grants program Support the development of arts programs and projects across the LGA by establishing a Community Cultural Development Grants program.	Art & Cultural Grants and Sponsorship program implemented and projects delivered.		FACILITATE SUPPORT	4.1	Community Place	Cultural Steering Group	An increase in the level of funding available to community organisations to deliver community led cultural projects.
	4.3 Glasshouse Strategic Plan Provide input into the development of Council's Glasshouse Strategic Plan to ensure the delivery of high-quality cultural, community activities which reflect the social and cultural aspects	Glasshouse Strategic plan developed that responds to the Cultural aspirations of the region and approved by the CSG.	Community Inclusion Plan	LEAD FACILITATE SUPPORT HOST PRODUCER	1.3 1.4 1.8 2.1 2.2 2.4 3.1 3.3 3.6 4.1 4.7	Glasshouse Community Place	Cultural Steering Group Arts Mid North Coast	Council endorsed The Glasshouse Plan 2020-2022 at the July 2020 Council meeting. It aligns with the Cultural Plan and the Glasshouse will continue to present bi-annual reports to council in February and August each year.

that are relevant to our community.									
4.4 Heritage guidelines Update Council's local heritage guidelines/studies to better reflect current planning & development trends.	LEP updated	Heritage Plan	LEAD	3.6 3.5	Land Use Planning	State Government	Appropriate protection for built heritage within the PMH LGA.	Project initiation awaiting approval.	
4.5 Community engagement Undertake a comprehensive community engagement process for the development of the 2021-2024 Cultural Plan.	Community engagement undertaken and reported upon.		LEAD	4.7	Community Place	Whole of Community	Planning more closely reflects community aspirations.	Based on the engagement and insights gained through the Cultural Economy Project staff recommend this process be undertaken internally.	
4.6 Economic Development Strategy Provide input into the development of Council's Economic Development Strategy to ensure alignment with the cultural economic outcomes identified within the Cultural Plan, in particular, the development of our creative industries and cultural tourism.	Economic Development Strategy developed.	Economic Development Plan	SUPPORT ADVOCATE	1.1	Community Place Economic Development Glasshouse	Cultural Steering Group EDSG GPM Tourism		To be considered in terms of next step from Cultural Economy Project and COVID Recovery Actions.	
STRATEGY: IDENTIFY MEASURE AND RAISE AWARENESS OF THE ECONOMIC AND SOCIAL VALUE OF CULTURE TO OUR COMMUNITY	Cultural measures identified and reported on annually		LEAD	4.5	Community Place Glasshouse	Cultural Development Network Arts Mid North Coast Create NSW	An ability to demonstrate measureable outcomes from this plan that can be benchmarked against comparable local government bodies.	An evaluation framework has been developed through the Cultural Economy Project process and will be applied to planning for the Cultural Plan.	

3 Your Business and Industry

What we are trying to achieve

A region that is a successful place that has vibrant, diversified and resilient regional economy that provides opportunities for people to live, learn, work, play and invest.

What the result will be

We will have:

- A strong economy that fosters a culture supportive of business and ensures economic development of the region
- Townships, villages and business precincts that are vibrant commercial, cultural, tourism, recreational and/or community hubs
- A region that attracts investment to create jobs
- Partnerships that maximise economic return and create an efficient and effective business environment

How we will get there

- 3.1 Embrace business and a stronger economy
- 3.2 Create vibrant and desirable places
- 3.3 Embrace opportunity and attract investment to support the wealth and growth of the community
- 3.4 Partner for success with key stakeholders in business, industry, government, education and the community



PORT MACQUARIE AIRPORT

HAVE YOUR SAY COMMUNITY ENGAGEMENT REPORT

PILOT TRAINING AND AIRCRAFT NOISE

Background

Port Macquarie Airport caters for a range of aviation activities, including domestic airline (RPT) services and general aviation (GA). The Airport currently handles between 50,000 and 60,000 aircraft movements per year (or around 80 take-offs and landings per day, averaged across 365 days), with GA aircraft movements accounting for around 90% of total activity. The level of activity has consistently increased, growing from around 30,000 aircraft movements in 2010/11, with growth almost exclusively driven by an expansion of pilot training activities. While these activities provide little direct revenue to Council, they provide employment and economic benefits within the LGA.

The Port Macquarie Airport Master Plan 2010 (and 2013 Addendum Report) recognises the importance of maintaining a vibrant and sustainable general aviation sector at the Airport and aims to foster aviation related business activities that have the potential to provide significant employment and economic benefits to our region. However, Council in its role as the Airport Operator is also mindful of the impact of aircraft noise on residents living near the Airport, noting that aircraft noise is an unavoidable consequence of aviation activity. The increase in pilot training activities has resulted in an increase in complaints regarding aircraft noise, leading Council to undertake a comprehensive community engagement process to improve communication and better understand community sentiment. Noise complaints tend to focus on the repetitive nature of aircraft conducting circuit training. Further details on circuit training is provided in the attached Fact Sheet (see Appendix E).

It is important to note that Council does not control the airspace, nor the flight paths around the Airport, and is required to provide unrestricted access to the Airport, 24/7 under the terms of the Australian Government's transfer of the Airport to Council. Any agreement with operators to reduce flight times would be voluntary.



Community engagement methodology

Engagement timeline

Date	Activity
October 2020 to February 2020	Council receives an increased number of aircraft noise complaints (increasing from one every few months, to several complaints per month)
5 March 2020	Council staff convene a meeting with pilot training operators to further highlight noise concerns and discuss mitigation measures
20 March 2020	Pilot training operators table possible noise minimisation methods
9 June 2020	<i>Have Your Say</i> Survey commences
18 - 24 June 2020	Council letterbox drop regarding the survey
24 June 2020	Facebook post regarding the survey
30 June 2020	<i>Have Your Say</i> survey closing date extended to 14 July 2020
22 June to 6 July 2020	Aircraft noise monitoring conducted
13 July 2020	<i>Have Your Say</i> survey closing date extended again to 31 July 2020
31 July 2020	<i>Have Your Say</i> Survey closed

Consultation with pilot training providers

The pilot training industry in Port Macquarie currently consists of five local operators:

1. **Australian International Aviation College (AIAC)**
2. **Hastings District Flying Club Inc (HDFC)**
3. **Eastern Air Services / Eastern Air Link (EAS)**
4. **Macquarie Air**
5. **Port Macquarie Helicopters**

Other pilot training providers based at other airports are able to conduct circuit and other training within Port Macquarie airspace, abiding by the regulations set out by the Civil Aviation Safety Authority (CASA) and Airservices Australia.

On 5 March 2020, Council staff invited the above fixed-wing pilot training providers operating in Port Macquarie, to discuss the impact of pilot training on the community. AIAC, HDFC and EAS attended the meeting. Airport staff noted that increased movements at the Airport had resulted in increased noise complaints, which focused on the frequency of noise in residential areas, particularly to the south-east of the Airport when operating on Runway 21. Airport staff encouraged operators to consider and commit to practical noise abatement procedures.

Operators focused on safety as their primary concern. They had concerns about some of the proposed measures on safety grounds, such as varying flight paths. All operators agreed that applying a consistent, standardised approach is important for all pilots, and especially important for young and inexperienced pilots.

Pilot training operators were also concerned to place additional or excessive restrictions on their operations that limit their asset utilisation, increase costs or create operational constraints that restrict their ability to deliver training.

Overall operators advised that they had existing noise mitigation measures in place and were prepared to consider further measures that did not compromise on safety or their ability to deliver training.

Have Your Say survey

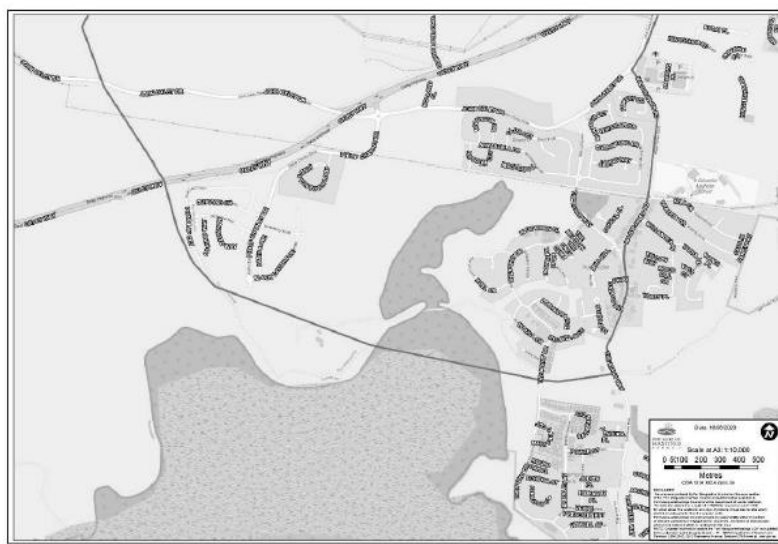
The *Have Your Say* survey questions were developed by Council staff in consideration of aircraft noise surveys previously conducted in both Australia and the UK. The survey simply sought to gauge community sentiment and obtain further information on the issue – and not necessarily to compile empirical evidence or complex statistical analysis. Council acknowledges that responses are subjective.

Council attempted to make the survey as accessible as possible. On-line responses were not restricted to registered user only. Hard copies were made available at Council offices and the library and could be mailed out to residents upon request.

Council promoted the survey via a letterbox drop to approximately 4,761 dwellings within close proximity to the airport and areas identified as being exposed to pilot training aircraft noise. This flyer provided an overview of the Pilot Training and Aircraft Noise issue and invited residents/businesses to complete the survey online at Council's *Have Your Say* website or to pick up a paper copy from the Port Macquarie Library. Council also emailed airport stakeholders, the Residents' Action Network and other interested individuals to advise that the survey had commenced in early June.

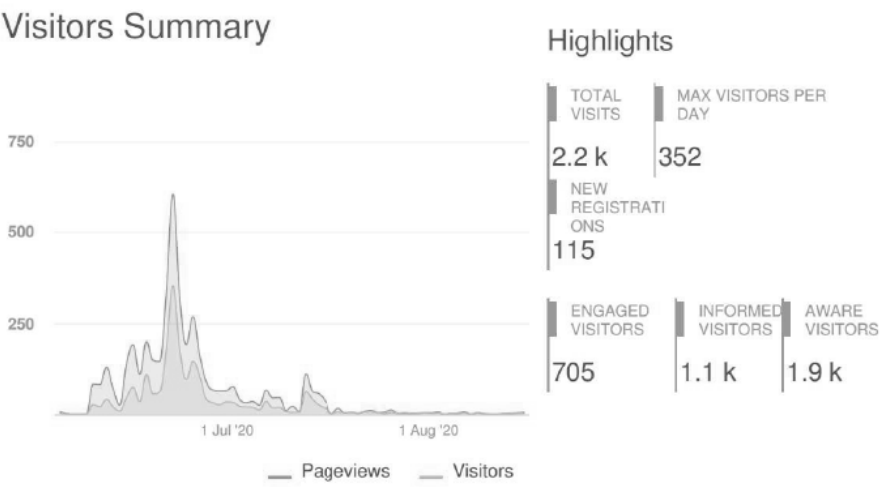
Letterbox Drop zone (4,761 dwellings)





During the survey period:

- 2,200 visits, by 1852 participants who viewed the Pilot Training and Aircraft Noise *Have Your Say* page
- 135 participants downloaded the information document
- 705 surveys were completed (143 registered *Have Your Say* members and 562 anonymous surveys).



Social media engagement

Facebook posts by Port Macquarie News and Port Macquarie-Hastings Council generated significant online discussion and generated traffic (878 Facebook referrals) to the *Have Your Say* website to complete the survey and seek further information.

Port Macquarie-Hastings Council and Port Macquarie News posted about the Pilot Training and Aircraft Noise Survey. The responses were a mix of affected residents, residents supporting the economic benefit of the pilot training schools and general debate about flight paths and other airport related issues.

Social media posts / comments are attached to this report at Appendix B.

Port Macquarie-Hastings Council, 24 June 2020

Comments: 37

Shares: 9

👍: 16 🗨️: 3 Wow: 🤩: 1



Port Macquarie-Hastings Council

June 24 · 🌐

...

We're keen to hear your thoughts on the pilot training activities at Port Macquarie Airport to help inform the development of local operating guidelines in conjunction with aircraft operators, to minimise the impact of aircraft noise on nearby residents. Complete our online survey by 7 July at <https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>



HAVEYOURSAY.PMHC.NSW.GOV.AU

Pilot Training and Aircraft Noise

Council is inviting feedback from the community, including residents and local aircraft operators...

👍🗨️🤩 20

37 Comments 9 Shares

Port Macquarie News, 11 July 2020

Port Macquarie News

July 11 · 🌐

...

Is there too much aircraft noise in the air space above Port Macquarie? Port Macquarie-Hastings Council wants to know, but you only have a few days to complete a survey.

PORTNEWS.COM.AU

Council surveys residents on pilot training, aircraft noise

👍🗨️🤩 35

191 Comments 2 Shares

Comments: 191

Shares: 2

👍: 20 🗨️: 9 🤩: 2 Wow: 🤩: 1 🗨️: 1

Noise monitoring

Council engaged specialist acoustics consultants GHD to conduct an aircraft noise assessment that measured the noise events associated with aircraft movements, including pilot training flights undertaking circuits and other activities. Noise monitoring was carried out between 22 June 2020 and 6 July 2020 at six representative locations under or in the vicinity of the flight paths.

Noise monitoring was conducted using calibrated Type 1 SVAN 977 environmental noise loggers and all sampling activities were carried out with consideration to the specifications outlined in *AS 1055:2018 Description and Measurement of Environmental Noise*.

Noise data was extracted for each location. GHD removed invalid data due to extraneous noise or adverse weather conditions based on Bureau of Meteorology Automatic Weather Station. Noise levels for ten (10) "busy hour" circuit training periods were matched to each overflight event experienced at each logger location, estimated by corresponding Avdata aircraft movement records.

The results of this assessment are reported separately to Council.

Results of the *Have Your Say* survey on Pilot Training and Aircraft Noise

Council received a total of 751 responses to the survey, with an additional 20 written submissions.

The survey results are detailed below. Survey open-ended comments, are attached to this report at Appendix A.

The written submissions, along with a summary and Council response, are attached at Appendix C and Appendix D respectively.

Data validation

To ensure the survey was easily accessible, the survey was not restricted to registered on-line members, but open to submission from anyone, either on-line or via hard copy. While this approach helped to facilitate broad engagement and participation, it did expose the survey results to potential invalid submission of multiple survey responses from one person or group, including those outside of the LGA.

To validate the data, data was screened for multiple responses from the same respondent by matching name, address or email address. Seven suspected duplicate entries were detected (less than one percent). Most appeared to be made by error and contained limited data. These responses were retained in the final data due to system restrictions and to avoid any uncertainty of inadvertently removing real data.

Data was also cross referenced to Council's mapping system, Geocortex, with 629 (84%) responses were registered to 539 valid addresses within the Port Macquarie-Hastings LGA. Note that there were 90 occasions where the same address was used more than once, which were family members or residents living in a shared title, such as a multi-dwelling housing estate.

This helped to validate a high proportion of respondents, noting it was not compulsory to provide an address.

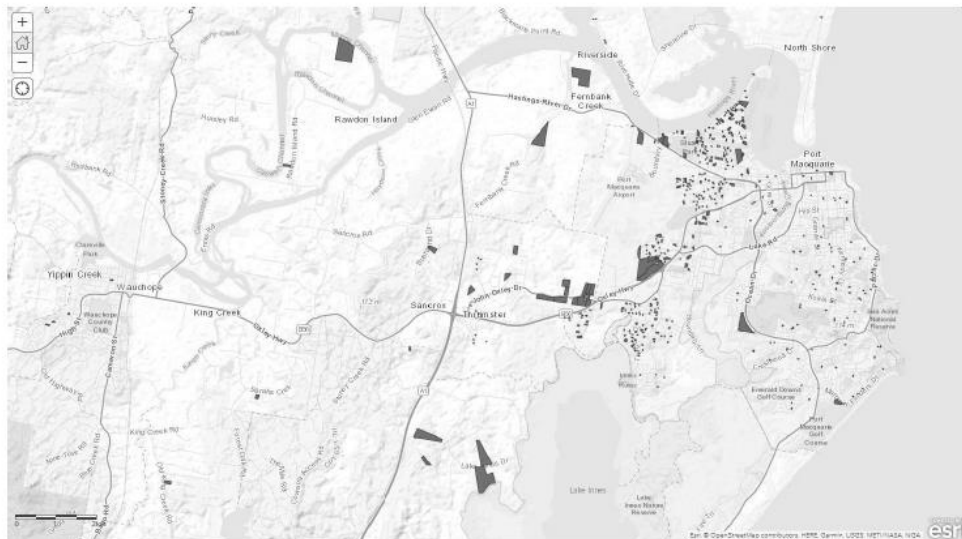
The remaining 122 respondents, who did not provide a validated address within the LGA, did not heavily skew the results or over represent a particular group. These unmatched respondents had diverse sentiments towards aircraft noise, with some supporting pilot training, some opposing and

others in between. The table below shows the spread of responses from these 122 respondents on their level of support for future pilot training:

Table 1. How much pilot training would you like to see in Port Macquarie (for respondents with no validated address)	
None	9
Much less	14
A bit less	6
About the same	17
A bit more (steady growth over time)	31
Much more (industry growth should be encouraged)	38
(blank)	7
Total	122

Figure 1 below shows the validated addresses across the LGA.

Figure 1. Map showing validated addresses within the LGA

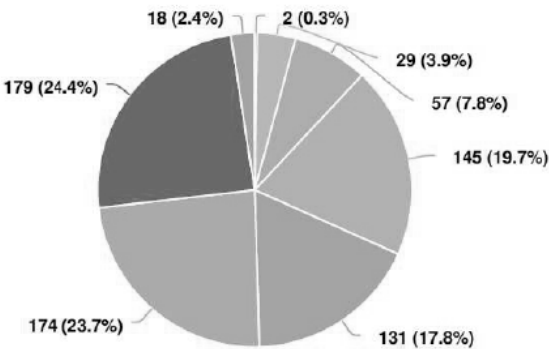


To further validate the sample, a random sample of 10% of the respondents was selected and attempted to verify their validity, by matching their name and address against Council's Register of Names and Address. Where respondent details were not matched, contact was made with the respondent to verify their submission and personal details. Through this process, 87% percent (67 of 77) of the respondents were able to be verified as genuine. Of the remaining ten, eight did not provide any contact details and two were not contactable.

Sample demographics

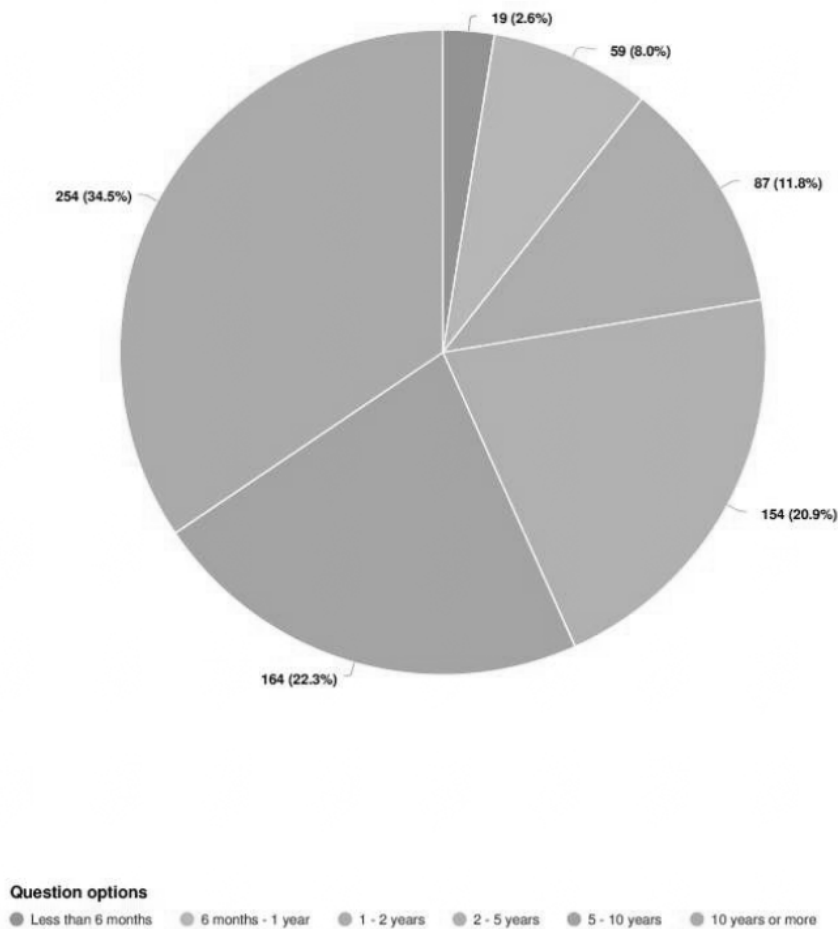
Over half of the respondents were aged 60 or over. The majority of respondents have lived at their address for over 5 years, with over a third living in the same address for ten years or more. More than half of the respondents advised they were home every morning and afternoon, with over 80% home every evening.

Q4. Please indicate your age group from the following:



Question options

- ☐ < 18 ☐ 18 - 24 ☐ 25 - 34 ☐ 35 - 49 ☐ 50 - 59 ☐ 60 - 69 ☐ 70 - 84 ☐ 85 and over

Q5. How long have you lived at your current address?**Q6. Do you work from home?**

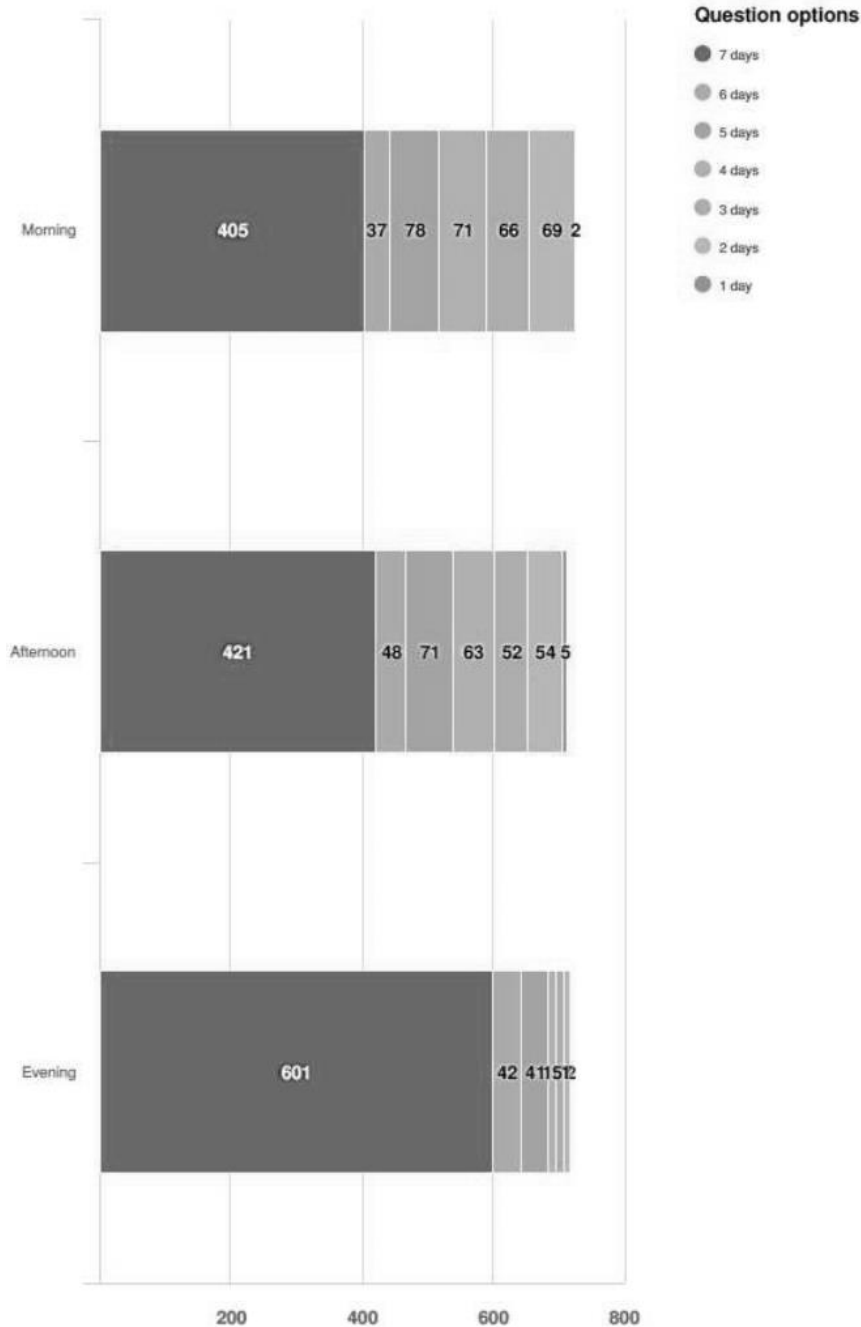
- 143 (19.6%) of respondents work from home
- 210 (28.8%) work from home sometimes, and
- 376 (51.6%) do not work from home.

This is likely to be higher than usual during COVID-19.

Q7. How many days of the week are you usually at home:

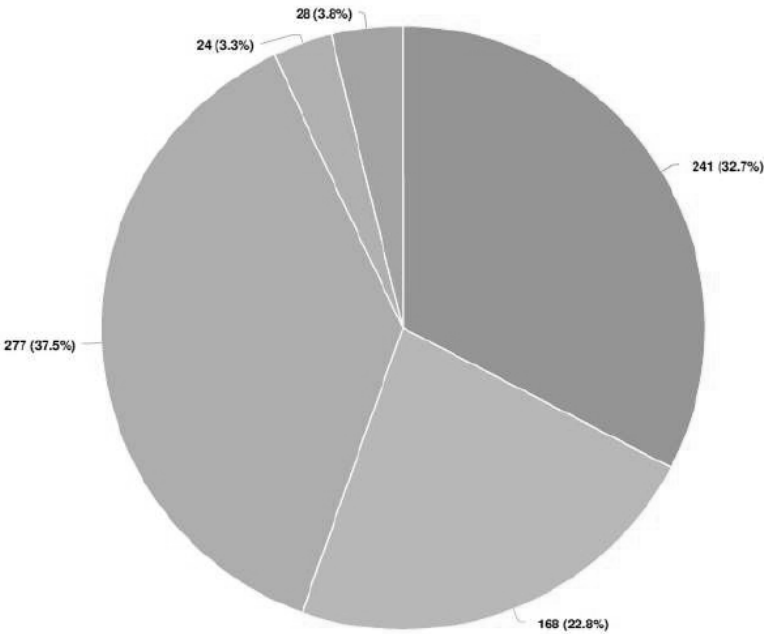
- 45% of respondents were at home 7 days a week (morning, evening and night), with an average of 5.75 days (averaged over morning, evening and night) at home
- Over half of the respondents who indicated that they were moderately to extremely affected by aircraft noise (i.e. 157 of 294) indicated they were at home 7 days a week (morning, afternoon and evening)
- Those who were moderately to extremely affected by noise averaged 6.1 days at home, compared to 5.6 days for those not or slightly affected

Q7. How many days of the week are you usually at home:



Survey responses

Q8. Has the amount of aircraft noise changed over the past 5 years (or since you have moved to your current address)?



Question options

● Much less ● A bit less ● About the same ● A bit more ● Much more

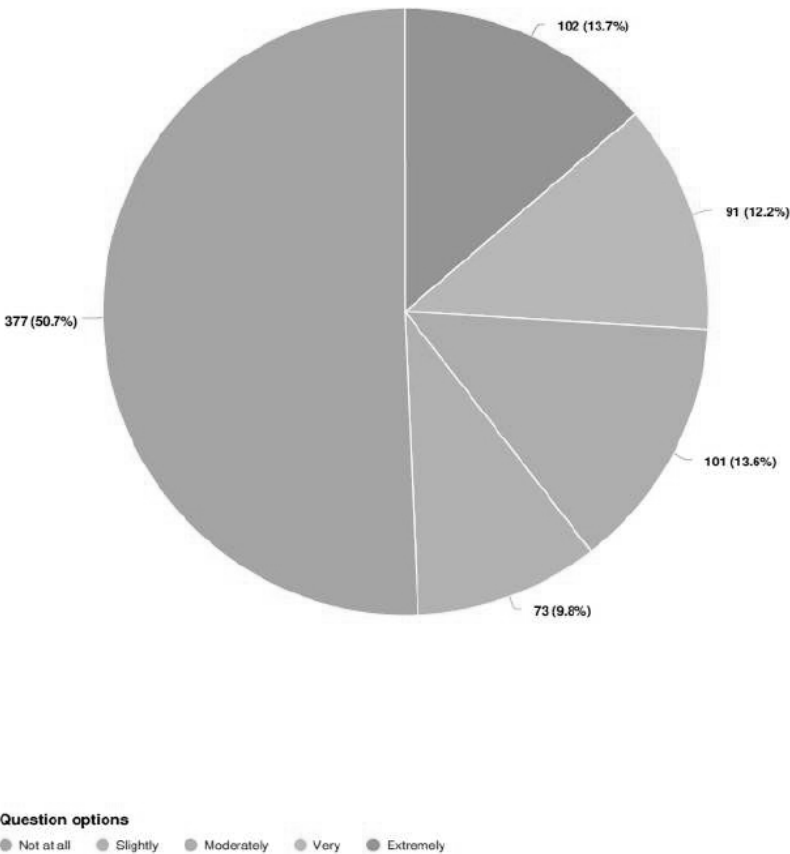
Q9. Are you impacted by the noise of aircraft when they are at the Airport itself (distinct from when they are flying overhead)?

14.9% (112) of respondents were affected by noise at the Airport. 80% of respondents living within 2km of the airport reported that they were not affected by noise from the Airport itself.

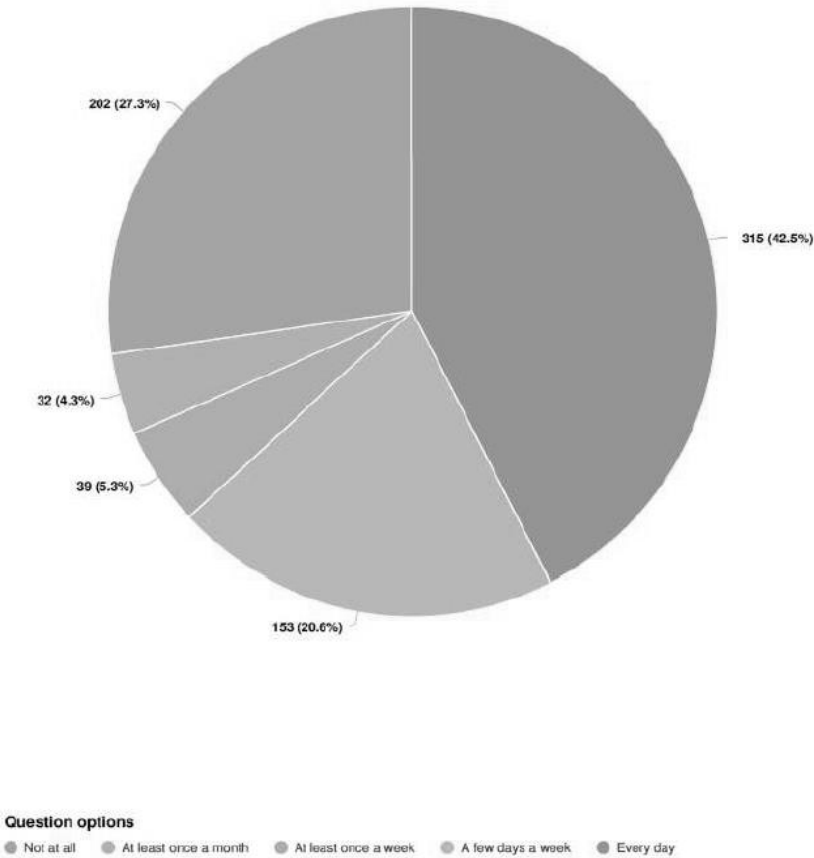
Q10. How much are you personally affected by aircraft noise overall?

50% of respondents were not at all affected by noise. A significant number of respondents however were either moderately to extremely affected.

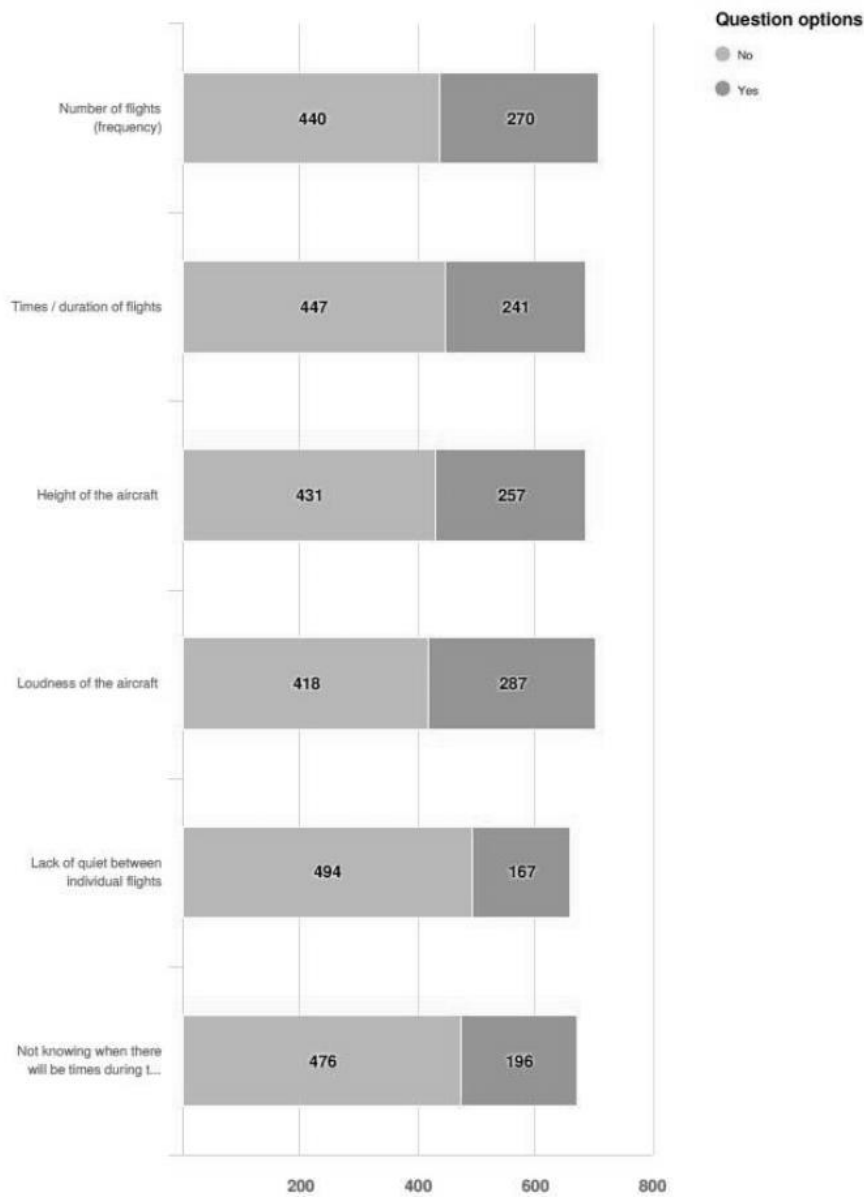
How much respondents were personally affected by aircraft noise is a key question in determining the overall sentiment. More detail on this question in relation to proximity to the airport and analysis on community segments is provided below.



Q11. How often are you impacted / aware of aircraft noise in your area?

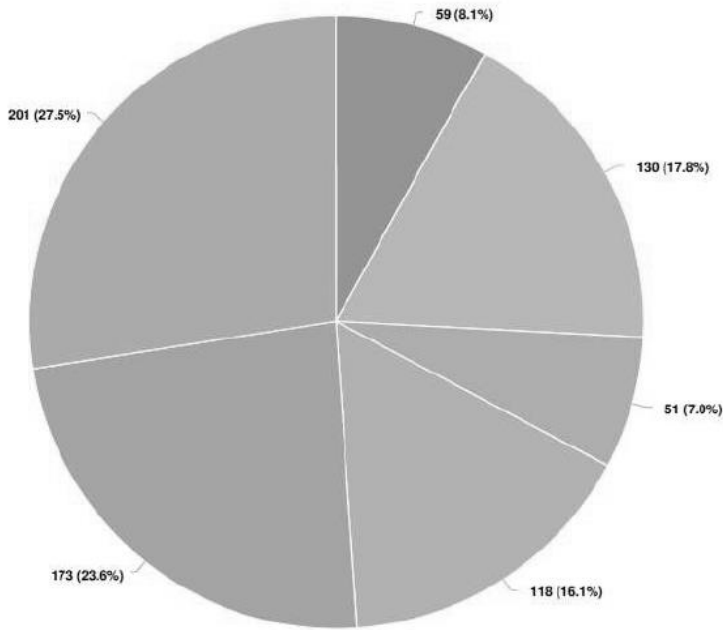


Q12. What concerns you most about the aircraft noise / activity in your area?



Q14. What level of pilot training activity would you like to see in Port Macquarie in the future?

This question provides another clear indication of community sentiment.



Question options

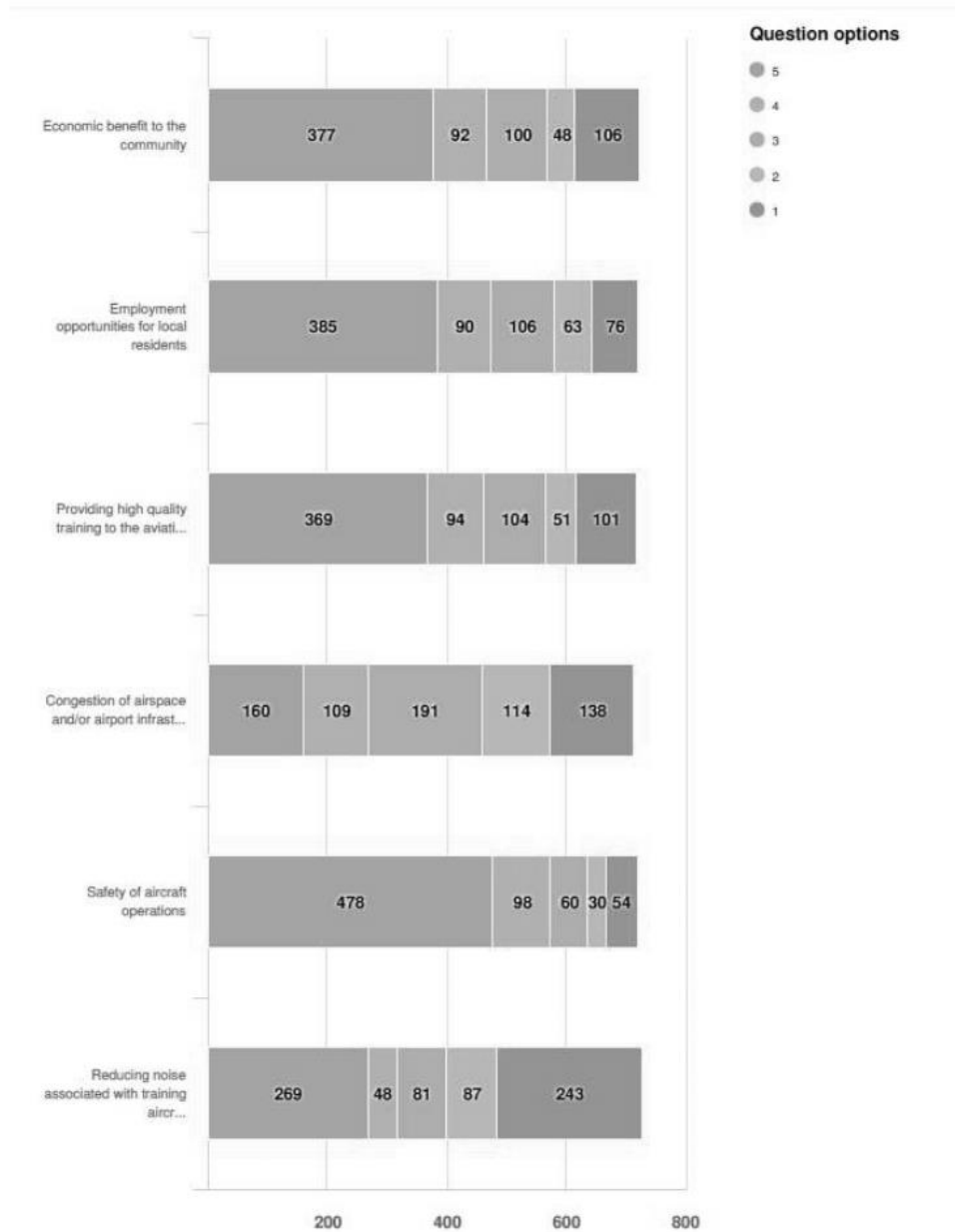
● Much more (industry growth should be encouraged) ● A bit more (steady growth over time) ● About the same
● A bit less ● Much less ● None

This is another key question informing overall sentiment and is analysed in more detail under community segments.

Q15. When are you most impacted / aware of aircraft noise in your area? (if you are not aware or impacted by aircraft noise, move onto Question 13)

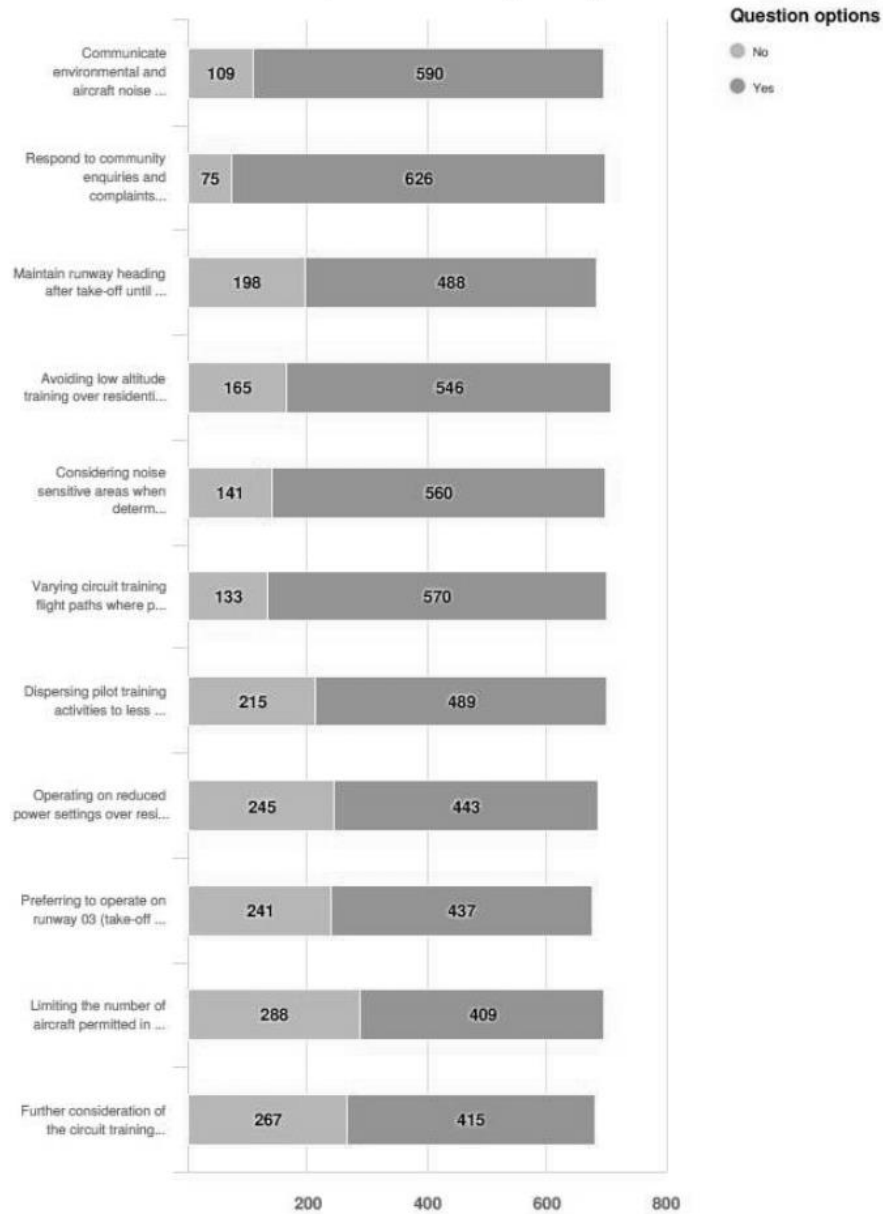


Q17. How important are the following issues to you with regard to pilot training at the Airport? Please rate 1 to 5 with 1 = not important at all to 5 = very important



Q18. Would you support the establishment of a “fly neighbourly” agreement?

- Yes 479 (67%)
- No 236 (33%)

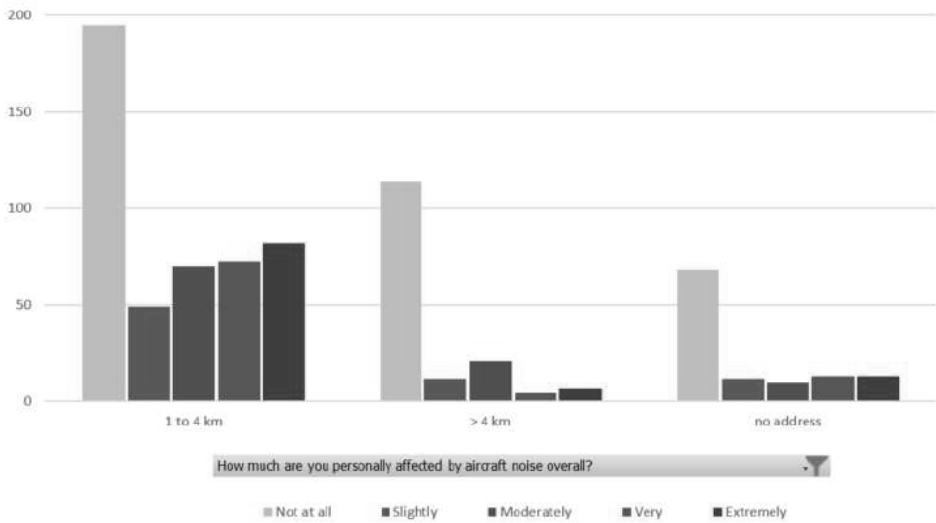
Q19. Please indicate the suitability of the following list of possible measures:

Proximity to Airport

Of the 629 respondents who provided a valid address within the LGA, the average distance from the Airport was 3.4 km, with 74% of addresses within 4 kms of the Airport.

92% of respondents who indicated they were either very or extremely personally affected by aircraft noise (and provided a valid address) lived within 4km of the airport. However, a large proportion of people with a valid address within 4km of the airport were not affected at all.

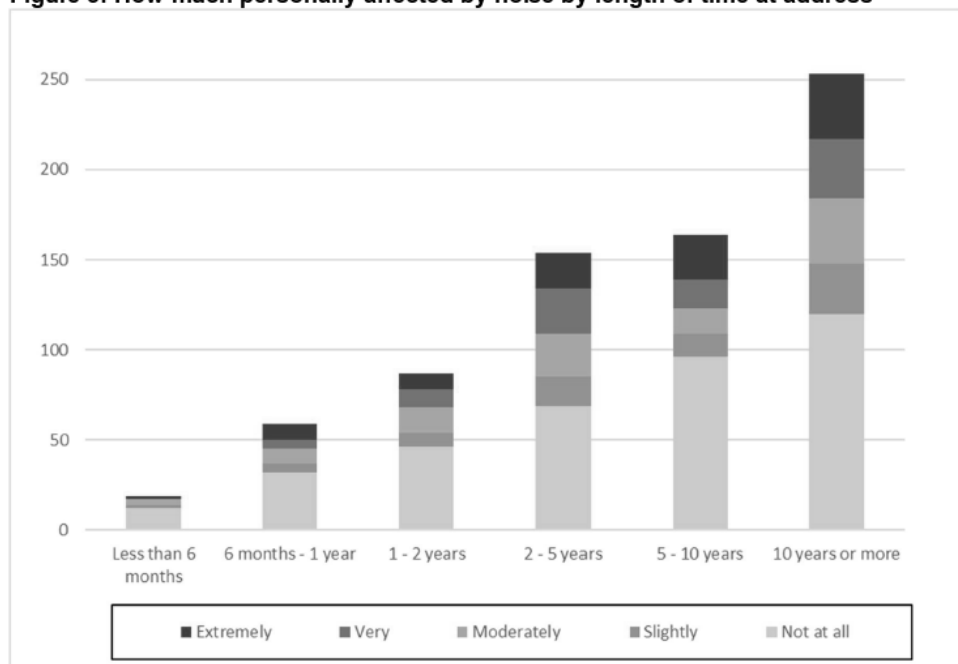
Figure 2: How much are you personally affected by aircraft noise by distance from the Airport



Length of time at address

Length of time at address did not correlate with how personally affected respondents were by aircraft noise.

Figure 3: How much personally affected by noise by length of time at address



Major themes

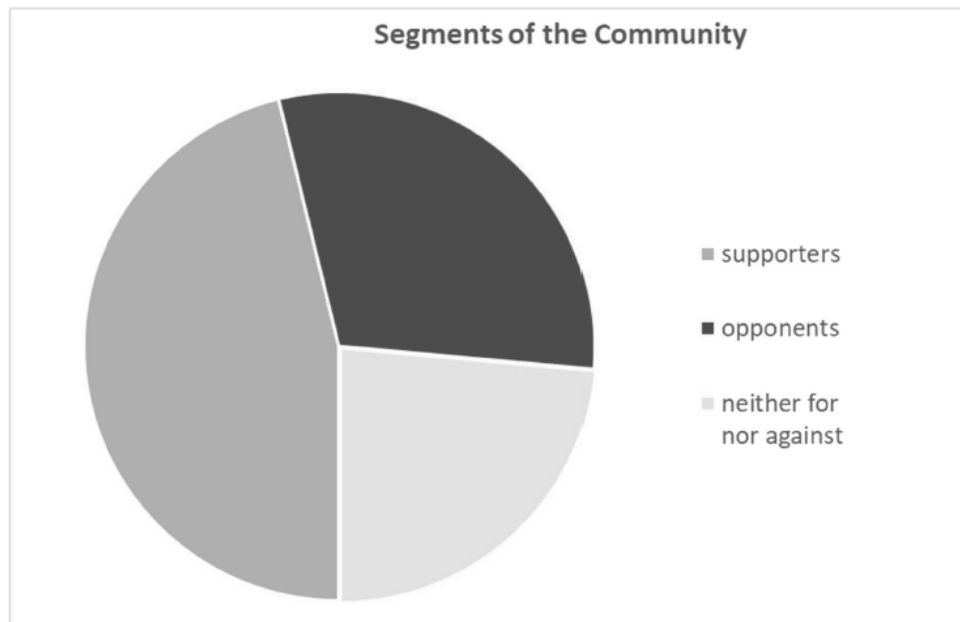
11 major themes were identified within the survey responses, including in responses to the open questions (see Appendix A).

- Pilot training creates employment - 475
- Pilot training stimulates economic benefits - 469
- Other benefits of pilot training, such as pilot career development - 463
- Excessive frequency of movements - 287 respondents
- Concern over the growth in the number of movements - 273 respondents
- Loudness (volume) of the aircraft - 262 respondents
- Timing of flights - 265 respondents
- Flight practises and paths
 - Low altitude
 - No variation of flight circuit
- Pollution - 15
- Concerns over safety of flights over residential areas - 14
- Negative impact on property prices - 5

Segments of the respondents

In general, respondents were able to be categorised into one of three categories;

- 30% Opponents - significantly affected by aircraft noise and oppose pilot training activities. For these residents, circuit training activities significantly impact their quality of life.
- 24% Neither opposing or supporting
- 46% Supporters - not impacted by aircraft noise and support the employment and economic benefits of pilot training activities



Opponents - 227 (30%)

Want to see much less or no pilot training, are moderately to extremely impacted by aircraft noise. 96% of this group have noticed an increase in pilot training. 88% of this group felt that reducing noise associated with training aircraft as very important. 46% of this group rated employment and economic activity as not important or slightly important. 69% supported the creation of a fly neighbourly agreement.

89% of those with verified addresses lived within 4km of the Airport (178/200). More than half (121/227) are at home seven days a week (morning, afternoon and evening), with an average of 6.1 days per week spent at home.

Opponents could be further divided into those who want absolutely no pilot training at the Airport (58), those who want much less flight training (127) and those who want a bit less (42).

Opponents rated the following as important in their response to question 12 - What concerns you most about the aircraft noise / activity in your area?

Table 2. Opponent's major concerns

Issue	Responding YES
the number of flights (frequency)	219 / 96%
the times / duration of flights	206 / 87%
the height of the aircraft	198/ 91%
the loudness of the Aircraft	193 / 95%
the lack of quiet between individual flights	142 / 63%
not knowing when there will be times during the day without aircraft noise	128 /75%

Respondents provided a broad range of responses regarding when they were most affected by noise. 96 respondents identified Sunday morning (before 12 noon) as their most affected time. Another 90 respondents identified Sunday afternoon (after 12 noon) as their most affected time. 143 respondents complained about training on public holidays.

Neither support nor oppose - 177 (24%)

This group were either happy to maintain about the same amount of pilot training (66%) or presented mixed views (33%).

Over half (62%) have noticed an increase in pilot training.

58% of these respondents report being not at all or slightly impacted by pilot training.

78% of verified addresses within this group were within 4km of the Airport.

47% were home seven days week.

64 respondents (36%) complained of noise on Sunday afternoons or evenings. 44 (25%) complained about noise on Public Holidays.

Supporters - 347 (46%)

This group were not affected or only slightly affected by aircraft noise and would like to see growth in pilot training.

56% would like to see much more activity, with Council encouraging industry growth.

23% have noticed an increase in pilot training activities.

89% of supporters identified economic and employment benefits as important, 48% felt that reducing aircraft noise was either not at all important or only slightly important.

65% of the verified addresses were within 4km of the airport and 38% were home seven days week, with an average of 5.6 days per week spent at home.

30 Supporters also indicated they were most impacted by aircraft noise on Sunday afternoons, with 37 impacted on public holidays.

Over half agreed with the proposed implementation of a fly neighbourly agreement

Table 3. Suitability of possibly fly neighbourly measures as rated by supporters

Issue	Responding YES
Communicate environmental and aircraft noise issues to local operators and pilots to increase awareness	242 / 70%
Respond to community enquiries and complaints in an open and co-operative manner	273 / 79%
Maintain runway heading after take-off until reaching 1000 feet above ground level, or a suitable altitude that ensures aircraft have reached a circuit height of 1000 feet over residential areas	163 / 47%
Avoiding low altitude training over residential areas	190 / 55%
Considering noise sensitive areas when determining circuit training flight paths	204 / 59%
Varying circuit training flight paths where possible (consistent with aviation safety regulations and air traffic management procedures applicable to the area) to avoid the repetitive use of particular flight paths over residential areas	219 / 63%
Dispersing pilot training activities to less populated areas where possible	148 / 43%
Operating on reduced power settings over residential areas (in accordance with aircraft operations manual requirements)	130 / 37%
Preferring to operate on runway 03 (take-off to the north) where possible (subject to weather or other operational constraints)	138 / 40%
Limiting the number of aircraft permitted in the circuit for training operations at any one time	81 / 23%
Further consideration of the circuit training hours of operation, particularly with regard to permitted times for night training	93 / 27%

Criticisms of the survey

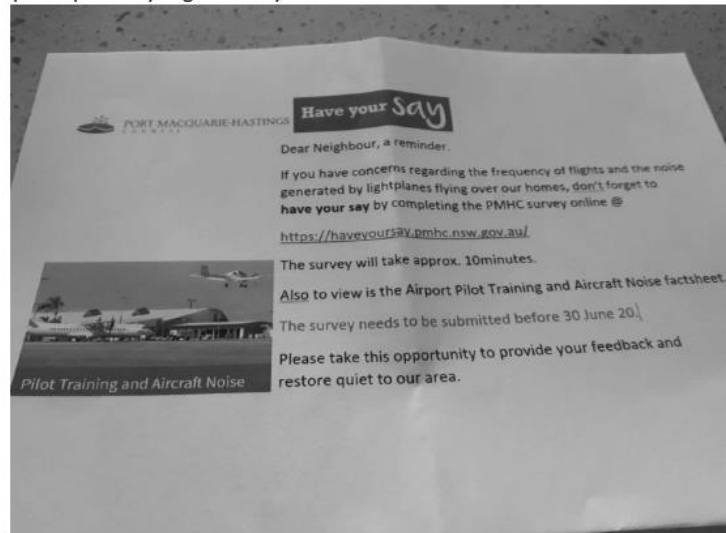
It is noted that a number of respondents to the survey expressed a view that the survey had been specifically designed by Council to elicit responses either in support of or against pilot training activity (depending on the respondent's point of view).

Other criticisms included:

- Residents were not aware of the survey
- The survey was conducted during COVID-19 pandemic, at a time of heightened anxiety and increased time spent at home
- That interested parties (businesses, employees, residents and groups) proactively persuaded residents to respond to the survey in a particular way, either negatively or favourably.

Notwithstanding the above, it is considered that the results based on 751 survey responses, provide a fair and accurate reflection of community sentiment on this issue.

Photo: Example of privately organised flyer circulated in late June



The graphs below shows the trends of survey responses received during the *Have Your Say* process. Supporters were first to respond to the survey, many of whom were direct employees or beneficiaries of pilot training. Opponents were slower to respond, peaking with 25 opponents responding on 20 June. Total responses peaked on 21 June, three days after the distribution of the flyers had commenced. Council's Facebook post on the survey was posted on 24 June. Responses stayed strong until the end of the month. On 11 July, Port News posted their online article. The response to the Port News online article was mixed, with an additional 70 responses received in the five days following the article.

Figure 4. Number of survey responses and the sentiment (expressed as the average of How are you personally affected by aircraft noise overall)

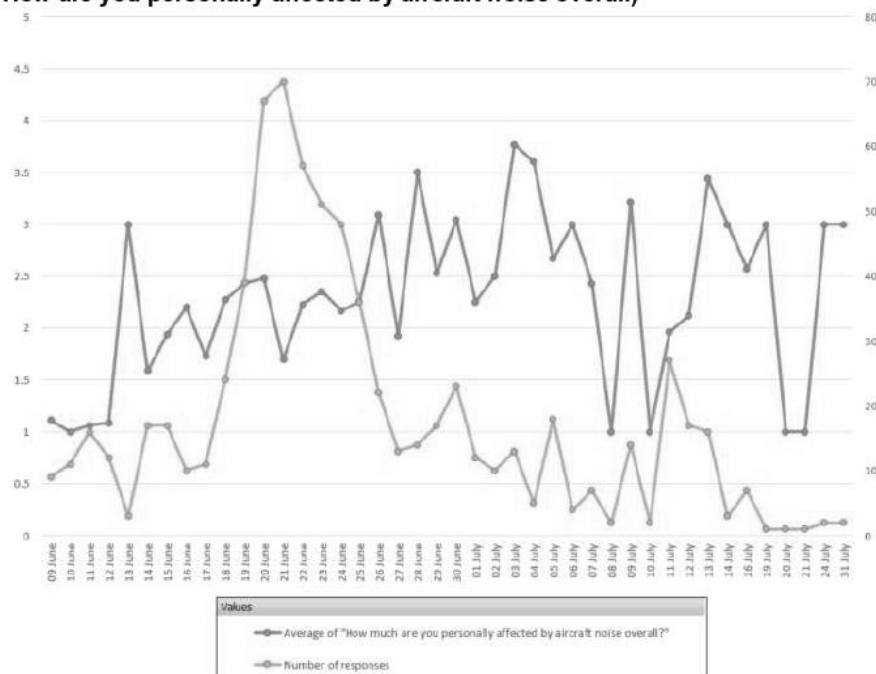
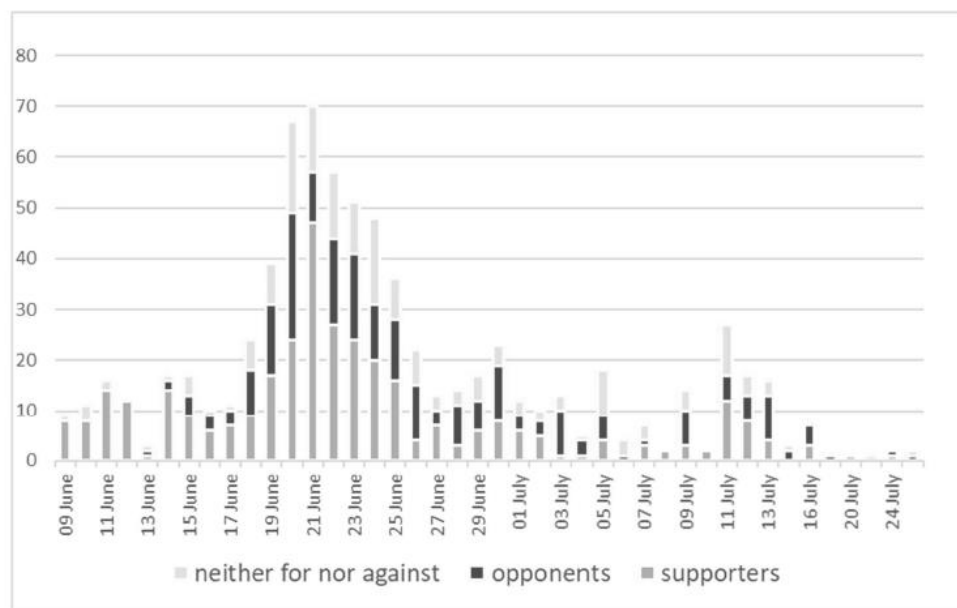


Figure 5: Survey responses by respondent segment by date**Appendices**

- Appendix A Responses to open ended survey questions
- Appendix B Social media posts
- Appendix C Written submissions
- Appendix D Summary of submissions and Council response
- Appendix E *Have Your Say* Survey collateral
 - *Have Your Say* Survey
 - *Have Your Say* Survey Flyer (Letterbox Drop)
 - *Have Your Say* Survey Fact Sheet

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PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

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PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

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Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
This is ridiculous. The training aircraft are flying almost directly overhead at the time and you have to be a whinger to complain about the noise level or noise they produce. Many now have turbine engines which are very quiet. Some minor noise at least means someone is around.	It does not affect me at all	No. Let's build the airport extension. One question is when let's start to build. It makes more noise than all the training aircraft. Do want to limit them. Similarly the ambulance being able to fly. Stop them? I think not. This is just a complaint from some old whingers with nothing better to worry about.	Council, develop the airport, do not shut it down or limit its operations.
The very regular noise or rather the noise has now become an issue. Intrusion and annoyance rather than an occasional point of interest. Our household suburb is changing for the worse. In the time I have taken to write this, these planes have gone past.	I can no longer enjoy a peaceful branch or lunch on our back veranda without much too regular intrusion of aircraft noise.	Go beyond voluntary requirements for noise and noise limit policy, flight frequency reduction and require this to be done to maintain a set of minimum requirements to be determined by consultation and expert advice.	I would like to be advised of next steps and end goal objectives from this currently unacceptable position.
None	I support the pilot training as an important economic activity	None	None
Small aircraft don't make much noise and someone needs to train pilots.	Positive... opportunity for our young people to learn to fly		
I have no problem at all with the aircraft noise. I enjoy watching the aircraft, especially the smaller ones. I don't mind the noise from the house and I have no problem with that at all. There is usually a Gannet plane that takes off around 5.30am and it's quite a good alarm clock. No problem with me.	I enjoy it. Sometimes it's not hard to guess which ones are the learners.	NO	The airport has been here for a long time and is an important part of Port Macquarie's economy. Pilot training is an essential activity and should continue.
Low flying over residence and occasional drop from aircraft	Aircraft noise is most disturbing in an otherwise very quiet and peaceful area.		
No impact	No impact	No. There is more noise from motor vehicle traffic than aircraft	We receive some noise from commercial turbo prop aircraft. We hear no noise from flight training.
Please change the flight path. I can even see the planes when there is no TV on.	Please change the flight path. I can even see the planes when there is no TV on.		
Noise interferes with my enjoyment of the quiet and peaceful atmosphere of the area.	Noise interferes with my enjoyment of the quiet and peaceful atmosphere of the area.		
Generally, the pilot training flights seem to be not stop at all day. This is a bit unfair. There should be a bigger gap between flights and they should fly over less populated zones			
The increase in training has definitely impacted our quality of life.	The increase in training has definitely impacted our quality of life.	Limit the number of pilot training in the airspace at any one time.	Enforce the circuit height and flight path
No impact @ all - by the way, I have very good hearing	No impact @ all - by the way, I have very good hearing		
It does not. It is merely background similar to the BAAW flight flying past when they are training		Varying the flight paths by 400 mtrs for each flight path with a limit of 1 or same per half hour	the cost benefit that the operation has for our community is to be considered.
Doesn't change			
The repetitive noise becomes annoying			I am surprised that Kempsey Airport is not used for training as I thought the Cessna 441 money was split over the 3 local airports for Training - maintenance business, PMQ - passenger flights, Kempsey - Training
Brings worth to PMQ		Upgrade airport facilities to get commercial passenger flights with upgraded paths	Most residents expect to be taught or asked that properties AFTER the establishment of the airport. Maybe they should have noticed that the airport was here.
We have no problems whatsoever with it and it is an asset to the viability of the airport and Port Macquarie	We have no problems whatsoever with it and it is an asset to the viability of the airport and Port Macquarie	no, we are not concerned at all about aircraft noise, and although we like to do so the airport are not affected.	The past period of noise pollution was late 70s when the drag planes came in early hours of the morning flying low to avoid the Newcastle radar
Ref Question 12, these flights are continuous 7am-12noon, 12noon-7pm and 7pm-10pm, every day of the week, public holidays included. This selection was unvaried in a order.	One solution is to change the flight paths to non residential areas, over the ocean and rural areas		The residential community is more important than private business operations, like the A/C, and should be the primary concern in this matter. Quality of life is why people live in this area and this is severely impacted by the aircraft noise from the pilot training school operations over residential areas.
Pilot training is ok, but it is the underlying noise of the aircraft over our neighbourhood that is unnecessary. The flight path over our residential area is inappropriate.	Alternative: The pilot training facility should relocate to another field out of the residential Port Macquarie area		Airport operations should be limited to commuter and essential services transport.
Positive			
negatively with constant but noise of the engines, do they have a decibel level as can be	With the COVID-19 coming as to stay at home the constant drone noise of the aircraft is a bit of a problem. I have been told that the noise is not really that bad, please limit the noise		Please give us residents a break & lets have some quiet time
has no impact either way	no other comments		no
The quietest planes are of the loud ones must be existing noise limits, they are just too loud	Adequate muffler systems on the loud planes		
concern that council will approve increased aircraft activity without consideration of residents	establishing voluntary guidelines for aviation activity would be open to discussion on flying frequency		

PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and Time Submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jun 19 20 01:00:20 pm 12:31:53 pm	No.	I find it extremely frustrating to see how flying incidents constantly overhead, fly out over the coastal you land, NOT over our homes.	fly out over the water, not over homes.	no thank you
Jun 19 20 12:40:59 pm	No. I am aware of aircraft flying around Port Macquarie but it is not a concern. There is plenty of quiet time. Some helicopter flights late at night are the loudest but they are emergency flights so not a concern	No effect. I think it's a good thing to have the industry in Port Macquarie	No	No
Jun 19 20 01:00:21 pm		very nice		some times it is very difficult to make a reasonable judgement of currency while the level of noise and frequency of flights is acceptable it does not impact greatly
Jun 19 20 01:06:50 pm	No	I have noticed more activity built does not impact greatly	No	No
Jun 19 20 01:07:16 pm	Trying to sleep at night with pilot training over residential areas at night	Negative impact with lack of sleep	No	I'm not asleep at all but due to conditions and strained relations with China all Chinese trainee pilots should have their visas cancelled and be sent home
Jun 19 20 01:08:45 pm	No. noise does not bother me	does not impact on me at all	No	No
Jun 19 20 01:11:20 pm		Not at all.		
Jun 19 20 02:09:56 pm	Planes passing low over houses are a safety danger.	Aircraft noise is heard inside the house even when all doors & windows shut and at times with the television on. Early morning lay ins after waking are disturbed by noise & frequency of pilot training. When there is a number of aircraft in the sky doing circuit training the disturbance is a constant drone of engines and noise. I have noticed that the noise is more frequent during the weekends are greatly impacted. P.S the above question only does not allow the entire day to be chosen, we are impacted by aircraft at multiple times each day, preventing our sleep at night. IASpin there have been at approximately 5 passes overhead heard inside the home (doors & windows shut)	stop circuit training over residential areas, especially low flight paths	low circuit training over residential areas is a safety danger!
Jun 19 20 02:40:02 pm	No concern. Am concerned though that people are becoming intolerant to the noise level of the flights and training flights. The air traffic is very busy and noisy but the vehicle traffic which is constant and so many awed vehicles which are parked in the streets is more of a concern. I have noticed that the noise is more frequent during the weekends are greatly impacted. P.S the above question only does not allow the entire day to be chosen, we are impacted by aircraft at multiple times each day, preventing our sleep at night. IASpin there have been at approximately 5 passes overhead heard inside the home (doors & windows shut)	Training does not impact on my life at all. Actually in the summer when I am sitting out on the watercraft I like seeing the planes.	No	No
Jun 19 20 03:01:58 pm				
Jun 19 20 03:02:24 pm	No	Not directly but obviously good for the town economy	Not presently a problem	There will always be flights
Jun 19 20 03:15:18 pm	The twin engine training planes are very noisy.	A lot noisier than we thought they would be	Some pilots and/or planes are a lot noisier than others. They need to be made aware of the noise they make on landing approaches and work to minimise it as much as possible.	No
Jun 19 20 03:34:04 pm	The aircraft was well below me and the flight path of noise is a minor concern in comparison to the benefits it offers the area. Only a completely trained pilot would find that the airport will not get busier over time and if you don't like the noise there is a simple solution - move!	While it directly has no impact on me, the economic benefits that pilot training brings to the region would be an indirect benefit to not just me, but everyone who lives in our region.	No	We should be encouraging an increase in the number of pilots being trained in Port Macquarie, not reducing them. I suspect that most of the HMB's making complaints moved into that current residence well after the airport was established. Port Macquarie would be worse off if we were to lose the pilot training facilities, but better off if the HMB's moved to another region. Maybe the council could use the money raised from the fees paid to the airport for training to give the complainants a relocation grant.
Jun 19 20 03:35:42 pm	It has been less noticeable during recent lockdown	You tend to spend less time outdoors		
Jun 19 20 03:41:45 pm	Used to be 26 vis. of pilots practicing manoeuvres, and flying low. While takeoffs and landings on the east-west runway are no longer a major issue every now and then some do indeed pilot to whatever reason times east-west or west-east low they are a liability or calling off. This means I could literally throw a can of drink at the plane and hit it.	I am an aircraft nut but the low flying is BS. If they have to train head west or out to sea.	Voluntary agreements are BS, stop stuffing around, as the it clear fly over residential areas and you're banned from flying it or out. All services and pilots to sign an agreement prior to approval to land or take off.	This survey is nothing more than the Council and its business and its "Consulting". Once the Council completes the survey, it will complete the survey and the Council decisions about it moved in 1985 they will do what they want anyway. Last "Consulting" over our planning was so logged it was like an ALP Branch Stacking exercise.
Jun 19 20 03:43:01 pm		Pilot training provides employment opportunities for Port Macquarie residents and contributes to our economic growth. The cultural benefits are also positive for our region.	Keep flights away from residential areas, and away from high density areas.	Activities that provide employment opportunities and economic growth during these uncertain times should be actively supported by council.
Jun 19 20 03:46:21 pm	No. What so ever	It has no impact what so over	No	We need well trained pilots and giving them the best training facilities available is the best for the future, and will help will help Port Macquarie.
Jun 19 20 03:51:00 pm	Noise from training flights has increased considerably during the recent few months. This occurs frequently throughout the day and evening. Regarding question 12 times are too specific and does not allow the option to select more than one time frame.	Since the recent increase in flights over this area the continuous drone as the aircraft circuits becomes monotonous and irritating. It is trying, creates tension and stress, quality of life at home has been impacted considerably.	The measures mentioned at question 17 if put in place would make a real difference to the quality of life in this residential area.	Please note: I have marked 5 for the following questions: Economic benefit to the community Employment opportunities for local residents Encouraging opportunities for local industry Improving the quality of life of residents For the purpose of the survey, I have answered a "1" less at question 15. It measures suggested at question 15 were to be put in place I would change my answer to "about the same". Thank you for the opportunity to complete this survey is appreciated.
Jun 19 20 03:54:15 pm		Constant touch and go around.	No	No
Jun 19 20 03:57:57 pm	No	Does not concern me at all	No	The pilot training brings jobs of money to Port Macquarie

PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and Time Submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jun 19 20 04:19:37 pm	No the cars using our street are louder than the planes	None	No not a problem to us	
Jun 19 20 04:22:28 pm		Pilot training has no positive impact		
Jun 19 20 04:32:57 pm		No negative effect.	No further suggestions as do not think that the noise is excessive	The Airport is a valuable asset to the community like under the downwind leg or Runway 21 and have not found the noise or frequency of operations disturbing
Jun 19 20 04:49:03 pm	No	No impact what so ever	No	No
Jun 19 20 05:38:59 pm	No Concerns the modern light aircraft used by all the training schools are very quiet.	Own small business in Port Macquarie and every time it takes. So the line national flight training school is a good boost to Port Macquarie.	If you are concerned about aircraft noise I suggest that you do not buy into the flight path pilot training area of any of the runway noise and as the world is getting more populated every day and traffic is only going to get worse. Luckily aircraft have got so much quieter that they used to be.	
Jun 19 20 05:45:50 pm	They start flying at dawn and go on late at night	Just a constant aircraft noise		
Jun 19 20 06:19:42 pm	I have no concerns about a few light planes flying over Port. It was only after my attention was drawn to the fact that someone was putting a petition together that I became aware that pilot training was taking place	No impact	No	The last 3 questions of 19 are not for a lay person to answer. I know nothing of flying an aircraft or regulation. Why are only two options why I must answer yes or no to the questions in 19.
Jun 19 20 06:36:01 pm	No concerns we sit outside most nights and noise but are not effected by the noise or frequency at all. If anything it is a positive as it brings growth to our economy and would attract experienced pilots when they fly.	There are so many positives it brings to our community. Having an opportunity to learn in here and also bringing people from around the country to grow the economy. You have a school and the planes go to school and the training school is a very good thing. I have heard that the school is doing all they can to minimise 'noise' but I fully support the aviation community in doing whatever is necessary to keep the training program up and running.	They do it very well enough to make enough noise as it is.	I hope people can understand the importance of practice and training and if that means you can hear a plane fly over for a small amount of time, I'm sure they would rather and experienced pilot the next time they fly and get over it.
Jun 19 20 06:59:10 pm	Yes - Why is it necessary for the Diamond Training aircraft (Cessna 441s) to practice circuits up until 11 pm at night. Though it is a small aircraft the noise is very loud and it is very annoying. No the flight. Please arrange a curfew for say 7pm - 10 pm to the residents	Noise - constant circuits	You mentioned VOLUNTARY Guidelines - which in effect means they can still 'do what they want' Take the but the no please and make it a mandatory curfew time for circuit training.	Take the but the horn please and make it a mandatory curfew time for circuit training - 7 pm at the latest please.
Jun 19 20 09:32:35 pm	No concerns at all	don't have any issues with aircraft noise, enjoy seeing various planes coming and going		
Jun 19 20 09:37:06 am	Enjoy seeing planes overhead. Has no effect on routines.	We are happy to have pilot training.	We do not mind the planes noise. They are only overhead for less than a minute. Cannot understand all the fuss.	I think it is a very small majority of people who complain at just about everything.
Jun 20 20 09:33:20 am	Air pollution. There is a lot more pollution evident on the roof tiles and paved areas around my home. Also present is the possibility of plane exhausts close to the airport.	The worry about pilot error and possible crashlanding. The noise and distraction I feel when trying to rest.	Establish a training facility for port of Macquarie. The noise and frequency of residents affected.	My husband and I moved to Port Macquarie for a quiet lifestyle in retirement. We did not anticipate that there would be such an increase of flight activity at the PM airport. This increase could affect the value of our current home, which would be devastating for us.
Jun 20 20 09:41:55 am	The coming out of plane engines and gliding then restarting engine above houses concerns me. I fear for the day when I don't want to.	It is basically constant noise which aggravates me. The noise also interferes with my wedding and radio listening. What value is this to Australia when all pilots are trained in the US and then come to Australia to train? I have heard that the routes come a week and spread over the whole community. I seem to recall the you use to fly the Lightning area but changed because of noise to the area. Better off let them fly over state forests, the trees won't complain.		
Jun 20 20 10:09:58 am		pilot training worries me being so close going almost straight over my house		
Jun 20 20 10:23:21 am	No, the noise is no more significant than some general traffic noise, including trucks etc.	Nil, a tax of life.	Takes off to the north which hand circles would seem to be most desirable requirement	
Jun 20 20 10:34:31 am	The airport has been here probably longer than most residents.		People need to accept that they derive the benefits of aviation and need to accept there is a price to pay for it!	I am in no way connected to a fly lifestyle what so ever in relation to the airport or its aviation activities. I do not find the noise in any way significant enough to consider damaging the industry or adding potential costs to us all in unreasonable making too many limitations.
Jun 20 20 10:40:06 am	Commercial flights are not a concern but the increase in pilot training activity is a concern. I am worried about the impact on the environment, especially when there are multiple aircraft in the air.	These aircraft fly above residential areas on high frequency. I have heard that the noise is constant and that the noise is increasing. I am worried about the impact on the environment, especially when there are multiple aircraft in the air.	It's all about flying path, altitude and frequency, so this needs to be sorted out.	This increase in noise and frequency seems to have coincided with the reduction in commercial flights since Covid-19 took down. It is really impacting our ability to enjoy our property.
Jun 20 20 10:46:23 am	I am aware of it but it is not	It does not bother me		
Jun 20 20 10:46:23 am	Old enough to be a bother			
Jun 20 20 10:52:20 am	Very early morning noise - eg. around 6am noisy planes taking off	There seem to be too many flights & they are too frequent. Also, some flights are too close to the rooftops & therefore very noisy.	Implement the voluntary guidelines for pilot training and other general aviation activity for a trial period of eg. one year & if there is no or very little improvement for the local community in terms of noise reduction & appreciation, cancel their permission to operate pilot training at Port Macquarie airport.	I would be most interested to know how many local residents are employed at the pilot training schools as well as how many local residents are students, compared to eg foreign students?
Jun 20 20 10:52:20 am	It seems that there is aircraft noise every day - ie there is no day without noisy planes overhead	Many of the flights seem to take the same route so two or more planes will take off one after the other & fly more or less overhead		I would also like to know if the council has in fact done any economic modelling on what, if any economic benefits there are to the local community as a result of having pilot training at the airport? In other words, if the training schools weren't there, would anyone really miss them?
Jun 20 20 10:52:20 am	From this survey, it seems there are currently no voluntary guidelines for pilot training and other general aviation activity in place. If that is the case, I am shocked and fully support their implementation asap. In fact, I think any such guidelines should be mandatory rather than voluntary.	I do not understand why it is necessary for the planes to head directly east from the airport & head on straight over residential areas. Why don't they fly north over the river?		
Jun 20 20 10:58:29 am	Doesn't bother us.	I think we just have the air noise.....just learn to live with it	No.	Again, let's leave the Chinese alone.
Jun 20 20 11:03:17 am	Commercial flights are not a concern as they are only the infrequent	Above question inappropriate. The noise is continuous and there are no noise	The guidelines mentioned in Q18 and specified in Q19 need to be mandatory, not voluntary.	No further comments

Date and time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jun 20 20:22:03:17 pm	With Pilot Training they keep going around in circles and cut the engine so we hear they are going to fall out of the sky at any time. It's a great danger to our residence to have pilot training in our residential area. It's not helping our quiet industry and surely this could be done from a smaller airport where the risk is less houses.	It is only the pilot training aircraft that is causing it's crazy above our heads going around in circles and quite a few at the same time. We are getting one heck from looking up.	Plotting only available to a residential citizen :/	Even though dramatically it is a benefit to Port Macquarie to have a student from overseas learning to fly over the money and keep it all in the state. These students could be dropping bombs on us one day. I am not a racist but I am aware that is going on in the world at present.
Jun 20 20:22:09:53 pm	Noise is constant and the planes are slow flying over River Park Road and also at Sierra Grange Retirement Village where I work. Flights are sometimes very low to the ground and very close. Last night over River Park Road after 9pm there were 3 or 4 aircraft in the sky.	Noise and low flying of aircraft is excessive and disturbs the quiet enjoyment of peoples homes. Night path outside the city limits should be encouraged.		The economic benefits to Port Macquarie far outweighs the people who consistently want to complain about aircraft noise.
Jun 20 20:22:42:51 pm	Heavy about 1000 ft from aircraft, red and black cock that seems to fall on our outdoor areas.	Constant noise, as they attempt their landing, and take off... the constant noise is almost impossible to have a conversation with people when they are visiting or I am speaking with them on the phone.	Noise	My father served in the RAF and stationed at many RAF camps in the UK, and that is where I grew up in and around air bases, so here where I live brings back so many fond memories of aircraft overhead. So I have no problem at all.
Jun 20 20:22:44:11 pm	Aircraft noise is not a problem at our house.	Negatively		These should be "not applicable" option in the questionnaire
Jun 20 20:22:45:35 pm	I don't understand why we are waiting time on this	I don't		
Jun 20 20:22:45:45 pm	No	Not at all		
Jun 20 20:23:04:47 pm	It seems to go on from early morning to the evening. Our house is under the flight path and we hear planes fly by at least 15-20 minutes apart daily and a couple of nights per week after that.	I make it hard to live with noise over the house and aircraft lights sailing through the back windows when watching TV.	There is a lot of area around airport where there is limited population areas. At present these planes are flying over DENSELY POPULATED AREA, contrary to what they are 1 mile and the Council would be up for a BIG payout to Community members.	I have no issues with any person or outside groups learning to fly in our town just thought of a SAFER FLIGHT PATH and more appropriate times for reasons. Thank you
Jun 20 20:23:33:21:11 pm	Yes, I'd plane came down in our location it would cause massive distraction, definitely villages that have 200+ houses in each.	The noise is so bad that we are improving our house ready to sale and finding a new place to live. Can not get out of the car enough.	Flying planes over the sea or national park areas.	We moved from Sydney to get away from noise. Very, very disappointed.
Jun 20 20:23:33:43:35 pm		No	fly north and then do all training out over the ocean where they can't be heard or jeopardize people's lives.	
Jun 20 20:24:17:22 pm	No	No	No	No
Jun 20 20:24:25:10 pm	Should only fly public holidays, beaches or aviation rules... we have timed the flights as often as every 10 minutes... affects tv reception at night... should not fly Sundays....	Noise pollution is disruptive, constant droning of aircraft overhead. Especially in evening, sometimes up to 10 pm. Very annoying Sunday morning. Should never be allowed. A nice Day, Not this Day, Christmas, Easter (whole period) Night flights are intrusive.		
Jun 20 20:24:26:02 pm	Hazy lesson. When the airport was built there it in the bush. There were only a handful of houses along Hastings River Drive and The Onley Highway. Virtually no houses west of Wintonville St. and the cattle hadn't been brought out, construction of these about 30 years later. To my point, if you build or buy a house near the airport, you should expect to have aircraft noise and sound appliances and no more frequent in most suburban housing areas. The Fokker and Dash aircraft used by the commercial times are loud but infrequent so cause no other lines on a flight path and are not at all noise-mendous. TELL THE MAYOR AND WINGED WINGERS TO PUT A SOCK IN IT.	I dump money to the town which helps to make it a better town for me to live in with more and better facilities		DON'T BUY OR BUILD HOUSES NEAR AN AIRPORT AND THEN COMPLAIN ABOUT THE NOISE
Jun 20 20:24:33:14 pm		No		
Jun 20 20:24:40:29 pm	When people are complaining too much, they choose to live near the airport as it did and it's just a matter of time before you become desensitized to it anyway. If it's a bother, just close your bedroom. These pilots have to train somewhere so why not here, after all it's where they'll be spending their money.	I don't impact at all.	It has some of the noisy people close from people who just don't want to change that lifestyle so going indoors or closing a window or door. These pilots need training and why not here in Port Macquarie. I've heard a couple of negative comments about the radar 'band' which I choose to ignore.	What are people going to complain about next? Are the houses in training season making too much noise as well?
Jun 20 20:24:44:59 pm	Commercial flights are not a problem. It's the small planes constantly buzzing over the same flight path and over airport area, sometimes very late at night, weekdays and weekends. I understand the pilots have to learn but perhaps one or two set flights a week would be ok so we know we're getting a reprieve.	The relentless circuit training is hard to tolerate. I'm moody at work during the day but the late flights, especially on a long summer when the doors and windows are open is really in bearable.	Introduce a 10pm - 6am training curfew. This would allow commercial flights that may be running late and helicopter and emergency aircraft to come and go to the hospital, but put a ban on the constant take offs and landings which are the annoying part.	At good, thanks for taking our concerns seriously and understanding that not everyone can just turn off hearing aids or!
Jun 20 20:24:45:53 pm	No. The problem only started with the pilot training.	Is so noisy and continuing and from about 7:30 am until late afternoon. Visions have frequently been disturbed about the noise.		The airport is an important asset for Port Macquarie and we expect to have some aircraft noise from the pilot training is TOTALLY unacceptable. Is not just residents but preschool, hospital and retirement nursing homes who are affected.
Jun 20 20:24:46:53 pm	Normal passenger flights are expected and are not that frequent	Continual intrusive noise.	Voluntary guidelines are a waste of time, no enforcement possible. Operators will agree with to get them implemented, the noise then will be unacceptable, too loud, close down.	Training flights to adhere to height regulations at times. However the continual noise from the pilot training is TOTALLY unacceptable. Is not just residents but preschool, hospital and retirement nursing homes who are affected.
Jun 20 20:24:46:58 pm	This noise has increased significantly lately. I spend a lot of time in closed community of our house summer and winter. Have deteriorated rapidly 24 hours a day, 7 days a week. I don't want to live here. I don't want to live over residential areas in circles and 95% of the time less than 1000ft.	Have had the noise for more than 1000ft, in circles, over residential areas. The noise has increased during covid lockdown, so what is going to happen when normal flights resume. I have never been annoyed by commercial aircraft noise because it is not a constant noise. It is only when the aircraft is low and slow, and the pilot is looking from above, and the noise is not an issue where the noise is taking off and landing. Just ridiculous training flights at illegal height over residential areas.	Voluntary guidelines are a waste of time, no enforcement possible. Operators will agree with to get them implemented, the noise then will be unacceptable, too loud, close down.	
Jun 20 20:24:46:58 pm	Commercial operators to follow a path out of the city and maintain >1000ft over residential areas unless when the flying school.	The noise is persistent, often noise, regular and the adds up to extremely annoying.	Guidelines need to be set in stone and NOT be voluntary otherwise they will be continually failed.	
Jun 20 20:24:46:58 pm	I have a number of video to comment, mainly with the noisy planes continuously flying over my house.	I know who the offenders are because I follow them on the App Radar 04.		
Jun 20 20:24:46:58 pm	Sometimes we have had to stop conversations whilst they pass.			

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PMHVC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and Time Submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jun 22 20 04:27:30 04:42:07 pm	Coping to a poor sleeper through age and illness, I find noise disturbances disturbing.	Negatively. Pilot training did not occur in my earlier years being here.	To reduce aircraft noise when it appears to get up there, just a wayward, such as large numbers of safety, and not such a good thing as training exercises.	Over the past years, the population of the area, Maroon Park, Lincoln Road, Sharnwood Road, Glen Highway, etc. has increased dramatically. As such, the type of aircraft being used in training, safety and those in the local airport. The large number of people in such places need more peace and quiet, especially from aircraft noise in many cases. The cause of more complaints of noise. What is the Council's estimate of this increase in numbers. To include the greater number who may be trying to recover from illness or frailty in age? The increase in retirement villages alone adds to problems.
Jun 22 20 04:43:06 pm	The aircraft noise has increased in radio, this not the commercial flights. It is the training school aircraft that has increased dramatically. The frequency of the aircraft and the time it continues both day and night. It should not be continually occurring over residential areas.	It is becoming an ever increasing problem. The duration, the number of aircraft and the noise. It should not be occurring over residential areas.	Don't fly over residential areas at all.	
Jun 22 20 04:48:53 pm	I have had planes pass over my home (no 22) always and low. Dependent on flying - 26 times I had planes pass over my house in about 4-5 hours.	Our lives have been badly interrupted. Low flying planes over mine and others home.	Yes. Fly higher over the ocean.	Please change flying path from over my home. Thank you. Please help.
Jun 22 20 04:56:55 pm	Only one thing is the helicopters coming in and landing at the Port Base Hospital. Very loud and noisy and low at night.	Not much but it is louder than normal would be. Would not know the difference between training planes and normal flights. There's just more of them.	No	No
Jun 22 20 05:44:39 pm	That I will increase in frequency and noise level	It is a nuisance in the noise and frequency study being planes they can go to areas that are not heavily populated and fly their flags. Especially since they are often in 2013 flying these flights.	That it's moved to less populated or residential areas	
Jun 22 20 05:50:34 pm	Why does the flying schools always fly over our house, why don't they fly different ways to spread the noise rather than always flying over our house.	The pilots should be trained to fly in at least not just the one course, land and take off again and again always on the same course.	spread the noise around, don't concentrate it in the one area	The letter I received from the Council seems to be favouring the flying schools, with several references to the economic benefits and employment the flying schools provide. It seems the Council has already made its decision and this survey is just PR.
Jun 22 20 05:52:51 pm	No concerns	Positive		
Jun 22 20 05:54:07 pm	When we live, you can't see the aircraft, they seem to be higher aircraft than commercial ones, but not established Churns or Virgin.	Just constant noise		I feel we should know when there is training or pilots is planned. There must be training of course. For me it was unknown what was at the sudden AT activity.
Jun 22 20 06:12:27 pm	There is one or two aircraft that do aerobically over the top of my place, I thought aircraft could not do aerobically over residential areas, the other concerns how low some small aircraft.	Too much noise, some mornings it is a constant drone of aircraft engines. Other impacts are the flying pilots have to do. It is cutting engines and some flights you can hear pilots leaving to go to a landing and takeoff.	No	No
Jun 22 20 06:20:16 pm		Negative due to noise pollution.	Love your suggestion. Particularly requiring training aircraft to gain more elevation at takeoff. It appears most noise from our area is associated with these training planes.	
Jun 22 20 07:16:55 pm			I am aware of the economic benefits to the Port Macquarie community, however I believe flights should be limited to between 7.30 am and 5pm weekdays and 9am to 10pm on weekends.	
Jun 22 20 09:01:11 pm	No	Sitting outside very loud	Vary the flight paths. Limit night training	
Jun 22 20 09:09:43 pm	The constant sound of low flying aircraft is very stressful for my wife and I after the horrendous bushfire season we have all recently experienced. During that time the constant sound of helicopters and planes in the air was a constant reminder of the fire danger around us. Hearing the planes constantly now takes me back to that time and I find it very stressful. I am sure there is a moment of anxiety every time you hear the planes especially early morning and late evening and into the night.	The constant noise and drone of the planes.		
Jun 22 20 11:34:41 pm	No	My brother does pilot training and it is an incredible experience for him and a life long dream.	No	No
Jun 23 20 09:44:30 am	Why would anyone move next to an airport if they didn't like the noise ...	Negatively	Ask them to fly with their engines turned off ...	I'm amazed we're having the conversation, how many complaints have you had to warrant all this time and expense? The noise over our house lasts for a very short period of time, they can't park over the house and rev their engines, the bonfire on the road make more noise. Regards ... Max
Jun 23 20 09:14:23 am	Happy to see the activity in the area	Not really impacted at all - happy to see the enterprise in the area	The above mentioned options (Q19) should be more than sufficient to alleviate all resident concerns. I have no issues with pilot training noise at this time.	Current noise is not an issue, especially for residents within their homes. The pilot training enterprise is to be encouraged rather than being complained about by the noisy minority who, I imagine, have necessitated the survey. Thanks for the opportunity to comment.
Jun 23 20 09:16:01 am	No	Positively, the more qualified pilots we have in Australia the better.	There is a lot of unused land surrounding Port Macquarie. Perhaps, create a new runway towards watchtowers or other, as an auxiliary airfield field which could be used for training and emergency landing, and if needed, would cater for increased training and less impact on noise.	
Jun 23 20 09:35:38 am	IT IS JUST A CONTINUOUS DRONE ALL DAY	THE CONSTANT DRONE JUST GETS TO YOU		
Jun 23 20 09:36:32 am	I am not worried at all by aircraft noise.	It has no impact at all.	No suggestions	We live about 2 kms from the airport and are not bothered by noise at all.
Jun 23 20 09:39:10 am	No	Pilot training has no negative impact on my quality of life, I like to see the planes overhead. It is good for the economy and a great potential growth industry.	I don't believe the aircraft noise is a significant issue.	I truly support the airport & training schools - the aircraft are generally light craft with low noise impacts, are not overhead for more than 30 secs and I personally enjoy watching them. What I am aware of the air traffic, it does not have a negative impact on me nor do I think the noise is a problem.
Jun 23 20 09:48:31 am	small planes are the noisiest	destrains our peace and quiet		Thank you for the opportunity to comment. I moved to Port Macquarie only 6 months ago for lifestyle. I don't want that lifestyle impacted negatively.

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PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jun23 20 01:03:54 pm 01:03:22 pm	No	No impact as such, no different than commercial aircraft	*Various survey heading advice to be off will resulting 1000 feet above ground level or a suitable altitude that a survey aircraft have reached a circuit height of 1000 feet over residential area* These measures should be increased to say 1500 feet, and extend take off and approach corridors before circuits are started/finished. Being say 1200 feet before leaving these corridors.	This is not to be held back and not to be used as political capital from these so called. The airport has been considered over the last few years, the community would be looking to the future of what our airport is capable of, from this expansion or any future upgrades.
Jun23 20 01:03:54 pm 01:12:39 pm	No	See my previous comment - it gets limiting to hear the same plane go round and round and round. The noise from the smaller engines gets annoying.		
Jun23 20 01:23:15 pm	Issues in a highly populated area which includes a number of Aged Care facilities, at least 3 Federal and State hospitals and 2000+ homes, a large number of village/town houses and houses in the mix. If a plane came down it would be devastating. The constant noise that must affect the elderly and mother's with young children.	I think me to the point that I can not concentrate on anything or want to do anything. The noise is so bad that we are currently preparing our home to sell and move completing out of the area.		Question 15 did not allow me to adequately show the true times of the day that the noise is constant. Monday to Friday - Aircraft noise averages between 6 to 12 times per hour from 6am to 10pm + Sunday - Aircraft noise averages between 6 to 10 times per hour from 6am to 10pm + Public Holidays - Aircraft noise averages between 6 to 10 times per hour from 6am to 10pm + No further comments to add
Jun23 20 01:26:27 pm	None whatsoever. Enjoy the activity in the sky. Live under the downward leg of or landings to the South (21)	Does not negatively at all. Great facility for the town and should be encouraged.		
Jun23 20 01:32:10 pm	I am concerned about the safety of having so many low flying aircraft over a built up area. I don't enjoy being in my garden when the peace of atmosphere is continually interrupted by the loud dropping of low flying light aircraft. It will be worse once the Corona Virus is contained.	See the comment above. Surely it is possible to have trainee pilots fly circuits that are not over built up areas. The noise problem should have been considered in planning of both the airport, its future expansion into air and activities as well as housing location and future population growth.	Have training take place at a less populated airport.	
Jun23 20 01:34:06 pm	No - I do not consider it excessive at all.	It does not affect me at all, although I am sure there would be a positive impact for Port Macquarie i.e. providing employment, money spent in and around town, accommodation for pilots, etc	Do not think the noise is a problem anyway to change policy	The noise is not a rout. The planes are usually not really loud enough to be bothered by them. Unfortunately, some people will always complain with or without justification. Everyone wants progress, but we seem to have a fair amount of HMBV (Not in my backyard) syndrome occurring.
Jun23 20 02:13:47 pm	Every Sunday morning at 8am please one day of no planes flying over with a loud engine	Late at night after 9pm in summer with windows open hearing an aircraft every 10 minutes at times 10.30pm and every Sunday morning around 9am a plane flying low with a very loud engine if you are going to do that at least get a quiet engine only over residential.	Head north	Just fix it.
Jun23 20 02:27:38 pm	No	Just a bit noisy with continued circuit training	No	No
Jun23 20 02:39:51 pm	My wife and I live under the flight path for runway 21 and so we are constantly being disturbed by the noise. I am sure that many other people who have no idea of the noise from the aircraft and there are many people who are intelligent people who have to complain about everything. Keep up the good work.	No impact.	No	as a former pilot I may appear biased but these tailing aircraft do not, in my opinion, cause any discomfort to our way of life. We, as locals, choose to live adjacent to airport activities and training and therefore accept the aircraft noise levels.
Jun23 20 02:42:50 pm	Flying all day then at night, often coming direct path to our home with lights impacting so much that we have to close our blinds at night. Sometimes after 10pm at night. I believe that it's not even mandatory to stop after 10pm. Because we have been in our place of residence for 13 years we are well and used to the noise. The flying schools have had a serious impact on our daily lives. Thank you for the opportunity to give our opinion and hopefully with some thought as to change of airport for flying school elsewhere. They don't need to train Chinese pilots for China airlines here in Port Macquarie, or any of the flying schools that operate out of Port Macquarie or change of flight paths away from North Star.	Serious impact to our daily lives, morning, noon and night. Turn down over our house often flying low enough to be able to pick up registration on all the planes. Their pilots are absolute worst.	Using if they have to fly here, the next or roadways NOT straight down the middle of north harbor. Using the ocean for training in circuits not over residential land.	As I said here filling out this survey, have endured constant aircraft noise during their circuits, please listen to the yelling, also paying public.
Jun23 20 02:44:02 pm	The landing fields are the worst of noise of low flying and not approaching the runway from the North over the river. Most commercial flights approach over the North shore and land facing South. It minimises noise and has minimal impact. They seriously affect the residents of the Camus area. They and the Sea plane create 50% of all air disturbance FYI.			
Jun23 20 03:02:13 pm	Yes, I don't believe training pilots should be flying over a built up area such as Port Macquarie.	The previous question did not allow for me to say that the noise impacts all day. As I am typing this comment I am hearing to the pilot training flights - the noise is very annoying.	I suggest they fly over rural areas and not over residential areas.	
Jun23 20 03:30:20 pm		It really doesn't affect us. Our concern is the safety factor.		

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PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise			
Date and time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?
Jun 24 20 11:25:41 am	Aircraft noise/activity has increased since we moved to the address. At the moment, it is bearable, but more growth would make it intolerable.	Negatively	
Jun 24 20 12:15:16 pm	No	Not too concerned at the moment	Can all this be diverted to a busland area
Jun 24 20 12:15:16 pm	There really should not be training flights in the air at 8.00pm.	I don't like the hearing flight noise after 8pm	I hope the international aviation training college basant permanently relocated from temporary in response to local residents concerns.
Jun 24 20 12:24:02 pm	Zero concerns about aircraft noise	I am a flying instructor so without flying training would not be gainfully employed	With reference to using RWY 03, the lack of parallel taxiway represents a stumbling block for thoughtful responses for airport improvements. I would like to see a more detailed and professional response associated with the use of RWY 03. The council response was on the sending to say the least.
Jun 24 20 13:12:11 pm		Avoiding the planning of further residential areas in proximity to the low flight paths associated with airport might be a reasonable thought.	On the sending to say the least.
Jun 24 20 13:30:10 pm	No	The frequency is so low it does not bother me	No
Jun 24 20 13:31:23 pm	The flight path is over populated areas. Especially the Sherwood Area where we not only have to negotiate the Olney highway roundabout we are constantly on the edge of the airport. They are also often flying directly over the hospital, I think that is inappropriate.	The noise is really annoying to me, sitting outside and every time minutes a plane flies overhead you can't escape the noise. Even at 7 am when it is quiet, it is still annoying. It is decreasing the quality of life of the area people.	I hope to put out that aircraft operated by the biggest flying school at PMO are significantly quieter than the fleet that was used by the school 10 years ago. & that this operator already enacts INSOPs, many of the measures suggested to reduce noise impact in the local area.
Jun 24 20 13:32:32 pm		We have noticed a definite change in flying paths in recent years. The planes now seem to fly lower and try a direct over to use what council training nearby every evening.	Can any responses to this survey be emailed back to me for my records?
Jun 24 20 13:37:05 pm	No	POSITIVE	No
Jun 24 20 13:38:09 pm	I am aware of the aircraft however it doesn't bother me	It doesn't impact my quality of life at the stage of filing out this survey	No
Jun 24 20 13:38:37 pm	It seems to me that some aircraft are louder than others, yet all aircraft are permitted to make as much noise as they wish it seems.	I must be honest, it does make concentrating at work (at home) almost impossible since it never seems to stop.	Provides an incentive for frequent local flyers to make use of low noise aircraft, e.g. the cost to use the runway is calculated to be more expensive than the cost to use the taxiway. This is a disincentive to use the runway.
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PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise				
Date and time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jun24 20 04:01:20 pm	No	Boosts the local economy - both with visitors and jobs for local people	No	No
Jun24 20 04:13:24 pm	No	No impact at all other than more industry in our area, therefore economic gain.		
Jun24 20 04:34:30:16 pm				
Jun24 20 04:34:33:55 pm	It seems that in past few years the flight paths and/or their altitude has changed. When we first moved here there was no regular aircraft noise and now it's there regularly. I haven't noted the times yet so Q15 is redundant really just a guess.	We moved here because it was quiet.		
Jun24 20 04:34:34:35 pm	Why are they even flying over residential areas.	It feels like an almost constant drone		
Jun24 20 04:34:35:27 pm	No	It doesn't for either		
Jun24 20 04:37:54 pm		I am occasionally woken by engine warning but that might be the early start of a flight but it's not a big problem		
Jun24 20 04:39:11 pm		A locally negative impact. How many plots does Australia need and why in Port Macquarie?		
Jun24 20 05:03:59 pm	They do not adhere to correct flying height. We have lots of country of countryside and highway areas, why are they constantly flying over my house?			
Jun24 20 05:11:09 pm	Understand that aircraft noise is inevitable as people travel to and from Port Macq. But real restrictions should be placed on flying school flights as they are a commercial enterprise with little benefit to general community AND they make more noise.	Pilot training - more requests for flying flights over our house - lots of noise!		
Jun24 20 05:13:13 pm	It appears that most of the flights primarily circle around our location. This could be a landing pattern but I would be flin if the training area could be shared with Port Macquarie.	It doesn't.		
Jun24 20 05:16:55 pm	No	Neither		
Jun24 20 05:16:55 pm	I am not too concerned with the number of training flights or other flights over my street at the moment but would not like to see it increase in the future. I'm sorry I haven't taken note of what times/days there are many more training flights. I just know it's more often and that they circle around my house out on the river.	Just notice more planes and more noise, but currently not too disturbing.		
Jun24 20 05:22:26 pm	No comment			
Jun24 20 05:46:59 pm	I think it's fine			
Jun24 20 05:59:47 pm	Cannot comfortably watch tv because of constant noise	I think it's a positive as it will help growth in Port Macquarie		
Jun24 20 06:17:41 pm	The PA&F seem to be doing a lot of training around Port Macquarie Larkly. Lots of less flying over.	Make me feel like moving somewhere else		
Jun24 20 07:07:58 pm	No... its minor... the flight paths are over open ground	I think POC is a great place for plots to be able to fly. Probably by the PA&F		
Jun24 20 07:17:43 pm	Aviation is key to Hastings sustainability... have you tried catching a train?	Nil... small single engine training aircraft can hardly be called noisy. The pink runway was extended to handle jet flights to Melbourne		
Jun24 20 08:07:24 pm	I have no concerns, pilot training and airport activity is a part of life.	It doesn't impact on my life at all.		
Jun24 20 08:08:11 pm	Not much in the way of aircraft noise except frequency of aircraft manoeuvring about the area. However I flighty object to close formation flying of 4 aircraft at 9pm 22nd June which is a potential hazard over the Cremwood area. I have already taken my kids to school and they did not register on the app. It was a very noisy flight and I was woken up by the noise. I am not a complainer but I would like to see a ban on formation flying at night times of any time at all. In formation in ports also, the formation separation standards between aircraft flying at the same altitude is 3 nm (5280 ft).			
Jun24 20 08:25:09 pm	Aircraft noise in Port Macquarie is minimal	Not at all		
Jun24 20 08:40:16 pm	No concerns but jets from Williamson are noisier than local flights. But atleast I know they are training and looking after us	Positive, not a problem, but have noticed air lies due to Covid obviously		
Jun24 20 08:42:40 pm	I enjoy hearing planes flying over	Unsure what types of planes the noise is from but do not mind at the way		
Jun24 20 09:08:12 pm	Early morning and late evening flight training should be banned as the planes fly close to residential properties or move flights away from residential properties	Noise		
Jun24 20 09:45:31 pm	Compared to the aircraft noise, those noise are more noisy.	Actually I think it's good coz more jobs are provided.		

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Date and time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
un27 20 08:16:29 am	No	Not at all	I do not have a problem with aircraft noise.	Air sound is not intrusive and only rising as plane passes overhead. Complaints have been greatly exaggerated and indicate that the HAWPs are in town No I think it is all covered
un27 20 08:25:29 am	I am studying and sometimes they are so constant and low and noisy that it is hard to study. I would like some quiet time during the day just to be able to relax without noise.	I used to live in the lanes going over every now and then but they seem to have moved their flight path down to go over our house now. Surely they could do a few different flight paths that would then not impact the same to us as at the time.	I think you have covered them in question 19	
un27 20 08:25:42 am	Doesn't affect me at all.	It hasn't affected me at all	Gives the complainers a pat of noise reduction anyway. Can't keep everyone happy.	Please don't shut the programme because of new complainers. We can work around it.
un27 20 08:25:42 am	Aircraft noise is not a major issue. I am more concerned about the safety of our flight path. There are many pilots who are "new" and they are causing problems by dropping out of the sky onto residential areas. I suggest flight paths should be moved away from residential commercial areas.	Seems my perspective Q13 regarding safety concerns with flight paths over residential areas.	No	No
un27 20 1:57:35 pm	In the evening the lights of the aircraft seem to be on a direct path to our home on their flight path, therefore noticeable from inside (not dried in eyes but definitely visible)	No concerns what so ever. Q15 below, am aware of aircraft through out the day but not impacted by it. The premise of the question is that awareness = impacted (a false equivalency)		
un27 20 2:28:31 pm	There is a constant aircraft noise from early morning till late at night.	Negative. It disturbs my sleep on a regular basis.	Local planning should consider not increasing population in areas more susceptible to environmental noise of nearby facilities. Stop building in areas where people will have something to complain about. Developers should be made aware of the noise issues surrounding the airport and the existing noise pollution problem in the vicinity of the property so people are aware before they buy under the flight path then complain about it.	See response to question 20
un27 20 3:20:31 pm	We are in the flight path No problems	No Impact	Yes fly over the bush or the ocean, not over residential areas at all.	The airport has been at this location for as long as I can remember, don't see an issue with noise.
un27 20 3:25:41 pm	No	No impact	No, not necessary. We are in the flight path.	How does the local community benefit from pilot training from our airport?
un27 20 3:35:26 pm	Not at all. More concerned about road noise of people speeding in our street.	It adds a bit of colour and cultural variety.	Misleading flights when both east which are not blowing	No
un27 20 7:30:01 pm	I THINK THAT THERE ARE PEOPLE IN OUR SOCIETY THAT WILL KNOW AND COMPLAIN ABOUT ANYTHING AND EVERYTHING AND THESE ARE THE PEOPLE DRIVING THIS INITIATION	DISCOURAGE PILOT TRAINING IN OUR AREA AND THE BUSINESS BENEFITS IT BRINGS AND GROW TH TO OUR AREA.	OFF RUNWAY 21 THE CIRCUIT IS LEFT HAND YOU COULD CHANGE THIS TO RIGHT HAND CIRCUITS OVER THRU MASTER AREA.	NO
un27 20 8:07:41 am	no - its great for the area. Keep them coming so that there is a problem with noise	Its great for the local economy	make it happen and adjust as you go	where is the economic business case?
un27 20 08:15:19 am		Use any unexpected higher level noise. It causes community annoyance and complaints. For example, in the early hours of this morning (Sun 28/01) heard 2 x aircraft at 12:30am & 1:00am and then again just after 7:00am. It was assumed again pilot training and on a personal level I found the ongoing noise interfering with my health related quality of life. I have also experienced fly overs as early as 6:30am. The disruption to normal daily activities is significant and it is becoming increasingly difficult to cope with the overhead traffic pattern. Whilst I feel it important to have the industry fit beneath the Mid North Coast, could it not be possible to negotiate alternate routes (depending on weather patterns), hours of operation and alternate days. Currently fly over 16-7 days per week over our area.	Given that the most part of the housing development in Port Macquarie takes measures to reduce noise over increased flight paths and noise time limits and limit fly overs to reasonable number in built up residential areas. Alternative flight paths is over less congested residential areas as would also be valued.	In addition to the above comments we have been advised by two principles of real estate companies in Port Macquarie that noise is one of the top reasons why people move out of town and homes are directly under a flight path. This, of course, will have a negative impact on property values in the region.
un28 20 09:59:58 am	Evenings are downright irritating as already have enough noise from Clifton drive traffic and now toward to the queues of night. Wednesday night there is always aircraft noise and last night there was a plane flying straight at us.	I will end up deaf because I have to turn the volume of the Tole up	No	No
un28 20 2:35:16 pm	No at all	does not worry us at all.	All aircraft noise close not worry us at all. Is not like we live in an area near Sydney Airport	None. people know there is an airport at Port Macquarie when they either fly, build or rent a property, so they should take this into consideration if they want to live at Port
un28 20 2:35:16 pm	It is the repetitive monotonous noise of the delayed flight path over my house. Over and over again. Flight route perhaps going west over the bushland areas rather than over the houses in town? Only from a mid night start?	The monotone noise over my house so many times and always the same route. It's repetitive and annoying I drives me nuts some days	No more planes	
un28 20 11:05:19 pm	Concerned about new training school as aircraft noise will be TOO MUCH.	Too much noise too often	Establish an International Aviation Pilot Training College well away from residential areas. Respect and consideration for the residents living beneath would be most welcomed.	
un28 20 4:39:59 pm	As stated above, noise and air pollution and safety factors over highly populated residential areas.	Negatively - send it to Kempsey!		
un28 20 4:39:59 pm	they keep on flying across our village			

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PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and Time Submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jun 30 20 02:30:27 pm 02:36:58 pm	Big planes do not worry as it is the training planes that go over constantly & fly low & a lot of noise. I have a dog and a cat and they are very noisy. I have a dog and a cat and they are very noisy. I have a dog and a cat and they are very noisy.	Can enjoy my peace & quiet. We live near airport and expect big planes but not the noise from the training planes. Noise and sleeping directly impacts lifestyle and well being.	Kempey is not built upon an airport area why not use Kempey? Planes should be banned from flying after 9:30 at night. It's unnecessary to enter into an agreement relating to activities as houses in the Thrummer area preceded and it was never intended to be a flight training centre with large number of pilots and trainees. The issue also compromises land values in the immediate area, where there was once a residential area. The issue also impacts the local economy. When I appreciate economic gain, this really is owned and operated by a Chinese citizen, the before all profits benefit a Chinese citizen and not a resident of the PMHC area - it is an important point as the economic benefits are limited. Additionally, this facility previously went into liquidation and the local economy was impacted. The local economy is questionable around productivity and long term benefit is not clear.	No except the situation is getting worse by the day. PMHC are supposed to be banned prior to 10:00pm, therefore please enforce the issue with money fines and the issue will immediately stop.
Jun 30 20 03:17:23 pm	We find it annoying all day, but particularly late in the afternoon when the general noise is becoming quieter. And I would also like to let you know that this noise disturbs them so as to assist them.	Most annoying, and sometimes we have to increase the volume on our television. Very loud and often late at night going on for hours.	Why can't they have a time by which they are permitted to fly. We as residents have noise control times why haven't they?	Why don't they have set times by which they can fly. We as residents have to comply with set flight times, why should they not have the same. Keep in mind we pay rates etc. I would imagine they do not subscribe to this.
Jun 30 20 04:23:45 pm	The noise frequency and duration of Pilot Training is intrusive not only outside but inside our home. We are subjected to this 7 days a week and we are affected to live in our home and surround dogs with peace and enjoyment. We want it like this when we retired to our home in Port.	The continued day and night aircraft is having a great negative impact physically and socially. I find it very stressful with its intrusive noise inside my home and outside. Times when it's family and friends to relax, we are still subjected to the planes circling overhead, one after the other. There's no peace, just noise and stress.	Limit number of pilots enrolled to much less. Allow residents of aircraft free weekends for some peaceful family time. No more sharing of aircraft to less - to more west etc.	We have noise with the day, commercial aircraft and actually would welcome further commercial flights. The commercial aircraft do not disturb the Pilot Training aircraft. The expansion of commercial flights would be greatly beneficial to our region. The Pilot Training has turned what was a beautiful, tranquil town into an atmosphere of intrusive aircraft noise that resonates through residential areas, irritating our lives negatively daily.
Jun 30 20 04:48:44 pm	As well as an increase in planes I also noticed larger planes are also flying over. Weekends are worse and the planes start early 7 am.	No.	No.	No Good questions.
Jun 30 20 06:33:25 pm	As stated above.	Noise of aircraft too low.	No.	We all have to comply with noise pollution & would be good if this was across the board. A noisy & disruptive to our peaceful Port Macquarie.
Jun 30 20 07:02:05 pm	The noise seems to be incessant - we have 2 dogs - one needs to be sedated mainly at night due to noise. I realise these pilots need to be trained but surely in a space as big as Port Macquarie there is scope for training them over the sea or over the pastures rather than over the residential areas. I feel as if we are calling part in The Gate of Britain once more - I really do find it most annoying.	I find I need to turn TV up & dog needs sedation, just annoying & stressful. I realise we must train these pilots but surely there are other areas i.e. bushes & pastoral lands.	Have more consideration for residential people who are here to retire & enjoy the all the peace & quiet that we expect from Port Macquarie.	I find the noise.
Jun 30 20 08:06:59 pm	Not sure... This is a joke... what noise... go live in Sydney... I've had enough of the noisy state country crap that is going on... we live in Australia... not Germany @ all.	It doesn't.	No... there is not enough noise to worry about.	No.
Jun 30 20 08:24:14 pm	Both the aircraft from the river are far worse than pilot training. Medical Emergency helicopters are far more disruptive because of their heavy beat especially at night.	It makes no difference.		It really is not a big issue.
Jun 30 20 09:03:10 pm	No.	No.		
Jul 01 20 08:59:49 am	No concerns at all.	Pilot training is or benefit to the industry. The negative amount of noise does not affect me. Noise is to be expected when living near an airport.		
Jul 01 20 10:12:55 am	It's an airport... let the planes land and take off. It's like complaining about a car park and parking cars part there.	It doesn't as I am acutely aware that people have to learn to do things... the noise at present no impact as the number of commercial flights are reduced due to the current virus restrictions.		
Jul 01 20 10:31:07 am	No.	It doesn't as I am acutely aware that people have to learn to do things... the noise at present no impact as the number of commercial flights are reduced due to the current virus restrictions.		
Jul 01 20 12:01:19 pm	The noise has no impact or effect on myself or my wife.	No.	No.	No.
Jul 01 20 01:13:16 pm	At present aircraft taking off are turning once clearing the tarmac and are passing over our area at about 100 to 150 metres. This presents a great deal of noise and is worse during the evening when the ambient noise has diminished.	No impact at all.	No.	I left or watching the aircraft overhead and would go out to look at them when I hear them.
Jul 01 20 04:06:16 pm	Noise on take-off is the most disturbing.	As mentioned above the aircraft passing over our area at 100 to 150 metres. This is very noisy and when doing circuit training and go to airports are about every 5 minutes and can occur for hours. During summer when night flying occurs you cannot hear the take-off noise.		
Jul 01 20 05:09:40 pm	No concerns at all. As we said, the noise is not a problem - it's important for us to support the local economy.	It doesn't.	No.	No. Quite frankly I was reluctant to complete the survey, having already emailed the Residents Action Network with my comments, with a return message that I needed to complete a survey (which I did). Now, in reply to yet another email (the time from Council) I've been asked to complete yet another survey. I really don't want to have to do this again as, I have already said, the airport noise is not a problem.
Jul 01 20 05:35:14 pm	Early start times on weekends. Bubbles are restricted to later operating hours on weekends, why not these aircraft?	Flights at early times of the day, prior to 7.30am.	Keep the flights away from populated areas as much as possible.	Ensure that local trainees are given a priority of an allocation of local people so that the airport is just not a training ground for overseas pilots at the expense of possible local pilots.

PMHVC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and Time Submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jul 01 20 00:00:00 03:44:22 pm	WYV HAVE A FLYING SCHOOL IN SUCH A RESIDENTIAL AREA, SURELY THERE MUST BE OTHER AREAS IN NSW WHERE RESIDENTS WILL NOT BE IMPACTED UPON REGULARLY AND CONSTANTLY BY COMMERCIAL ACTIVITIES.	NOISE DISRUPTION AND POSSIBLY POLLUTION.	CONSIDER RELOCATING THE TRAINING SCHOOL TO ANOTHER LOCATION	These are questions to answer questions in the questionnaire, eg Question 15. The impact is continually every day of the week and continued to be every day of the week. I don't know what the local flying school's impact is in regards to the questions. How many of the trainees are from our local area as it is the residents of the local area who have the inconvenience of noise.
Jul 01 20 07:59:03 pm	Yes, at pollution	peaceful residential area negatively affected by the noise	No	Thank you for considering the views of local residents.
Jul 02 20 12:18:40 am	None. GA is something to encourage and expand	I love the sound of GA aircraft. my 2yo daughter loves watching them fly over	airport as outdoor open days, community events, aircraft awareness	
Jul 02 20 12:38:33 am	There appears to be no downtime. flights are occurring 7 days a week and up to 12 hours a day. I have no objection to flight training, what is concerning is the constant flying of GA aircraft over our back yard. I have a 3yo daughter who is up to her ears in GA aircraft. I don't know what the local flying school's impact is in regards to the questions. How many of the trainees are from our local area as it is the residents of the local area who have the inconvenience of noise.	Purely the noise factor for long periods of the day		
Jul 02 20 07:09:24 am	When I'm can hear aircraft at night times the 3:30am am flying that's really loud like last night or night it seems and kept me awake when I was supposed to be asleep. By the way, I don't know what the local flying school's impact is in regards to the questions. How many of the trainees are from our local area as it is the residents of the local area who have the inconvenience of noise.	I'm impacted by noise at night time or really early in the morning	Just don't wake me up at stupid o'clock when I'm supposed to wake up an hour later!!!!	
Jul 02 20 08:20:51 am	The main concern is noise over the weekend, more so on Sunday. Sunday is a day of rest and usually the only day I rest and to be harassed by aircraft noise is a bit annoying. And on Sundays, trying to rest with noise above is not uncomfortable. all flying over at that time.	Only at night. I find the aircraft a little to frequent, noise and flashing lights are annoying.	No flying on Sundays?	I don't understand why aircraft for training purposes have to fly over populated areas when we are surrounded by water to the east or south to the north of bush land to the west.
Jul 02 20 10:05:59 am	NO - OWN TWO PROPERTIES IN MERRYVIEW WAY AND HAVE LIVED THERE. THE AIRPORT WAS THERE WELL BEFORE THESE AREAS WERE DEVELOPED	NEVER HAD ANY IMPACT		THE AIRPORT WAS THERE BEFORE THE AREAS AROUND THE AIRPORT WERE DEVELOPED. PEOPLE THAT BOUGHT INTO THESE AREAS WOULD HAVE KNOWN ABOUT THE AIRPORT, SO GET OVER IT OR MOVE.
Jul 02 20 10:51:49 am	I'm concerned that as the airport gets busier, its going to make noise more frequently. Possible reduction in noise value	nil	nil	nil
Jul 02 20 12:34:29 pm	Unable to hear and see aircraft. I love watching them. I would miss them if they disappear	Creates jobs and develops the town.		Build the OTH to improve access to the airport.
Jul 02 20 01:23:49 pm	only concern is flights during night time 11pm to 6am	I think pilot training is good, but has no real impact on my life. I enjoy seeing the planes flying around.		The noise does not affect me and some of the questions above make no sense as I am not a pilot so operate on runway 03 and maintain a height of 1000 feet etc also I don't feel many of these questions have considered a "housewife" who just enjoys watching the aircraft flying past.
Jul 02 20 01:45:13 pm	only concern is flights during night time 11pm to 6am	only impact would be more qualified pilots, so that's good.	I don't believe there is excess aircraft noise on most occasions. The noise I hear is from GA aircraft, not from the training school. I think it's acceptable.	I don't believe there is excess aircraft noise on most occasions. The noise I hear is from GA aircraft, not from the training school. I think it's acceptable.
Jul 02 20 03:41:02 pm	The frequency, one comes fly directly over head... it goes at the last of the noise disappears, the next plane is heard in the distance... often it is constant noise louder than the television	It can be quite wearing especially when at one stage and other times it is nice and quiet... early morning flights before 7 am most days are annoying as well seems to be the one plane sneaking out of the airport each day. Its not the noise around the airport that I'm concerned about, it's the noise coming from the airport that I'm concerned about. I don't know what the local flying school's impact is in regards to the questions. How many of the trainees are from our local area as it is the residents of the local area who have the inconvenience of noise.	Sometimes it's continuous... more updated planes with less noise... some of the older aircraft are very outdated, we don't mind rescue helicopters coming at all hours. We all need that service and in the early morning to be woken up by a rescue chopper is understandable... someone needs it... the noise around the airport that I'm concerned about, it's the noise coming from the airport that I'm concerned about. I don't know what the local flying school's impact is in regards to the questions. How many of the trainees are from our local area as it is the residents of the local area who have the inconvenience of noise.	Why did we get stuck with them here anyhow... keep them a kilometre where they belong... someone's just trying to make a lot of money off the comfort of the rest of us... seems to be a continuing cycle of living in Port Macquarie...
Jul 03 20 00:30:27 am		With up to 40 flyovers per hour on bad days I has become agitated		What is the economic benefit to Council, the Community, in dollar terms per year? Port has turned into a very busy place with many environmental impacts which are increasing with a society that appears to be guided to be believe in unsustainable continuing growth and greed.
Jul 03 20 09:00:00 am	They fly at all to us, including the middle of the night	It affects my heart condition by creating stress		Provide another small aircraft landing and take off strip in a suitable rural area
Jul 03 20 09:46:13 am	Most aircraft fly directly over head. On occasions they increase engine power which is extremely noisy.	At times times you can hear many aircraft flying overhead and continuously doing loops. Most planes seem to fly over Broadwater Caravan	No	
Jul 03 20 09:47:37 am	I have no issues with domestic commercial flights BUT the number of light aircraft is ridiculous - frequently flying VERY low over our house after dark and early in the morning. We have a flying school in our area so we can hear aircraft flying over our house. I don't know what the local flying school's impact is in regards to the questions. How many of the trainees are from our local area as it is the residents of the local area who have the inconvenience of noise.	It's a nuisance, therefore impacts negatively with no discernible positive impact for me personally.		
Jul 03 20 11:27:49 am		Planes too low, fly over the village. Flight path should be changed.	Stop all pilot training	No.

Date and time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jul 03 20 12:08:22 pm	Why can't all incoming planes not approach South - North (rainy overcast) and fly over the hills? The noise is unbearable. I would like to see a flight path moved to the north of the airport.	I am somewhat deaf and live alone... it's very hard to hear things from neighbours, but the trailing flights can be so loud as to make conversation either very difficult.	Circling to the east over homes is magnified by the atmospheric from the NW. ie. noise travels over water more easily.	
Jul 03 20 12:12:45:57 pm	Not notified about pilot trainings taking place directly over my home, partially because of height and noise, but also from safety aspect.	Sporadic loud noise... (I have no motorised bike & thus) at random times.	No motor specific aircraft as some training planes are MUCH louder than others.	
Jul 03 20 1:31:38:12 pm	Some training aircraft are VERY Loud. Sometimes they fly very low over houses.... repeatedly. Occasionally kept awake at 2am or 4am by excessively loud "circular".			
Jul 03 20 02:06:43 pm	Aware of noise, but not concerned. The airport has been there since before I was born. I don't think that all individuals who presently live in Port Macquarie will have been aware of its presence before they moved here. Airports are of necessity a source of noise, but we all benefit from the services which they provide.	I fully appreciate the need for pilot training. Fully trained and capable pilots are a necessity for safe and efficient operations in both the commercial world and private flying.	Sociality of night hand descent on runway 21, although the new callouts being built around Thunder would be preferred. There is less development there than in the more established part of the town.	
Jul 03 20	We have lived in The Point Drive & Wonga Crescent for greater than 15 years. The plane frequency has increased drastically. On the 25th of June I couldn't sleep due to noise over my house from 1.20pm in the afternoon until 2.30pm. This is an average of 1 plane every 10 minutes. Why cant the planes fly over the surrounding forest? Why do the community fly over lines Lake estate??	We don't want the noise directly above our house. We have built our first house in this estate there was next to no planes. Now the flight circuit is over the state to be used surrounding Port Macquarie or reduced the flight frequency.	Refer to my previous statements.	I have called the council and have spoken with a pilot (had a European accent) operator who wasn't very helpful and tried to rob me off and advised that I wasn't council responsible and to call CASA or the flight school direct. Please provide the appropriate information to your local council staff. Am happy to be contacted for any follow up information. Regards Rod Miller rod.miller@portmacquarie.nsw.gov.au 0402594416
Jul 03 20 3:33:11:10 pm	My main complaint regarding the aircraft noise is that the planes will circle directly over my house at low altitudes on approach to the airport. I too have experienced this many times. It is very annoying and it is a nuisance to those living nearby. I would like to see the planes fly higher and further away from the airport so as to reduce noise impacts on individual properties.	Please see comment above regarding variation of flight paths over residential areas.		Thank you for giving me the opportunity to comment on this issue.
Jul 03 20 03:36:19 pm	Effects on the environment from unnecessary burning of fossil fuels.	There is a constant intrusion on our right of the quiet enjoyment of our property.	This should be banned from flying over built up areas entirely.	A very few people during the peace and quiet of tens of thousands. The rate payers are not only forced to fund the airport, they are then forced to put up with the racket.
Jul 03 20 05:45:54 pm	The frequency and closeness of the training flights during the day but especially during the evening and night flying. The aged care facility and Hospital impact.	It's annoying. Peace disturbing. Should not be conducted so close to suburban areas.	You have to live in affected area to truly understand the problems.	
Jul 04 20 05:05:58 pm	Some days these planes carry over less than 2 minutes apart. We never get a break from the constant noise.	noise level and frequency cause a certain amount of stress as I have a hearing problem	move the school	I am not happy with how to answer question #15. You are only allowed to tick one time slot. You should be able to tick on more than one time for each day. Some days they go all day and into the night
Jul 04 20 05:05:58 pm	No	They are low. They are noisy and they are constant. We cannot sit outside and enjoy the day in peace. This is not what we signed up for when we bought in the area. The low flying small aircraft are the problem.	Regular inspections to ensure operator compliance and no helicopter training	There are obvious safety issues with general aviation and scheduled operations in such a small area. Also 39 year old jets and helicopters are the main noise culprit. A recent online report highlighted a radio link split at the airport. What inspections to ensure operators are not relying on voice regulations especially as self regulation rarely seems to work.
Jul 04 20 05:47:47 pm	No..enjoy hearing it.	It does not impact us.	No	We certainly are not worried or that the aircraft noise is excessive.
Jul 04 20 05:46:46 pm	Noiseless	Runs my sleep	No	No
Jul 04 20 10:05:13 am	Safety of residents, these planes are in the hands of learner pilots and there is a risk to the residents when they operate over urban	Repetitive noise overhead. Each flight lasts a couple of minutes apart. A lot of times they pass right over my house. Why do they all seem to follow the same path? I noticed morning and afternoon. Also I am also concerned over safety. Knowing a learner pilot.	They should approach the airport for landing over the rural land to the West of the airport instead of flying over the urban areas of the town.	
Jul 05 20 10:18:16 am	ARRRDS OF THE AIRCRAFT. Flight path used.	My wife and I live on the coast and used to enjoy our rear yard for relaxation but not much now with the increased frequency and noise levels from small aircraft approaching the airport. We have not documented the times of most impact but have not responded to Q15	After return flight path turn to the North to avoid the coastal Area:- to much the same as The Commercial flight path from North.	We are in favour of having the Training Facility in Port as it is good for our community, though we believe we have avoided flight path symptoms to residential areas may resolve the noise issue and also address safety issues and concerns.
Jul 05 20 12:03:22 am	Until recently my family lived in Ballina crescent. We were directly under the path and experienced issues with the planes. They flew towards our bedroom window and overhead every few minutes, and I was home all day with the twins. I am someone who finds a lot of things irritating, but especially during the most hectic time of our lives, the planes were not one of them. We enjoyed knowing it was someone learning. We appreciated having the training schools here in Port Macquarie.	Until recently my family lived in Ballina crescent. We were directly under the path and experienced issues with the planes. They flew towards our bedroom window and overhead every few minutes, and I was home all day with the twins. I am someone who finds a lot of things irritating, but especially during the most hectic time of our lives, the planes were not one of them. We enjoyed knowing it was someone learning. We appreciated having the training schools here in Port Macquarie.	Until recently my family lived in Ballina crescent. We were directly under the path and experienced issues with the planes. They flew towards our bedroom window and overhead every few minutes, and I was home all day with the twins. I am someone who finds a lot of things irritating, but especially during the most hectic time of our lives, the planes were not one of them. We enjoyed knowing it was someone learning. We appreciated having the training schools here in Port Macquarie.	Until recently my family lived in Ballina crescent. We were directly under the path of the flight schools path. This was when our twins were born. I was home all day with the twins. I am someone who finds a lot of things irritating, but especially during the most hectic time of our lives, the planes were not one of them. We enjoyed knowing it was someone learning. We appreciated having the training schools here in Port Macquarie.
Jul 05 20 12:22:54 pm	For 10+ years we have lived in Port, in many houses all under the flight paths. We are now under the training flight path, airport path and the helio pens to the back hospital path and the noise is not an issue to us at all.	No. Lawnmowers etc are more important than the aircraft are.	No.	The aircraft are not the problem, we are a tourist town that needs to be encouraging accessibility, and eco tourism growth. Pandering to the few upset about it, doesn't outweigh the need for the town. The airport has been here far longer and has importance for our area.

Date and Time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jul 05 20 12:28:04 pm	I have no concerns at all about the aircraft noise	I don't	No and I don't believe it's fair on the people on the south shore if all training flights take off to the north.	The airport has been given a lot of the housing and it's an important part of the economy of the south and I believe people have to realise this. Hopefully in the future we will have less fly in again and the complaints will try to stop this also. The people who are complaining would probably like to see the airport closed completely.
Jul 05 20 02:02:59 pm	N/A	I don't, I wanted to provide some positive feedback because it seems like everyone is using this as an excuse to protest the aircraft. We and my son love seeing them fly over and they don't bother us at all	N/A	N/A
Jul 05 20 02:15:01 pm	Noises generated by these flying aircraft and their altitude and frequency per day night	We like the training is creating local jobs, it is also creating unnecessary noise and inconvenience to the nearby residents.	No.	No.
Jul 05 20 02:26:23 pm	Only that the aircraft count have increased & when considering the extra & additional noise that is being added to the already noisy environment, in the past time small aircraft movements were minimal with no noise.	I'm not against pilot training but there is so much to do to try to slow over aircraft movements and to ensure that they don't cause a quiet & tranquility not to have small noisy planes fly over all day long.		Only as stated previously that I'm not against pilot training just need to allocate the training path not to fly over residential areas so much as not to crash.
Jul 05 20 03:02:33 pm	No concerns at all	No Impact	No	No
Jul 05 20 03:47:10 pm	Fees like it's constant noise when I'm home during the day, very annoying and frustrating, just want quiet!	Very much so negatively, living with a chronic illness, the noise of the aircrafts sets my nerves off and causes me to become unwell, therefore having to take medication to settle myself	Try to limit flight paths over built up areas	
Jul 05 20 05:30:50 pm	Today right time is too noisy - today aircraft movement during the night are of concern as the residents are sleeping and they are disturbed by the noise. As per the relatively quiet light aircraft used in training flights if they can't fly at night! And the larger freight aircraft requesting all hours of the night and then also the larger passenger aircraft from Stan - Egan.	I am not concerned for impact is actually increasing that pilot training is increasing the noise levels and making it worse than what it was before. As per my responses to Q13, I am more concerned about noisy, nighttime aircraft movements.	Get rid of the training centre completely go to a remote area of town where it won't affect anyone or very little people	Recognising that PMA airports are going to get busier & increasingly public ground in urban areas that there are no further options available except to increase the aircraft volume. Such volumes mean that I am likely to see more short assigned parking and will necessarily result in new residents eventually having to live on the airport's closure / relocation. Of course, should another major airport upgrade be considered in the foreseeable future, the airport's relocation further west (perhaps beyond Ferntree Gresham) should be considered a preference to "future-proof" the future of PMA airport and its growth into a major regional air transport hub. The land is there and should be granted ASAP for that purpose.
Jul 05 20 05:42:09 pm	These questions seem very biased... For instance question 11 doesn't allow you to be 'aware' of aircraft noise but not 'impaired'? You can be aware of something without it impairing you. It's the questions themselves which are causing the problem. If it's the questions impacting someone who can't answer them, why ask them? This is the person who says it's impairing their life". This form of questioning is overly biased.	Again question 13 is biased. I can hear planes, I can hear cars however that does not mean I am negatively impacted by them. The question is should not jump out 'awake' and 'impaired' into the same group. Pilot training brings jobs and money into the local community, it should be encouraged not squandered.		Question 18 and 19 confuse me. I am not trained in aviation however I would like the ability to fly in a manner that is safest. Safety first. They are trying to seem to be trained properly, indicating how they fly might not be the safest thing to do and I assume everyone can agree on the safety of the pilot command and submit in the most important road as they like.
Jul 05 20 03:46:24 pm	Aircraft noise at the airport is sometimes it's awake but mainly for engine testing see question 20	As I have been sick for the last 12 months and require a lot of sleep when they are low in the mornings and continually going round it is very hard to sleep. The noise levels of smaller aircraft have at times been a bit excessive.	1000 feels to low. If they climbed until they were across the river then turned keeping the training aircraft over wooded areas or the Ocean at all times help atleast a safe noise distance from the beaches, and well across the highway when turning inland.	It is our community feedback & welcome however the me do not understand the lies and outs of lying so how can the community name red alone on how pilots should fly? Wouldn't that also bring comfort to pilots and aircraft who are not in PM on a regular basis.
Jul 06 20 05:26:51 pm	Scheduled commercial flights taking off and coming in to the airport are not of concern to me, it's mainly the small noisy aircraft which are possibly used for training purposes that are of concern. I think it's reasonable to say that if they can be expected it does not seem to be so bad since COVID-19 is in the works whether this has had an effect. The issue of trading international plots seems to be an Australia wide issue.	not sure how you get pilot training which is great and not making ongoing noise	Pilot training is a great business for our town support it completely.	Please see my earlier comment about the airport
Jul 06 20 06:05:02 pm	sometimes they just seem to go round and round, sometimes it's a real noise a military aircraft		Put in a hard way to 03 threshold to stop congestion and favour ease of 03 runway.	Thank you for your consideration
Jul 06 20 09:26:34 pm	The present aircraft type dont impact us, larger one may do.	It's not the training it's the repetitive flight paths directly overhead	Very the flight paths to share the noise burden	Please see in a positive reason that will help both resident and the Airport
Jul 06 20 09:45:42 am	Repetitive low level flight noise and occasionally a real snail			
Jul 07 20 01:37:48 pm				We elected to move to Port Macquarie with the hope that the town would grow and economic activity would parallel that growth. It is expected that PMA-CM will be able to make adequate profits in a investment in the airport which can then be used to provide services to the community, with increasing airport activities it is hoped that the profits will increase. We support the council's decision to allow pilot training activity here. We would caution against any attempt to control or phase out pilot training activity here. The current situation is that the airport is generating revenue for the community through excessively restrictive council safety head room to decide to relocate their business away from port Macquarie with the inevitable loss of income and growth to the region.
Jul 07 20 03:29:28 pm	It's noticeable, especially at night when the plane circles whilst practising landings but not too concerning for me. However, I have come from a city which was much noisier.	Nothing directly, but presumably it's a good industry for the region.		The economic growth of airport activities does not have to be at odds with the quiet enjoyment of residential properties. The council could need to closely regulate and monitor risks associated with the large scale industrial plot training operations. The operations need to be accountable for their impact on the local community, as their ability to import individuals in the community is not going to be sustainable in the long term. Such volumes mean that I am likely to see more short assigned parking and will necessarily result in new residents eventually having to live on the airport's closure / relocation. Of course, should another major airport upgrade be considered in the foreseeable future, the airport's relocation further west (perhaps beyond Ferntree Gresham) should be considered a preference to "future-proof" the future of PMA airport and its growth into a major regional air transport hub. The land is there and should be granted ASAP for that purpose.
Jul 07 20 03:33:17 pm	Low "300T"-1000ft circuits, repetitive doing over property up to 30 times per hour. This activity is not compatible with residential zoning and the council has not implemented the National Airports Safeguarding Framework (NASF) which requires a 300m buffer zone around the airport and a 1000m buffer zone around the airport's activities.	Low 300T - 1000ft circuits, repetitive doing over property up to 30 times per hour - has an extremely negative impact on quality of life. Makes quiet enjoyment of your own property impossible and creates difficulties for employment. Circuit training undertaken at night time is terrible because it interferes with the activity. The council should consider the airport's location provides no planning space to implement the National Airports Safeguarding Framework (NASF) and therefore should consider all avenues to prevent circuit training services over residential areas and encourage the use of the NASF framework to ensure that the council does) which also provide valuable economic safety and greater sense of employment in the region than pilot training.	Port Macquarie has an airport located on the edge of town and in the middle of the growth corridor towards the Pacific Highway. The council should consider not increasing rates growth or unregulated services that could impact on the local community. The council should consider all avenues to prevent circuit training services over residential areas and encourage the use of the NASF framework to ensure that the council does) which also provide valuable economic safety and greater sense of employment in the region than pilot training.	The economic growth of airport activities does not have to be at odds with the quiet enjoyment of residential properties. The council could need to closely regulate and monitor risks associated with the large scale industrial plot training operations. The operations need to be accountable for their impact on the local community, as their ability to import individuals in the community is not going to be sustainable in the long term. Such volumes mean that I am likely to see more short assigned parking and will necessarily result in new residents eventually having to live on the airport's closure / relocation. Of course, should another major airport upgrade be considered in the foreseeable future, the airport's relocation further west (perhaps beyond Ferntree Gresham) should be considered a preference to "future-proof" the future of PMA airport and its growth into a major regional air transport hub. The land is there and should be granted ASAP for that purpose.
Jul 07 20 06:16:19 pm	We have no problem with the noise.	Does not disturb.		having on residents in the community is not a responsible corporate member of the community. I hope a balance can be found in finding noise impact, achieving in the community when there will be the odd week of really bad impact (so residents can plan accordingly) and providing economic opportunities for the community.

PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and Time Submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jul 07 20 04:30:31 pm	There are no concerns. I enjoy seeing the aircraft on the tarmac, especially in light of the current situation.	Not at all.	No and the noise is not a problem.	In the last few months we've sightings of planes has been rare.
Jul 07 20 07:20:24 pm	Although the noise impact is moderate (at a time when commercial flights are suspended), the noise from the airport is still a concern for the local residents, so on balance I wouldn't die in the ditch to see training stopped.	A mooring pit into a severe impact on quality of life. Regular allegations of flight paths would likely cause the impact.	No - see above	No - see above
Jul 08 20 12:47:26 pm	No concerns about the noise it really causes no problems	I actually enjoy it in people and increases industry in the area so it is an improvement.	Try not to limit the time and landing and take off stations for pilots in training, as I would rather than have every opportunity to train in different environments then miss or have reduced times to do this and not be as confident in their overlying ability. The noise is very minimal and not disruptive to myself or family as residence.	
Jul 08 20 12:31:33 pm	No concerns or complaints ... training aircraft are relatively quiet.	Not a problem	No	No
Jul 09 20 12:31:36 pm	I think it's great to have a Pilot Training facility in Port as we benefit by the direct employment it provides.	It impacts me positively as members of my family have employment both directly and indirectly due to this.		Residents who have property in close proximity to the airport would have knowingly purchased these properties or decided to live there. I don't think that they now complain about aircraft noise.
Jul 09 20 02:27:28 pm	It was a bit worse just before the Corona Virus shutdown. What concerns us the most is when the lockdowns finished. What impact it will have then on our quality of life.	Positively. After the Corona Virus lockdown is finished, it will only get worse.		We were not aware of a training flying school at Port Macquarie. Only from pass.
Jul 09 20 02:34:14 pm	The continuation of aircraft activity over the last 3 years has considerably increased in our area compared to noise and safety issues - 1. Questions 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000	Lack of quality of rest or sleep particularly on those days of same day and night training.		
Jul 09 20 02:38:44 pm	Really not concerned about noise. We get a lot of direct noise eg. Traffic on road.	It doesn't impact on our lives. We are happy for them to train.	They could fly out to Dennis Bridge - Telegraph Point area. Point Pioneer etc. These areas really don't bother us. It's just the constant noise from pilot training.	
Jul 09 20 02:32:09 pm	Mainly noise of aircraft engine and height of plane overhead.		Better sounding of aircraft landing system.	Some of the planes need refueling if they cannot silence the engine to a lesser degree.
Jul 09 20 02:35:43 pm		Constant noise of aircraft is very annoying.		
Jul 09 20 03:22:28 pm	It is the training aircraft every 7 minutes over our house. Constant loud noise when they are in training.	It impacts on our life as it is a monotonous constant noise over our house all day long.	We know we are near an airport and you have to expect noise from planes. The big planes don't bother us. It's just the constant noise from pilot training.	The problem is the constant noise over the house when you are trying to relax in your home and yard. It's like someone has a lawnmower constantly overhead all day long with no let up every day, going round and round.
Jul 09 20 03:29:13 pm	No.	Neither.	No	From a personal perspective, I am surprised that Council has received an increased number of complaints regarding pilot training and aircraft noise, and I assume, helicopters arriving and leaving the base hospital at any hour of the day or night. The medical and the aircraft used would be one of the medical training aircraft used in that purpose and would suggest that the noise level of the two-stroke lawn mowers used around the area would be much more louder than the aircraft currently flying about.
Jul 09 20 03:36:47 pm				I support Council in providing pilot training activity and the benefits that significantly lead to economic and employment in this region. I also agree with Council's approach to the suggested measures being laid down for local operations and pilot training in areas near to aircraft noise.
Jul 09 20 03:42:17 pm	The Base Hospital is nearby and noise around it should be curtailed.	Positively (Not good)	Because of the airports location in a rapidly expanding town it will be impossible to reduce the impact of noise and other problems associated with increasing aircraft movements. Since the details of the local paper no information on anything from Council including local aircraft movements is available.	Port Macquarie Airport is completely unsuitable for extensive flying training. Kemptsey was to be the training area for the International Flying School but locals protested to Council on the grounds of noise and possible pollution. Council listened and the school was forced to expand in Port Macquarie. 99% of these pilots will not be needed due to the Corona Virus.
Jul 09 20 03:46:54 pm	Risks involved flying over built up areas. Possibility of falling, debris and crashes! There is a high percentage of releases in Port Macquarie so any threat noise is important to many.	The possible worst off residents relating to it or doors is now a thing of the past.	The higher the flight path, the less the noise at ground level. Concentrate training flights over the sea.	My remarks embrace helicopter movements too.
Jul 09 20 04:07:21 pm	As a pilot our low level flights were over (rainland) Holston Park Sydney). An engine failure at 5000 does not allow the pilot many options.	At times it seems to be incessant.	No.	No.
Jul 09 20 04:11:11 pm	Nothing.	Doesn't.		I have been told that engines are turned off and back on over peoples houses. I do not agree with doing that as it is very dangerous.
Jul 09 20 04:16:55 pm	Applies only to commercial aircraft (eg. Qantas and Virgin) when flying over Town Beach.	Never noticed pilot aircraft trainers over Town Beach.		At this stage I have only one concern with airport and flights. 1. Commercial aircraft flying directly over Town Beach at low altitude.
Jul 10 20 10:11:43 am	NA	NA		
Jul 10 20 12:10:52 pm		It doesn't.		
Jul 11 20 12:18:17 pm	Nil	No impact.	No	No
Jul 11 20 12:34:15 pm	No	It doesn't affect me	No	No
Jul 11 20 12:40:57 pm	Have lived here for about 25 years. Airport aircraft noise is not an issue.	No impact personally. Great for Port Macquarie's economy.		
Jul 11 20 01:21:14 pm	As part of a growing community it is expected that traffic and growth. People want more commercial flights to Melbourne etc and with the airport upgrades I think it is great to have the pilot training and other activities there	na		

[illegible]

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PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 - Pilot Training and Aircraft Noise

Date and time submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Jul 13 20 09:23:40 am		I'm a bit negatively as in 55 years old with cards. My sleep wife has insomnia noise class. I can't sleep person right under the flight path and hoped my can hear my hearing.	Resist training and aircraft to a reasonable noise level as must be one.	How does Port benefit when all I hear from tourists saying they pay good money for their accommodation on the West coast and without the return.
Jul 13 20 09:32:25 am	Stalling of engines over roof tops.	Yes by the crash that occurred west in the bush, not into a house.	Send back to Kempsey.	Aircraft noise is not currently an issue at our location even though planes and helicopters fly above.
Jul 13 20 11:38:27 am	No concerns.	No impact.	No	Please do what they have done in other airports the airport in South Australia its criminal. Planned was planned to be closed. I hardly see as a port, 99% of the hundreds of thousands of people over being a planned foreigner visitors. Nobody wants hundreds of first time foreigner visitors packing over the homes. NOBODY. This is what will happen to your beautiful part of Australia if you do not do yourselves of the all corrupting aviation.
Jul 13 20 04:38:45 pm	https://www.facebook.com/p/26514323662395	Extremely negatively. debilitating, sickening, causes headaches & sadness.	Airport ONLY local needs, NO national fly standards.	Pr Mac, another place to forget moving to, because of this corrupt all corrupting, racist fly sound. They (in entire communities, so didn't talk at all) airlines, airlines of a superpower, 2, own luxury jets - that's no bullshit.
Jul 14 20 11:59:23 am	The repetitive noise build up of industrial scale low altitude flying and the potential for noise from the general area.	Low altitude aircraft training has a very negative impact causing heightened anxiety, to add more to question 15 which could be answered differently.	Included scale aircraft training should be moved well away from populated areas and away from the airport or to the services of Port Macquarie and it's to suffering residents.	Why does the Council permit development in areas that are impacted by aircraft training? What will the impact be on property prices as more people become aware of the issue? The Council should be accounting the sales of residential in the impact areas.
Jul 14 20 03:05:41 pm	Training would be better taken to a rural, low-density airport to minimise the potential impact of pilot training.	The noise levels usually peak in the mornings, again between 2-4 pm and of an evening up to currently around 8 pm. That said a time over a west approach aircraft planes were taking off around 8:30 am to just after 9:00 pm.	On another note, surely there is a small rural town that could benefit from a training school bringing money and jobs to the town? Please suppress the information in my submission
Jul 14 20 03:49:23 pm	Concerns for others impacted	Training would be better taken to a rural, low-density airport to minimise the potential impact of pilot training.	Do not make half and road deals to grant a greedy Council. Use it to the railways of Port Macquarie. Local facilities for locals. Not for foreigners.	Call for an early Council election so the people can have a clean sweep of Councilors and bureaucrats employed at Council.
Jul 16 20 03:25:51 pm	This noise affects all animals so practice out of sea away from people and animals.	Flying directly overhead of my property, switching off engines/landing less than 500 metres. Noise is very stressful. I have PTSD and depression.		We deserve an open and functional Council for all the high rates we have to pay. Have consequences for breaches in aviation code. The planes away.
Jul 16 20 03:30:05 pm	If you place the flight schools aircraft they will take a little. Look at Taree and Kempsey.	Not at all.	No.	In modern times with more flight accessibility we need well and truly trained pilot and if the means some extra noise, so be it.
Jul 16 20 03:35:23 pm	I have absolutely no concerns at all. In fact I enjoy seeing the aircraft in operation.	There is absolutely no negative impact for me - only positive. I really enjoy the activity in the city.	I have absolutely no issues with noise in the area.	I used to work in target the pilot training scheme when in fact there is more noise emitted by helicopters and the sea plane - and the noise from other flying training are more obvious. I honestly hope this training has nothing to do with the navigation of this survey.
Jul 16 20 03:40:47 pm	It has no impact on my quality of life.	It has no impact on my quality of life.	Reduce evening times, finish by 9:00 pm.	Re-open the east-west runway. As a new WW2 RAAF flying museum, the Diamond Aircraft are extremely quiet. Their navigation lights are the only evidence at night. Training to design pilots is good for the local economy and in places international understanding.
Jul 16 20 03:58:27 pm	The planes fly low over the canal. Some small planes are very noisy. More helicopters low flying (not the emergency or airforce) don't like the planes cutting their engines or to practice warning them over our heads. This is dangerous practice which causes the great concern.	Take exception to training on public holidays, which has happened on Good Friday and Anzac Day.	Do not open up large scale pilot training for overseas students.	The most annoying noise is from small aircraft ie. non-commercial.
Jul 16 20 04:33:00 pm	I find that the noise can vary a lot with a change in wind direction.	See question 15 above. Also aircraft training adds much more noise - land and immediate take off again.	See separate attachment.	There is no complaint from me when the flying planes fly over my home as this is an emergency measure.
Jul 16 20 11:28:03 pm	No	See attached comments. Negatively.	I was led to believe that the training co. is cramming as many drafts as they can, for the cost of three landing fees, per hour.	See separate attachment.
Jul 21 20 04:09:56 pm	No concerns. Pleased that our area has an active pilot training program.	Does not give any impact.	No	No
Jul 24 20 09:25:32 pm	being especially pleased that danger from inexperienced learner pilots cycling above is best at low altitude.	No adverse effect	No, the parties above seem to cover all considerations.	This issue in question 15, when it due to the uncooperative attitude from management at the flight training school at the airport as expected by the local RAAF members.
Jul 24 20 09:25:32 pm	No	negatively. most of the day not just at night in your time question above Mon-Fri	Moves training to suitable country airspace and close up flying for Commercial and Private Transport aircraft, to be when and where population and industry growth in the Port Macquarie area. Form a safety point of view. Pilot training does not belong into commercial airspace.	I did my flying training at Port Macquarie and Kempsey about 2006, unfortunately I no longer fly, in my opinion, unlicensed rural airports are the best places to train pilots. There is not the stress to pilots of increased air traffic and delays that occur at our airport already they have a very good safety record. I honestly hope this training has nothing to do with the navigation of this survey.
Jul 31 20 12:53:12 pm	More planes flying over the Robin Hood estate above my last report	I think it is good that we can offer a much needed training facility that is within the area of both commercial and private aviation. Our airspace has the capacity to grow and improve, not impacting the efficiency of regular operations or overly impacting the community.	Maybe other facilities near Port such as Kempsey and Camden Haven could be further utilised for flying training.	Firstly, and stress this point strongly, we need to remind the wingtips who complain that they paid less for their land because it is within an aircraft operation area. The noise was there, it still is and they need to accept their decision. I purchased my land knowing that an airport was nearby, the Pacific Motorway is also nearby. Acceptance of both of those factors, was part and parcel of the decision to purchase the land.

PMHC HAVE YOUR SAY SURVEY COMMENTS 2020 – Pilot Training and Aircraft Noise

Date and Time Submitted	Do you have any other concerns about the aircraft noise / activity in your area?	How does pilot training impact (positively or negatively) your quality of life?	Do you have any other suggestions for possible measures to reduce aircraft noise?	Do you have any other comments to make that are not covered by the questions in this survey?
Aug 04 20 02:15:37 pm	Times are too inconsistent for all aircraft activities.	Varied inconsistent noises from pilot training. Schedules is a big negativity to households.	No training aircraft at any time would be most suitable. If Committee is finding of possibilities to improve the impact of noise training regarding these issues, (read they should be cancelled altogether from Port Macquarie Airport. It is a residential area now, not "bush" and this is a big issue.	Very concerned about air pollution, which isn't mentioned in the survey. Why not?
Aug 11 20 02:37:03 pm	The routes always seem to be the same. Different routes could be utilised to and from Port Macquarie Airport.	We need pilots in Australia. Australia has a high safety record. I am concerned that if the numbers of foreign trainees increases Australian student pilots may be impacted.	As above. De-centralise, especially over high density areas. Sometimes the small grey training planes are so low, I am quite alarmed. I've heard the planes as early as 6.15am and as late as 10.15pm at night.	Yes, a trainee (just telling) pilot learning to fly in his leisure time said he can't get enough flying hours because of foreign pilots are on the increase at flying schools. I understand a large number of trainee pilots are still coming here from India (our allies) and China. How are these continuing to come in, during virus shut downs?

9/2/2020

(12) Facebook



Port Macquarie-Hastings Council

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Port Macquarie-Hastings Council

June 24 · 

We're keen to hear your thoughts on the pilot training activities at Port Macquarie Airport to help inform the development of local operating guidelines in conjunction with aircraft operators, to minimise the impact of aircraft noise on nearby residents. Complete our online survey by 7 July at <https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>





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14

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Council is inviting feedback from the community, including residen...

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Craig Thompson
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Ross Hinton
As if we can afford not to have them using the facilities !!
Like · Reply · 9w

Kimarie Meyers
Ross Hinton exactly!
Like · Reply · 9w

Write a reply...

Kimarie Meyers
Why is the survey targeting pilot training... what about private aircraft, flying doctors, helicopters, fire bombers, seaplanes etc in our sky!? The pilot school brings jobs and significant economic benefits to our area which is more important than eve... **See More**
Like · Reply · 9w · Edited

Fiona Langby
wake up council as if you need to waste money on a survey for this of cause it is needed and more
Like · Reply · 9w

Sunette Opperman-Deline
They create employment and bring opportunities to our region... this is not about the noise ... lets be honest...

<https://www.facebook.com/pmhc2444/posts/3286827318035393>

2/10

9/2/2020

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Warren Martin
Would the survey results matter? You don't listen to anything else the rate payers say...

Like · Reply · 9w 3

Joan Hawes
We are not trying to get rid of them. We would just like some community feedback on what's going on. So we can understand & can accept what's happening.

Like · Reply · 9w · Edited 1

Ben Cleary
Joan Hawes can you not just talk with the company so that YOU can understand and 'accept' what's happening. Oh, by the way, what's happening is they are teaching people how to fly aircraft.

Like · Reply · 9w 5

Shannon Danby
Joan Hawes found the survey a bit leading with the answers almost only focused on one answer

Like · Reply · 9w 1

Write a reply...

Robyn Binder L'Huillier
Pilot training brings money to our local economy. The planes need servicing which means jobs in our local area too.

Like · Reply · 9w 5

Les Bryan
Like mozzies in our ears - bloody annoying

Like · Reply · 9w 1

Leanne Wright
Kat Hayes let them know

Like · Reply · 9w

Michael Carney
Hey Pinson ,how about you draw up a Flight Plan over Every Council Staffers house's 24/7 and see how you like it.

It was bad enough before,but now more Noise !!... See More

Like · Reply · 9w 1

Ben Cleary
Michael Carney bought a house near an airport did you, don't want to hear planes, I'm thinking ear plugs mate!

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3/10

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12

**Michael Carney**

Ben Cleary no, been living in the same house for along time. We've had light planes flying over our house for 4-7 years. They were quiet. They didn't bother us. But now they've let more n more noisy light planes fly over, yeah it's a bit Too much.

Like · Reply · 9w

**Michael Carney**

Ben Cleary oh n RPG may be produced

Like · Reply · 9w



Write a reply...

**Neville Dunn**

It doesn't affect me but it must be horrible for those in the flight path.

Like · Reply · 9w



Write a reply...

**Maurie Griffin**

None of it worries me. They come right over our place all the time . Happy to see and hear them. Can't wait till Q and V start flying the jets in and hopefully Alliance start coming back here soon.

Like · Reply · 9w

**Shannon Danby**

Maurie Griffin same live very close by the airport and the noise has never bothered us

Like · Reply · 9w

**Maurie Griffin**

Shannon, Yes agreed. I see we have a mutual friend and he is one of Natures gentleman.

Like · Reply · 9w

**Wyndham Naomi**

Maurie Griffin agreed

Like · Reply · 9w

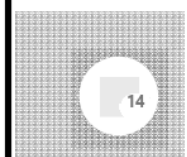


Write a reply...

**Shannon Danby**

Live 1.5km from the runway on the edge of the airport and the noise has never bothered us in the 19 years we have lived here. In fact general neighbourhood nosies are worst and we all have them.

Like · Reply · 9w

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4/10

9/2/2020

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Top Fan
Coastal Shane
Personally I like watching them in the sky & the noise isn't an issue.
Like · Reply · 9w 2

Narelle Beres
We need them. Its work for someone
Like · Reply · 9w 3

Louise Bone
Phillip Graham
Like · Reply · 9w

Su Moy
I'm the last house before airport surrounds and am quite happy to have them around us. Don't worry us at all.
Like · Reply · 9w 5

Gary
Thank goodness for spellcheck.
Like · Reply · 9w

Fern Bank
We live under the flight path, would rather see local people employed than moan about.....nothing important.
Like · Reply · 9w 3

Kat Hayes
I have but as with everything else in Australia money is God.
Like · Reply · 9w

Steve Foster
Annie Haldane - for your friend.
Like · Reply · 9w

Write a comment...

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Does your community group need assistance to help our place thrive? Community Inclusion Team Leader, Hayley Owen gives an overview of the changes to our community grants program, with new categories and lots more opportunity for community-focussed groups to receive a financial boost for a project or initiative.

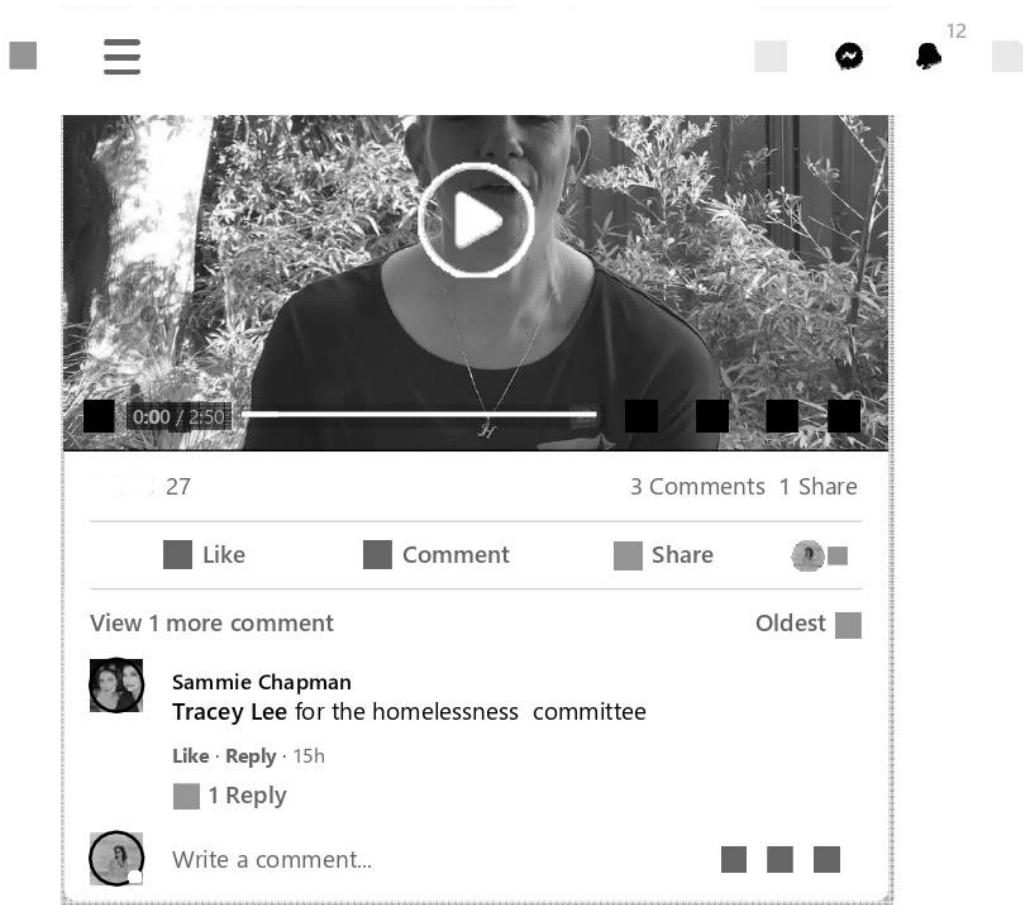
Find out more at the PMH Thrives online information sessions this Thursday 3 September at noon and 5.30pm. You'll need to register and we'll email the Zoom link to you... **See More**

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1 Reply

 Write a comment...

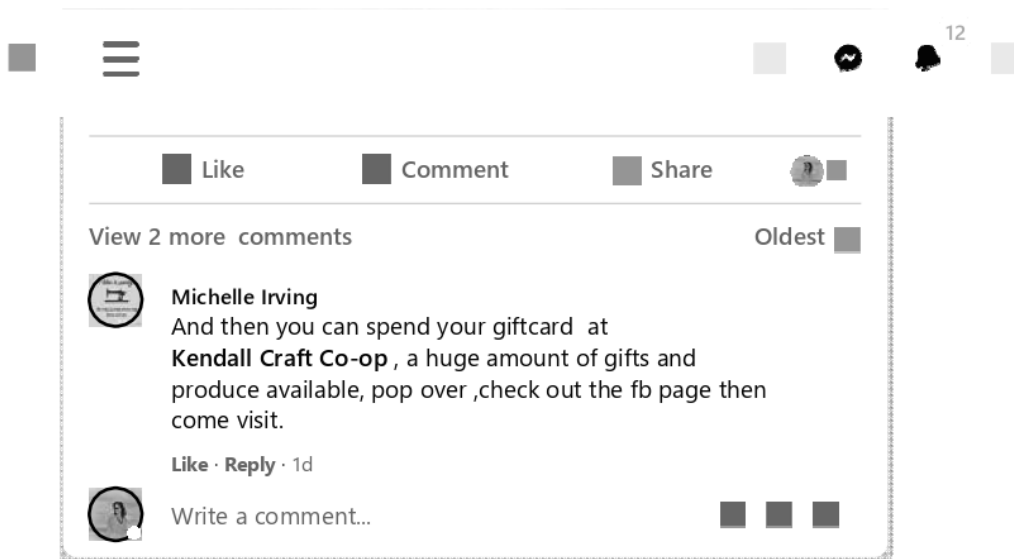
 **Port Macquarie-Hastings Council**
August 31 at 5:44 PM

Have you purchased your Camden Haven Gift Card yet?
This week the Mayor chats with Staffan from Kew Corner Store and picks up a father's day gift too.
camdenhavenchamber.org/camden-haven-gift-card-purchase-and-redeem/
Kew Corner Store What's On In Camden haven Area Camden Haven Chamber of Commerce Camden Haven Courier
#supportlocalpmh

<https://www.facebook.com/pmhc2444/posts/3286827318035393>

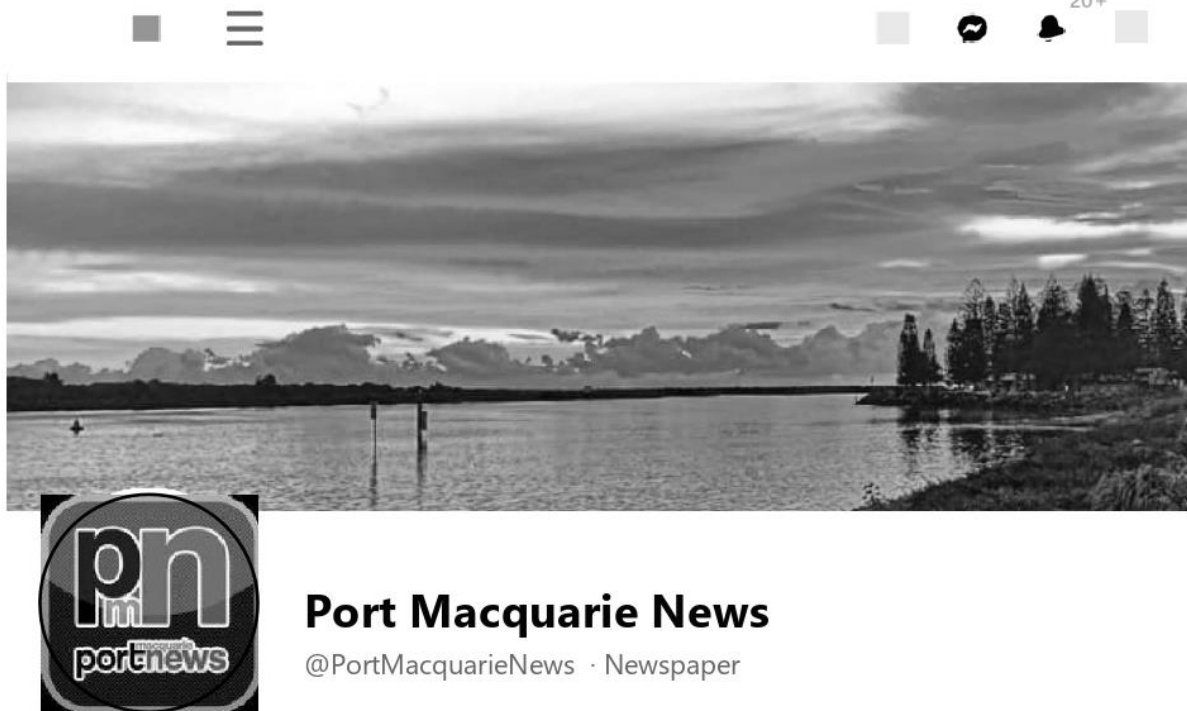
6/10

(20+) Facebook



9/1/2020

(20+) Facebook



Port Macquarie News
 July 11 ·

Is there too much aircraft noise in the air space above Port Macquarie? Port Macquarie-Hastings Council wants to know, but you only have a few days to complete a survey.

PORTNEWS.COM.AU

Council surveys residents on pilot training, aircraft noise

35 191 Comments 2 Shares

Like
 Comment
 Share

Oldest

Kate Lesmond
 I didn't think we would have enough flights to have that issue.
 Like · Reply · 7w

Steph Jones
Kate Lesmond my house is in the flight path for

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

2/28

9/1/2020

(20+) Facebook

The image is a screenshot of a Facebook post on a mobile device. At the top, there's a navigation bar with a hamburger menu icon on the left and notification, profile, and status icons on the right. The post itself is from 'Kate Lesmond' and discusses a survey about pilot training and aircraft noise. Below the post, there are several replies from other users, including Mel Noble, Tahlia Milton, Tanya Alaban, Belinda Packer, and Kimarie Meyers. Each reply includes a profile picture, name, text, and a like count. There are also links to a survey. The bottom of the screen shows a 'Write a reply...' prompt and a 'Hide 19 Replies' button.

Like · Reply · 7w

Mel Noble
Kate Lesmond People have problem with the circuit training, not other planes. They not only keep flying over and over but they fly very low too.

Like · Reply · 7w

Tahlia Milton
Kate Lesmond please complete the survey if you haven't already 😊
https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-airport-noise

HAVEYOURSAY.PMHC.NSW.GOV.AU
 Pilot Training and Aircraft Noise

Like · Reply · 7w

Write a reply...

Top Fan
Tanya Alaban
 I live very close and it doesn't annoy me at all

Like · Reply · 7w

Belinda Packer
Tanya Alaban
<https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey> I filled it out too

HAVEYOURSAY.PMHC.NSW.GOV.AU
 Pilot Training and Aircraft Noise

Like · Reply · 7w

Write a reply...

Top Fan
Kimarie Meyers
 I don't understand why they have a survey targeting pilot training... what about private aircraft, flying doctors, helicopters, fire bombers, seaplanes etc in our sky!? The pilot school brings jobs and significant economic benefits to our area which is... **See More**

Like · Reply · 7w · Edited

Hide 19 Replies

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

3/28

9/1/2020

(20+) Facebook



20+

Like · Reply · 7w

**Ben Hill**

Kimarie Meyers you would be brave person complaining about air medics and fire bombers.

Like · Reply · 7w

**Dave Churm**

Barely even hear 'em anymore - leave 'em be

Like · Reply · 7w



Top Fan

Kimarie Meyers

Ben Hill you'd be surprised, there were actually people that complained about aircraft flying over them during the bush fires! My point is that there is a range of aircraft in the sky, not all noise is from pilot training so why are they being s... **See More**

Like · Reply · 7w · Edited

**Jill Lindfield**

Kimarie Meyers you would if u had any chronic illness or chronic pain condition and they flew over u and turned over you every minute of the day and night...

Like · Reply · 7w



Top Fan

Kimarie Meyers

Jill Lindfield I'm sorry but pilot training isn't running every minute of the day and night (far from it). Plus there would still be other aircraft in our sky. Restricting them won't take away and any chronic illnesses or any chronic pain, all it will ... **See More**

Like · Reply · 7w · Edited

**Jill Lindfield**

Kimarie Meyers Kim read between the lines will you.....clearly your husband works for them. I'm not expecting my illness to be removed, I am expecting that when I pay as much as we do for our homes (that arnt near the airport) that we are entitled to h... **See More**

Like · Reply · 7w

**Jill Lindfield**

Kimarie Meyers we also are well able to distinguish which aircraft are from the AIAC and which are not, so don't be thinking we "mistake" their planes for others....funnily enough barely any other aircraft cross over us in comparison to them, excepting... **See More**

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4/28

9/1/2020

(20+) Facebook



20+

**Jill Lindfield**

Kimarie Meyers there clearly is an issue considering it has gone so far as to need a council survey done....don't worry.....the "fly neighbourly agreement" is voluntary only, they will get maybe a recommendation, do a "risk analysis assessment" and res... **See More**

Like · Reply · 7w



Top Fan

Kimarie Meyers

Jill Lindfield no, my husband doesn't work for them. I live locally too and hardly notice it

Like · Reply · 7w

**Jill Lindfield**

Kimarie Meyers of course you don't

Like · Reply · 7w

**Sunette Opperman-Deline**

Ben Hill when we had the cathie strip fire someone complained about the bomber flying over lighthouse and the had to chnage course.

Like · Reply · 7w



Top Fan

Michael Coghlan

Jill Lindfield qantas and virgin flights fly directly over our house on take off and landing and at times so do a lot of other planes - fact of life, like living near a road - either get over it or move somewhere where there are no flight paths

Like · Reply · 7w · Edited

**Belinda Packer**

I lived 200m from the airstrip, at the end of tuffins lane, the planes literally take off and land over our house... we got used to it and don't even notice them...

In Newcastle we lived 30m from the railway line, used to shake the house so bad we ha... **See More**

Like · Reply · 7w

**Mel Noble**

Kimarie Meyers Apparently there are issues with one particular pilot school. I saw a comment on another Facebook page about this and i was rudely told i should do my research. So i did. I even got information from a lawyer. It left me in shock and i am... **See More**

Like · Reply · 7w

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5/28

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(20+) Facebook

**Mel Noble**

Kimarie Meyers I Actually would appreciate if the curcuit training would stop at least, i mean at least 10pm. However they have to keep flying around to practice night flying, landing ect... but why 10:30pm?

Like · Reply · 7w · Edited

**Jasmine Cook**

Mel Noble I've done my research too and found they employ 40 Australian people and bring millions of dollars to our local economy through follow on spending such as food, accomodation, shopping, tourism etc

It is a service provider only, no profit mak... **See More**

Like · Reply · 7w

**Mel Noble**

Jasmine Cook I don't really care what is happening at the airport, but when people write rude and not intelligent comments... i am glad you did your research, i did mine because someone was rude to me and told me off with no reason really. Circuit trai... **See More**

Like · Reply · 7w

**Jill Lindfield**

Michael Coghlan mate you are a deadset legend 🙌🙌🙌 there is a huge difference between the passenger planes that come and go compared to the torture of repetitive aerial noise every minute for hours on end, most of the day and many evenings.....

Like · Reply · 7w



Write a reply...

**Shanna Teasdale**

Love hearing and seeing the my fly over! So do my kids!

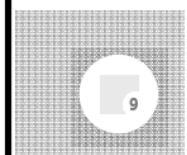
Like · Reply · 7w · Edited

**Tahlia Milton**

Shanna Teasdale I agree, please complete the survey if you haven't already
https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-airport-noise



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6/28

9/1/2020

(20+) Facebook

20+



Write a reply...

**Tony Morton**

Just wingers and NIMBYs

Like · Reply · 7w

**Doreen Buchanan**

Bloody whingers buy near an airport expecting no noise!



Like · Reply · 7w

**Paula Costanzo****Doreen Buchanan** Lighthouse is not near the airport but we are affected by it.

Like · Reply · 7w

**Jill Lindfield****Doreen Buchanan** that's funny Doreen, we don't even live near the airport and their effect on us is auditory torture

Like · Reply · 7w

**Jill Lindfield****Paula Costanzo** Paul do you have the circuit trainers affecting you?

Like · Reply · 7w

**Doreen Burns****Paula Costanzo** that's funny. I'm at Lighthouse and I don't hear anything.

Like · Reply · 7w

**Doreen Buchanan****Jill Lindfield** Well it's funny that because they have to fly somewhere and they can't bypass your house (sorry) I used to live 5 minutes from Newcastle Airport and not even the jets worried me and they used to fly directly over my house, they come and ... **See More**

Like · Reply · 7w

**Louise Rakowski****Jill Lindfield** I don't live anywhere near the airport either but I do have the Westpac helicopter flying right over my house loud and low day and night. Definitely not going to complain about that though

Like · Reply · 7w

**Tahlia Milton****Doreen Buchanan** please complete the survey if you haven't already 😊

9

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7/28

9/1/2020

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<https://haveyoursay.pmhc.nsw.gov.au/pilot->

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8/28

9/1/2020

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Pilot Training and Aircraft Noise

Like · Reply · 7w 1

Jasmine Cook
Jill Lindfield since you are literally the only person describing it as 'auditory torture' can I suggest you get some noise cancelling headphones so we can stop wasting Council's time and money on this nonissue and all be happy 🙄

Like · Reply · 7w 7

Jill Lindfield
Jasmine Cook what ever you say genius

Like · Reply · 7w 1

Write a reply...

Fay Le Guen
Perhaps you should check out the area before you choose to live near a airport 🙄

Like · Reply · 7w 11

Lloyd Stevens
I live near the airport, normal operations don't worry me as does the emergency choppers coming in low to the hospital. Its the private and small commercial operators who break the rules, come in low and fly east west ... **See More**

Like · Reply · 7w 4

Steve Nelson
Lloyd Stevens what rules are they supposed to be breaking? If planes weren't allowed to fly east west it'd be bloody hard to visit the rels in New Zealand 🙄

Like · Reply · 7w

Lloyd Stevens
Steve Nelson Hope your not a pilot, didnt know NZ was in the west. Light aircraft Landing on the old east west runway was banned yrs ago. They land from the eastern end.

Like · Reply · 7w · Edited 2

Steve Nelson
Lloyd Stevens how would you suggest returning from NZ without flying west? 🙄

That grass runway hasn't been used in years. There are planes parked on it from memory so I hardly

9

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Like · Reply · 7w · Edited


Write a reply...

 **Jennifer Woodhams**
They don't worry me

Like · Reply · 7w


 **Matt Barnett**
to much noise I used to live next to the airport in Brisbane I miss hearing the planes and using the flight tracker to see where they are going

Like · Reply · 7w

 **Craigoss Mate**
Matt Barnett Haha I was on Lord Howe Island and had bets with my neighbour to see where the jumbos overhead were going. Couldn't hear them at all but could see their jet wash easily.

Like · Reply · 7w


Write a reply...

 **Ashley McDonald**
It was extremely loud and low flying over westport last night around midnight


Like · Reply · 7w · Edited

 **Bruce Hardy**
Ashley McDonald helicopter taking patient to city!


Like · Reply · 7w

 **Ashley McDonald**
Bruce Hardy was it a chopper? Sounded more like a plane to my ears


Like · Reply · 7w

 **Susan Davis**
Ashley It was a helicopter. It flew over my place. Planes etc. don't worry me.

Like · Reply · 7w

 **Matthew Connors**
Any noisy aircraft that late at night will be the air ambulance.

Like · Reply · 7w

 **Janice Gaul**
Ashley McDonald , That would have been the Westpac Helicopter

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10/2

9/1/2020

(20+) Facebook



20+

**Mel Noble**

Ashley Mcdonald It had to be the helicopter flying to hospital, we heard it too.
People referring to the circuit trainings.

Like · Reply · 7w · Edited



Write a reply...

**Kristy Kan**

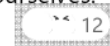
Bunch of whingers, bugger all plane's, live in Sydney then have a sook about it

Like · Reply · 7w

**Craigoss Mate**

If anyone says, "Yes" to this then uppercut yourselves.

Like · Reply · 7w

**Jill Lindfield**

Craigoss Mate yes Craig, yes.....there is way too much noise coming from the pilot training school.....

Like · Reply · 7w

**Top Fan****Michael Coghlan**

Jill Lindfield MOVE WEST TO THE SA BORDER

Like · Reply · 7w

**Mel Noble**

Jill Lindfield Another "intelligent" conversation.

Like · Reply · 7w



Write a reply...

**John Jay Smith**

There are no flights.

Like · Reply · 7w

**Stephanie Selby**

We live directly under the flight path. I love hearing the planes fly over. 🤔

Like · Reply · 7w

**Peter Grob**

Stephanie Selby same here

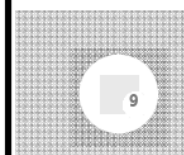
Like · Reply · 7w · Edited

**Tahlia Milton**

Please let council know in the survey if you haven't already Wait this survey?

https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-

https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-



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Pilot Training and Aircraft Noise

Like · Reply · 7w

Stephanie Selby
Tahlia Milton will do.

Like · Reply · 7w

Write a reply...

Brenda Haglund
I haven't noticed any. Live in Shelly Beach.

Like · Reply · 7w

Tahlia Milton
Brenda Haglund Please let council know in the survey if you haven't already
https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-airport-noise

HAVEYOURSAY.PMHC.NSW.GOV.AU
Pilot Training and Aircraft Noise

Like · Reply · 7w · Edited

Jill Lindfield
Brenda Haglund good to know, thankyou, gives us somewhere to choose to move to

Like · Reply · 7w

Write a reply...

Simo Bobfreckle
I'm sitting 500m away, I don't know what the wingers are whining about.

Like · Reply · 7w

Jase Milky Gee Grant
Ask the thumbs up, thumbs down page.

Like · Reply · 7w

Nathan Marden
They fly straight over my place also and I love it.

Like · Reply · 7w

1 Reply

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10/28

9/1/2020

(20+) Facebook



20+

Top Fan

Elizabeth Mickley

Omg if you think the odd aircraft noise is worrying here, try living on the southern side of Gold Coast Airport. It would pay for the community to be mindful of future airport expansion and flight paths.

Like · Reply · 7w



1 Reply

**Frances Clark**

WHEN I LIVED THERE I WAS STANDING INSIDE MY DINEING GLASS DOOR AND ONE CAME DOWN SO LOW I THOUGHT I WAS A GONNA THEY WERE TERRIFYING

Like · Reply · 7w



2 Replies

**Judy Roelandts**

Like · Reply · 7w

**Jill Lindfield**

Funny how every time this comes up, those that are affected are bullied, because we have a different experience and are affected differently to all of you amazing humans who are fortunate enough to be unaffected. Called names and labelled because we ar...

See More

Like · Reply · 7w



18 Replies



Top Fan

Laura Miller

Stop whinging ... i live under the flight path of the choppers landing at the hospital ... at 2am in the morning its a reality check that someone is in for a rough recovery & its a sad time

Like · Reply · 7w

**Belinda Packer****Laura Miller**

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— 424 —



If you seriously get worried about plane noise. You don't have real life problems.

9



Cody Sleightholme

<https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>



Pilot Training and Aircraft Noise

111111



Where we live in Portmacquarie we hear nothing at all, very quite.

1



Lesley Ann Foxley

<https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>



Pilot Training and Aircraft Noise

4 of 4



What a joke. There's barely any noise at the moment with only a handful of commercial flights. The pilot training planes are much quieter than the cars driving past out the front or my neighbours lawn mower.

For the 99% of you making positive comment... [See More](#)



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Pilot Training and Aircraft Noise

Like · Reply · 7w · Edited

14

20+

1 Reply

**Rhonda Searle**

There's little aircraft noise over Port Macquarie . Try living in Port Stephens, but we love the sound of the RAAF jets overhead

Like · Reply · 7w

4

**Belinda Packer****Rhonda Searle**

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Pilot Training and Aircraft Noise

Like · Reply · 7w



Write a reply...



Top Fan

Michael Coghlan

None whatsoever, but you can build a statue!

Like · Reply · 7w



Top Fan

Michael Coghlan

An we build statues to the air pioneers of port Macquarie and our them along the flight path? 🤖🤖🤖

Like · Reply · 7w

**Tina Marr Lachman**

No we are lucky to only drive maximum 10 minutes from an airport

Like · Reply · 7w

**Tahlia Milton**

Tina Marr Lachman Please let council know in the survey if you haven't already

https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-airport-noise



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Like · Reply · 7w



Write a reply...

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13/28

9/1/2020

(20+) Facebook



20+

**Vincent Briffa**

Wow inviting complaining people to complain that's going to be exciting

Like · Reply · 7w

**Ade Graham**
Rob Doyle

Like · Reply · 7w

**Rob Doyle****Ade Graham** Yep put mine in two weeks ago

Like · Reply · 7w



Write a reply...

**Kyle Boddan**

Live next to or under the flight path of an air base then you'll know about aircraft noise haha

Like · Reply · 7w

**Coral Judge**

For sure, fly over the ocean not over our homes.

Like · Reply · 7w

**Belinda Packer****Coral Judge**<https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>

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Pilot Training and Aircraft Noise

Like · Reply · 7w

**Coral Judge**

Belinda Packei have filled put on line already, Thank you

Like · Reply · 7w



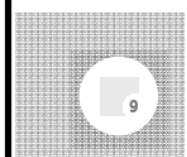
Write a reply...

**Matthew Connors**All these lovely people in support of it, please have a say, because if you do not, then council only hears from a very vocal and emotionally charged minority. I live under the circuit and its not an issue. If they had obnoxiously noisy aircraft it wou... **See More**

Like · Reply · 7w

**Mel Noble****Matthew Connors** I thought they supposed to<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

14/28



9/1/2020

(20+) Facebook

change it for the electric ones?....

Like · Reply · 7w

**Matthew Connors**

Mel Noble it will be an economic, necessity very soon, but just like not everyone is instantly driving a tesla they day they were invented, so too it takes a while for the electric aircraft to be produced, approved and distributed. Make no mistake they...
See More

Like · Reply · 7w



Write a reply...



Top Fan

Marc Fearby

It's fine

Like · Reply · 7w

**Belinda Packer****Marc Fearby**

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Pilot Training and Aircraft Noise

Like · Reply · 7w



Write a reply...

**Margaret Jorgensen**

What planes!!!!want to be In a bubble!!!

Like · Reply · 7w

1

**Tahlia Milton**

Margaret Jorgensen please complete the survey if you haven't already 😊

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Like · Reply · 7w



Write a reply...

**June Thomson**

Doesn't worry us.

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

15/28

9/1/2020

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Like · Reply · 7w

20+

Belinda Packer
June Thomson<https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>HAVEYOURSAY.PMHC.NSW.GOV.AU
Pilot Training and Aircraft Noise

Like · Reply · 7w



Write a reply...

**Patricia Clark**

I have always said, if you move to an area where there is an airfield, entertainment area (like Luna Park) or any other source of loud noises, if it was there before you, you already knew about the noise. Port Macquarie is a growing regional area. You ... **See More**

Like · Reply · 7w

7

**Belinda Packer**
Patricia Clark<https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>HAVEYOURSAY.PMHC.NSW.GOV.AU
Pilot Training and Aircraft Noise

Like · Reply · 7w



Write a reply...

**Annie Newlyn Wheatland**

Well people, don't just comment here, put your voice to the survey.

Like · Reply · 7w

1

**Joel Ridding**

Guarantee the people who are complaining will also be the first to complain when flights are reduced.

Like · Reply · 7w

1

**Belinda Packer**
Joel Ridding<https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey>

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16/28

9/1/2020

(20+) Facebook

9/1/2020 (20+) Facebook

Like · Reply · 7w

Write a reply...

Chad Peck
The international school brings very little to the town. They only train Chinese pilot's who will never work anywhere but China. Thing that annoys me the most is that they circle around over populated areas

Like · Reply · 7w

Hide 11 Replies

Alex Glen-Holmes
Chad Peck you couldn't be more wrong. they bring quite a lot of money to town through accomodation, food, dining out etc. plus there are the staff, instructors, engineers, mechanics etc that buy houses sent kids to school live here full time that contributes to the local economy and they are good sized employers in the area

Like · Reply · 7w

Mel Noble
Chad Peck I was told that i am wrong too and i was told to do my research. So i did. Now i know a lot what is actually happening with this pilot school and what is behind the scenes. I am glad i was told to do my research.

Like · Reply · 7w

Mel Noble
Chad Peck I was told rudely on another page to do my research because i was dare to mention they do circuit training 10:30pm night time. So i was a good girl and i did my research and i did read a lot, i mean a lot about what is actually going on. I received so much info.

Like · Reply · 7w

Chad Peck
Mel Noble download the flightradar app then start screen shooting.

Like · Reply · 7w

Jasmine Cook
Chad Peck not true! The pilots trained there go on to work at a range of international airlines including Australian airlines! They employ 40 Australian people and bring millions of dollars to our local economy through follow on spending such as food, accomodation, shopping etc

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2 20+

Mel Noble
Jasmine Cook I would say "In my opinion" or "according to my research" but saying it is "not true" is not the right answer. It seems people do their research and people find different information. Just like you found information this school brings millions, there are other written information or articles which say otherwise. In my opinion, we will never know the truth and see the big picture. This issue grow so important, but i cannot even remember what happened to those 100s of employees Essential Energy fired?

Like · Reply · 7w · Edited

Jasmine Cook
Mel Noble if it's not true, it's not true 🤖 it's Facebook not a scientific paper 🤖

Like · Reply · 7w

Jasmine Cook
Mel Noble please show me your research that proves otherwise

Like · Reply · 7w

Mel Noble
Jasmine Cook No one needs to prove anything, only presenting opinions using nice manners.

Like · Reply · 7w

Jasmine Cook
Mel Noble so you think think everyone should just present unfounded 'opinions' and not present any facts?? 🤖

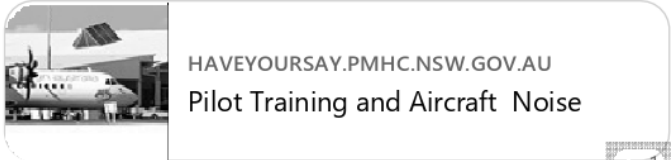
Like · Reply · 7w

Mel Noble
Jasmine Cook on a Facebook post? Good luck.

Like · Reply · 7w

Write a reply...

Ronald Muriaki
Wait this survey?
https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-airport-noise

 HAVEYOURSAY.PMHC.NSW.GOV.AU
Pilot Training and Aircraft Noise

Like · Reply · 7w

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

18/28

9/1/2020

(20+) Facebook

The image is a screenshot of a Facebook post on a mobile app. At the top, there's a navigation bar with a hamburger menu icon on the left and a notification bell icon on the right showing '20+'. The post is by Amelia Jane, dated 9/1/2020. The text of the post says: 'I lived about 1km from the runway for 15 years (bush land divides the runway and the house) no issues what so ever. Who the hell is complaining about it!?' Below the text are 'Like' and 'Reply' buttons, and a small box showing '7' likes. A reply from Belinda Packer is shown, mentioning 'Amelia Jane' and a survey link: 'https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey'. Below the reply is a sponsored post for 'HAVEYOURSAY.PMHC.NSW.GOV.AU Pilot Training and Aircraft Noise' featuring an image of an airplane. Another reply from Colin Eyles follows, stating 'The airport was there first if you don't like it don't buy or build near it wait till the jets come'. This reply also has a sponsored post for the same survey. Further replies from Tahlia Milton and Colin Eyles are shown, discussing the survey. The bottom of the screen shows a large, semi-transparent '9' in a circle, likely a page indicator or a large notification.

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

19/28

9/1/2020

(20+) Facebook

Kristy Hill
Please fill in the survey if your impacted. I live directly under the flight path. Our area was previously quiet & now low flying aircraft go directly over my home all day. There is too much aircraft noise.

Like · Reply · 7w

Margo Ellen
Kristy Hill Why did you buy where you are if you were aware of the planes flight path ✈️ ? Just asking 🙄

Like · Reply · 7w · Edited

Mel Noble
Kristy Hill I wonder how many arrogant and rude comments you will get for your honest post.

Like · Reply · 7w

Mel Noble
Margo Ellen Did Kristy say that it was quiet and the noise started increasing flying planes low all day?

Like · Reply · 7w

Colin Eyles
Kristy Hill lived under the flight path since I was 10 didn't bother me till doesn't 50 years and no louder

Like · Reply · 7w

Margo Ellen
Mel Noble Do you know the difference between a question and a statement ? Obviously not - it's a question. You spoke for Kristy and answered my question with a question. 🙄 Mind your own business

Like · Reply · 7w · Edited

Mel Noble
Margo Ellen You just proved my point.

Like · Reply · 7w

Jill Lindfield
Kristy Hill exactly, all these hero's telling us not to buy near the airport, we didn't, the bloody pilot training circuits have escalate din intensity since we have lived here....plus we arnt even near the airport

Like · Reply · 7w

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

20/28

9/1/2020

(20+) Facebook



20+

**Steve Nelson**

Jill Lindfield you say you aren't even near the airport but it sounds a lot like you bought a house under an approach path or the circuit area. Just because you can't see the airport fence doesn't mean you won't hear planes. Not that hard to work out

Like · Reply · 7w

**Kristy Hill**
Colin Eyles

Hi Colin, I purchased my home several years ago & only recently have had an issue with noise. It's only the small planes that fly low & directly over my home that are loud. These are not large domestic flights.

Like · Reply · 7w

**Kristy Hill**
Jill Lindfield

I'm not near the airport either. It's the pilot training circuit that now seems to go directly over my home. Even closing windows & doors does not stop the noise.

Like · Reply · 7w



Write a reply...

**Anita Eldridge**

I think there is no noise and I am over that way

Like · Reply · 7w

**Tahlia Milton**

Anita Eldridge please complete the survey if you haven't already 😊

https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-airport-noise



HAVEYOURSAY.PMHC.NSW.GOV.AU

Pilot Training and Aircraft Noise

Like · Reply · 7w

**Anita Eldridge**

Tahlia Milton yeah I've received letters my inbox people wanting me to complain but I think it good things and no complaints from me

Like · Reply · 7w



rite a reply

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

21/28

9/1/2020

(20+) Facebook

20+



Top Fan

Margo Ellen

No

Like · Reply · 7w

**Lesley Cleaver**

Not worrying us.

Like · Reply · 7w

**Tahlia Milton****Lesley Cleaver** please complete the survey if you haven't already 😊https://haveyoursay.pmhc.nsw.gov.au/pilot-training-survey/survey_tools/pilot-training-and-airport-noise

HAVEYOURSAY.PMHC.NSW.GOV.AU

Pilot Training and Aircraft Noise

Like · Reply · 7w



Write a reply...



Top Fan

Natalie Collins

There's an airport here



Like · Reply · 7w

**Anne Johnston**Anyone that has done their "research" will know that the bones of this company have been here since 1996 after moving from Kempsey. They are now China owned after the company was sold to a Port Macquarie surgeon In 2006, who by ill management only last... **See More**

Like · Reply · 7w

23

**Rachel Carolyn**I agree with you! I think it is stupid that they are even considering having guidelines for pilots. If pilots don't learn how the fly a plane, how will we travel by air in the future. I understand they can do it in other areas but I think it is great f... **See More**

Like · Reply · 7w

4

**Jill Lindfield****Rachel Carolyn** Port Macquarie once was quiet, we were actually here first

Like · Reply · 7w

**Rachel Carolyn****Jill Lindfield** everyone has their own opinions.<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

22/28

9/1/2020

(20+) Facebook

Babz Drake
 Anne Johnston hear, hear!
 Like · Reply · 6w

Peter Prass
 Very well said Anne! 🍷
 Like · Reply · 6w

Phillip Graham
 Well said ,Anne. People lack tolerance today.
 Like · Reply · 7w

Joy Barry
 Doesn't worry me
 Like · Reply · 7w

David Rupert
 Council extended the runway some years ago with view to larger planes and direct jet flights from Melbourne... more recently the terminal had an upgrade. The purpose was more use and economic benefit to Hastings And now airport noise is a problem?
 Like · Reply · 7w

Amber Ford
Peter Ford 🤔🤔🤔
 Like · Reply · 7w

Lisa Hort
Tim Hitchins
 Like · Reply · 7w

Steve Nelson
 Jill Lindfield believing quality journalism like that I suppose you're also worried about 5G towers spreading Coronavirus

 By raising the nationality of the student pilots you lose all credibility. I thought your problem was with the aircraft noise?
 Like · Reply · 7w · Edited

Anne Johnston
 Thankyou Steve. It seems to be more focused towards the operation that offers International flight training which is shameful. It shouldn't be about anyone other than the staff, the economic effects/benefits to the community and the respectfulness of t... See More
 Like · Reply · 7w · Edited

<https://www.facebook.com/PortMacquarieNews/posts/3455067531194048>

23/28

9/1/2020

(20+) Facebook

20+

Renee Bullock

Anne Johnston love it - I think when you see spelling mistakes and typos in those articles you realise "there is no credibility"

Like · Reply · 7w

3

Salama Shaquana

Anne Johnston The journalist you are denigrating is Anthony Klan who is a multi award winning journalist.

Awards: ♦♦ - News Corporation Australia journalist of the year, Sir Keith Murdoch Award for Excellence in Journalism, 2010; (finalist) 2018 ♦♦ - Walk... **See More**

Like · Reply · 6w

Anne Johnston

Im not prepared to actually "name" & shame on a public forum however I do reserve my right to question the facts. If you are prepared to put your name on the integrity of any journalist adding to this debate then please also use equal amounts to sourc... **See More**

Like · Reply · 6w

Write a reply...

Faye Bignall

No a little more noise means more flights we can take advantage of.

Australian International **Aviation College****Submission to Pilot Training and Aircraft Noise Survey – Australian International Aviation College.****Introduction to AIAC**

We are a respected and valued contributor to the local community, and professionally, we are an organisation that is well respected within the Australian aviation industry. Our senior management team have a thirty year history of being a company with high levels of community consideration, safety, regulatory compliance, and quality. In our thirty years of operation we have also been a significant contributor to the Australian aviation system with many hundreds of our students and instructors being employed by airlines and essential aviation services Australia-wide.

AIAC has been operating at Port Macquarie Airport for twenty-five years. During this time, we have always been a responsible general aviation operator. The senior management of this company have been established in Port Macquarie all of our lives, we are locals and our company has contributed significantly to Port Macquarie, in many ways.

1. AIAC is the largest employer at Port Macquarie airport, we currently employ 41 people. Normally we employ between 45-50 people, however the COVID-19 pandemic has impacted our operation and reduced our student numbers. It is important to note, we have managed to keep all 41 of our employees gainfully employed and contributing to the local economy throughout the COVID-19 crisis.
2. All of our 41 employees, and their 70 family members all consume local goods and services and engage in local activities. This is 111 people that our organisation provides for as a result of our operation at Port Macquarie airport. Many of our employees have moved to Port Macquarie to work for our company.
3. We provide flight training for up to 120 students. During pre-COVID-19 times we consistently accommodate 100-120 students in Port Macquarie. We lease properties from locals to accommodate our students, and all of our students consume local goods and services from Port Macquarie based businesses.
4. We create employment for locals in the community – for each employee at our company, approximately 3.65 Full Time Equivalent (FTE) jobs are created in our local community (150 locally-based jobs in our community).
5. Our students create employment for locals in our community. For each student enrolled in our flying school, this creates approximately 0.29 FTE jobs (29-35 locally-based jobs in our community).
6. Our flying school is the largest exporter in our local Government area, we are an exporter of high skill and providing professionally trained pilots to the global aviation system.
7. We make a significant contribution to the local and Australian aviation industry, all of our flight instructors after working for 4-5 years at AIAC are employed with numerous airlines and aviation operators Australia-wide. In our 30 years of operation hundreds of our instructors have gone onto work for Qantas, Virgin



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Australian International Aviation College

Australia, Jetstar, Regional Express, Air Ambulance, Royal Flying Doctor Service, Australian Coastwatch, and the Royal Australian Airforce. Many of our former instructors still fly in and out of Port Macquarie as flight crew on QantasLink, Virgin, NSW Air Ambulance and Careflight, this is something we are very proud of.

AIAC has been providing high quality flight training in excess of thirty years. We have airline pilot training contracts with a number of foreign based airlines, and we provide professional pilot training for Australian domestic students. We are also hoping to make a public announcement very soon about an aviation training partnership with one of Australia's most well-known educational institutions, a project that will deliver high-quality aviation academic and flight training to many Australian domestic students. Port Macquarie airport is essential to our business activities. We have always viewed the PMHC as an important partner in the success of our business and the employment we have provided for hundreds of people, and our contribution of providing highly skilled aviation professionals to the domestic and international aviation system.

Our company is extremely mindful about any impact that operations at Port Macquarie airport has on persons who have chosen to reside within the vicinity of the airport. We have voluntarily put in place numerous measures to reduce any impact of flying operations to these people. The following outlines the measures that we have voluntarily put in place.

Aircraft noise emission reduction measures

- 1. Operation of low noise emission aircraft:** AIAC operates aircraft that produce low noise emissions. AIAC has engaged acoustic consultants to measure the noise emissions of our aircraft during routine circuit training operations. Our aircraft noise levels vary between 60 to 70 decibels, with the noise level on average during a typical circuit procedure being 56-60 decibels. These noise levels are at or below the 70-decibel acceptability value for a residential property provided in the guidance material of Australian Standard (AS) 2021:2015 Building Site Acceptability. We have invested heavily in aircraft with low noise emissions. There are a number of alternatives we could have chosen for our training fleet, however we elected to operate an aircraft type that meets the highest noise emission standards. We could have chosen cheaper aircraft types, and they would be louder. We have made a significant investment in low noise emission aircraft, each DA40NG costs in excess of \$500,000.00 AUD to purchase.





Australian International **Aviation College**

2. **Hours of Operation Management** – AIAC conducts its circuit operations at Port Macquarie Airport in accordance with the following hours.

- i. Monday to Friday 0700 – 2200 (Eastern Summer Time)
- ii. Monday to Friday 0700 – 2100 (Eastern Standard Time)
- iii. Saturday to Sunday 0800 – 2000 (All Year)

Circuit training operations are not conducted on Christmas Day, Boxing Day and New Year's Day.

3. **Conduct of circuit operations** – AIAC conducts standard circuit patterns in accordance with Civil Aviation Regulation 166A. CAR 166A specifies an aircraft shall make a turn after take-off at a minimum height of 500 feet above the terrain. We have chosen to go beyond the minimum height requirement of the regulation and extend our after take-off flight path and turn between 700 and 1000 feet above the ground in order to minimize the exposure to persons on the ground when the aircraft engine is operating at take-off power settings.
4. **Flightpaths** – It is also important to note that the flightpaths of an aircraft cannot be modified when operating within the vicinity of an airport, as airport traffic must depart and arrive and fly at the airport using Civil Aviation Safety Authority (CASA) defined traffic patterns (Civil Aviation Regulation 166A). The defined traffic pattern facilitates an orderly and safe flow of traffic to and from the airport, which is essential to ensure safety to occupants of aircraft and persons on the ground as operating to random flight paths in the vicinity of an airport would increase air traffic collision risk and reduce levels of safety. Flight paths when operating in the airspace surrounding an airport cannot be modified.
5. **Operational runway use** – Port Macquarie airport has one runway, which is designated as Runway 21 and 03. The ambient wind conditions determine the take-off and landing direction of an aircraft, therefore which runway will be used. When prevailing wind conditions are from the south, runway 21 will be utilized by all aircraft, when prevailing wind conditions are from the north, runway 03 will be utilized. Circuit operations on runway 21 produce higher levels of exposure to persons on the ground who have elected to own property or live within the vicinity of the airport. When wind and traffic conditions allow, all AIAC flight crew are encouraged to utilise runway 03 as opposed to runway 21 as the traffic pattern for runway 03 overlays areas that are less densely populated.
6. **Number of aircraft operating in circuit** – AIAC has a limitation of how many company aircraft can occupy the circuit area when conducting circuit operations. A limit of four (4) aircraft in total conducting circuits is maintained at all times.
7. **Noise impact mindfulness** – All AIAC flight crew are mindful regarding the impact of aircraft noise to persons on the ground. Consideration is given to:
- Private residents who have elected to own property or live within the vicinity of the airport;
 - Persons being able to use outdoor areas on private or public properties;





Australian International Aviation College

- The effect on a quality learning environment for students at schools located in areas surrounding an airport;
 - The impacts of noise emissions on residents of aged care facilities;
 - The effects of noise emissions on rural landholders, livestock and domestic animals.
8. **Regulatory compliance** – AIAC Flight Crew operate in accordance with Civil Aviation Regulation 157 Low Flying. The regulation states that an aircraft must not fly over a city or town at a height less than 1000 feet above the ground, unless;
- i. For flight training within the CASA Part 61 regulations;
 - ii. The conduct of a missed approach or receiving training for the conduct of a missed approach;
 - iii. The aircraft is flying in course of actually taking-off or landing at an airport.

Solutions to noise complaints

We have attempted to make a number of suggestions to PMHC regarding noise complaints. Such as a formal noise complaint register that can be used to keep the airport operator and aviation companies aware of the frequency and nature of noise complaints. Another method we have suggested is the implementation of an aircraft noise information tool that allows any resident to enter their address and the tool generates a map with their location, displays flight paths and the number of noise events, and loudness the property would be exposed to in a 24 hour period. We are more than willing to assist PMHC in predicting traffic movements. It is a matter of PMHC showing a willingness to work with local operators in providing meaningful solutions, especially when the Port Macquarie Airport Master Plan states intent to promote business and aviation growth.

I would also suggest, as a planning and development approval authority, the PMHC would have a responsibility to ensure developers, landholders or potential property buyers with property located in the vicinity of the airport should be informed that the property is located within the vicinity of an airport, made aware of noise impact (perhaps through an online aircraft noise information tool) and for those persons to understand through being informed, that they are responsible for their decision in purchasing property located near an airport.

We urge the PMHC to at least consider adopting a number of measures the Sunshine Coast Airport Master Plan has in place. It has a number of tools such as a formal noise complaint area, and aircraft noise information tool. The approach the Sunshine Coast Airport Master Plan has in place is based on providing information, and it is data driven. It is modelled to provide noise information to people, to allow them to make informed decisions, and also to drive and stimulate growth and employment.

<https://www.sunshinecoastairport.com.au/corporate/masterplan2040/>

AIAC is conducting a risk analysis of conducting Right-hand circuits for runway 21 operations which would involve all circuit operations being performed on the western side of the runway complex. There are a number of safety risks to consider if this was to be implemented and AIAC is





Australian International **Aviation College**

also engaging with other aviation stakeholders such as QantasLink, Virgin Australia, NSW Air Ambulance, the Civil Aviation Safety Authority and local aviation operators at Port Macquarie.

AIAC would be grateful for the opportunity, as part of our submission, to meet with the PMHC Councillors and discuss our business, and how we can work together with PMHC and the community on operations at Port Macquarie Airport.

Accompanying this document is information about the economic and community advantages of general aviation companies, please refer to the following pages.

Kind regards

Kevin McMurtrie
Head of Operations
14th July 2020



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Australian International **Aviation College****General Aviation Economic and Community Advantages for Regional Airports**

This document highlights the benefits that general aviation operators such as Australian International Aviation College (AIAC) produce at regional airports like Port Macquarie. General Aviation (GA) generates local economic growth, creates jobs, and facilitates exchanges in trade, tourism, culture, high skill and social benefits. General aviation produces a composition of positive economic impacts that are direct, indirect and induced benefits.

Economic Benefits*Direct Impacts*

General Aviation is a source of considerable economic activity, creating jobs in our local community that directly serve the aviation company based at the airport. These include managers, flight instructors, ground instructors, aircraft maintenance technicians, schedulers, bus drivers, student managers, and administration personnel. It is also important to understand that on a global scale, aviation is a highly productive industry, as measured in terms of GDP per worker. At an average of AUD \$101,000 per worker per year, this is around three and a half times the average across the world economy as a whole, exceeding most other sectors of the economy. Aviation employees are considered to be highly skilled, trained and experienced.

Indirect Impacts

The economic benefits of general aviation go beyond the obvious and visible direct impacts. The indirect impacts include economic activity and employment stimulated and generated by suppliers of services and goods to general aviation companies: navigation service providers, federal government services, local government airport personnel, fuel suppliers, aviation navigation data suppliers, aircraft spare parts suppliers, aircraft maintenance support services, aircraft sales agents, and airlines.

Induced Impacts

The money spent of those persons directly or indirectly employed in the general aviation industry supports a wide range of jobs in other sectors of the community such as accommodation services, grocers, retail outlets, utilities, banks, companies offering consumer goods and services, telecommunication providers, healthcare, sports centres, restaurants and cafes, car dealers, mechanics, and petrol stations.

Social, Cultural and Educational Benefits

A small general aviation company like AIAC provides a wide range of social benefits to the community. These benefits include educational and cultural exchange opportunities for students, employees and people and groups in the local community. These experiences contribute to improving quality of life by broadening experiences and relationships within the local community. These benefits not only promote individual





Australian International Aviation College

personal development and experiences, the educational benefits from the training that a small general aviation company like AIAC provide to students delivers consequential benefits for the student's home country (for international students), since these students return home equipped with high skills and knowledge. For our domestic students and instructors, who eventually move on from AIAC to be employed with domestic Australian airlines and other essential Australian aviation services, these former students and instructors become flight crew for aviation operations that are essential to our country and regional areas like Port Macquarie. Many of AIAC's former students and flight instructors operate as airline crew to Port Macquarie and also on essential community services such as the NSW Air Ambulance. For our own employees, a general aviation company like AIAC advocates quality education for employees in areas such as upgrade licence training for instructors and aircraft engineers and professionally delivered courses for managers and administration staff. These benefits, and the cultural benefits bring people in our community together and experience other people's culture and way of living, this in turn facilitates a better understanding of our societies as a whole.

Tourism Benefits

A range of people visit a small general aviation company like AIAC each year for business and to visit students. This generates a micro-tourism market to the local area that would not exist if a company like AIAC did not operate at the airport. Family and friends visit students, airline customer managers make frequent visits, aviation regulatory authorities from Australia and foreign countries visit, and aviation service and equipment providers such as aircraft manufacturers and simulator manufacturers also make annual and bi-annual visits. These people all visit and enjoy local hotels, restaurants, cafes and scenic locations.

As outlined above, a small general aviation company like AIAC produces a wide range of benefits for the local community. Small general aviation operators are under constant cost pressure, competition and increasingly strained margins, and of late, the effects of the bushfires of 2019, and now the COVID-19 pandemic. This document provides a snapshot of the social and economic benefits organisation a small general aviation operator such as AIAC generates, as we are endeavouring to foster an awareness within Port Macquarie Hastings Council of what small general aviation operators such as AIAC contribute to our local government area and community.



Anonymous submission from a Port Macquarie resident

Mr Peter Allen
Airport Business Manager
Port Macquarie - Hastings Council

RE: "Have Your Say" – Pilot Training and aircraft Noise

Dear Mr Allen

I am writing as a private citizen and local government constituent and would like to express my views regarding the Council's Pilot Training and Aircraft Noise Review. I am an employee of an aviation training company at the airport, but this is a private submission, not sanctioned or on behalf of my employer.

About me

Having over 35 years of experience in the aviation industry, the Royal Australian Air Force as a pilot and flying instructor, and management and instructing for Government and Defence Industry companies such as Boeing and Link Training and Simulation, I was made redundant at the end of a USA Government contract in Brisbane in 2018. After that I was unemployed for 10 months before accepting the role of Aviation Safety Manager at the Australian International Aviation College and moved to Port Macquarie with my family in late 2019.

- If it were not for the aviation training industry located here, I and my family would not have moved to Port Macquarie.

Personal Input to Port Macquarie Economy

- Apart from my income from the AIAC I bring a military pension and my family spends in excess of twice the Australian median wage per year in the local community.
- My family currently rents a house but have been planning to purchase and/or build a house for ourselves in Port Macquarie.
- In the last six months, apart from above median rent and living expenses I have spent individual sums ranging from \$1000-4000 at 12 different local small businesses, and many thousands more at restaurants, service clubs, service stations, medical practitioners etc.
- In the past six months my family have had 8 different visitors from out of town who have stayed in Port Macquarie hotel accommodation, dined in restaurants and availed themselves of tourism businesses and airlines.
- My daughter enrolled in Port Macquarie TAFE. Her enrolment tipped enrolments past the minimum required to run a particular Information Technology Course. As a direct result three local part time TAFE teachers were employed and five people now have upskilled into the IT world.
- If flying restrictions make the AIAC unviable at Port Macquarie my family will instead move out of Port Macquarie.

Economic and Value-Added Multiplier Effects of Aviation Training at Port Macquarie Airport.

- Consideration of flying training at Port Macquarie generally focuses on the output of qualified students, which is an individual benefit and hence the community think that trainees making noise are somehow selfish. There is more to the story.
- The AIAC is a valuable training ground for general aviation pilots to gain qualifications and build experience. After building this experience, AIAC instructors progress to aviation jobs that provide even more community benefit to this community and across Australia. Many of the aircraft the community regard as essential services, like medical ambulance aircraft and the QANTASLink Dash 8 aircraft, including those at Port Macquarie, are being flown by former AIAC instructors. AIAC provides one of the most secure and best managed transition pathways for its instructors in Australia.
- AIAC, the Hasting District Flying Club, Eastern Air Services and Macquarie Air all provide training at Port Macquarie. All these businesses employ staff, totalling many dozens. All these staff, supported by flying training, contribute to the local economy in a similar way to what I outlined for myself above. Thus, the flying training industry at Port Macquarie is a significant economic contributor to the local economy.
- The students themselves, in our case normally about 90 per year, live in the local community and spend their money here for a period of 13-15 months. Our students also bring big spending tourist visitors to our community.
- Aviation, especially the AIAC's modern aircraft bring high technology to the region. AIAC aircraft are made of advanced composites and our engineers are factory trained in Austria in composite maintenance and repair. This is a highly specialised skillset.
- Aviation Maintenance Engineers are in short supply across Australia. AIAC has been planning to take on young local school leavers as apprentices starting next year, depending on COVID19 economic limitations. Any restrictions to operations imposed by council will hamper this initiative.

Facts about Training Aircraft Noise at Port Macquarie

- Frequent claims have been made in the past six months that there has been an increase in training aircraft noise at Port Macquarie. Fingers have been pointed at AIAC aircraft. Some of these claims have come from Council itself. The council movement data is not accurate.
- Having reviewed the flying rate (hours flown per month) of the AIAC in FY2018/19 and FY 2019/20, I can categorically state that the AIAC flying rate has not changed in the past two years. Actual figures can be supplied on request.
- I predict that the AIAC flying rate is about to fall significantly as COVID19 restrictions cause a direct reduction in the number of students in training.
- Any actual increase in training aircraft noise can be more accurately attributed to a revitalisation and introduction of training operations by other operators at this airport.
- Complaints about training aircraft noise are generally about noise from circuit training as aircraft fly overhead at 1000ft. In this situation the AIAC operates some of the quietest aircraft on the airfield, as has been proven by actual noise measurements. The focus in AIAC as a noise source is misplaced.
- AIAC aircraft in the circuit do not exceed any noise standards for residential areas.
- AIAC aircraft never fly low over built up areas. Low flying is a criminal offence.
- AIAC voluntarily imposes restrictions on our own operations to lower the impact of noise on Port Macquarie residents. The AIAC leads the other operators on the airport in this respect.
- The AIAC is frequently falsely blamed for aircraft noise. For instance, a complaint two weeks ago about aircraft flying at 0400 hrs was traced to a medical helicopter. The Residents Action Network actively spreads false information that the AIAC operate circuits at 0630 hrs, which is also not true. Council is well aware that the first morning operators at Port Macquarie are usually cargo aircraft and the Flying Club.

- The AIAC is frequently claimed by community opponents to fly 365 days a year. This is not true. AIAC does observe some public holidays and the other unpredictable constraints on aviation, such as weather, wind, rain and visibility prevent flying on about 30-40 days per year. This is why AIAC is reluctant to impose further limitations on which days or times we can operate. Eventually, regulatory limitations and restrictions coupled with the unpredictable limitations make a business unviable and prevent potential future growth.
- Council is leading people down a pathway by suggesting that this current "Have Your Say" process will potentially lead to more restrictions on operations at Port Macquarie. Any restriction justified on the basis of AIAC operations being noisy will be based upon a false premise.

Governance, Consistency, Certainty and Trust in Council

- Council is intended to be responsive to its' community. If this is true, then I would hope that my vote, my wife's vote and my daughter's vote hold equal sway with Councillors should they choose to side with the noisy minority of complainants, which represent a tiny percentage of the affected population. My understanding is that the council has had about 20 individual complainants until about one month ago, from a catchment of 20,000 people living under the Port Macquarie circuit area. Further complaints since then will have been driven by publicity surrounding this survey. The greater benefit of the aviation industry to the wider Port Macquarie community is in danger of being harmed by a focus on a noisy few.
- Council has published an airport master plan. Part of that plan is to encourage and promote the growth of general aviation and associated industry at Port Macquarie. If Council now intends to put restrictions and limitations on the industry, then that would invalidate the master plan and assumptions therein, on a short-term political whim, because it is an election year, not based on longer term community benefit. Short term thinking for political expediency is one of the worst aspects of government and political life in this Nation.
- The Council Master Plan for the airport clearly sets out the noise increase expected between 2010 and 2030. The noise made by training aircraft, especially AIAC aircraft, is insignificant. Council should follow its published and community consulted plan - or rip it up and start again.
- What business can trust PMHC to create a business supportive environment where their business can build a future if Council does not follow its' own strategic plans?

The Future with less pilot training

- Port Macquarie's full-time employment fell throughout each quarter of 2019 and the unemployment rate rose commensurately. I was informed a few weeks ago by a Councillor that with COVID19 shutting down tourism, community services and entertainment venues the Port Macquarie and Coffs Harbour coastal regions were reported to have the highest unemployment rate in Australia. The Australian Government is spending billions of dollars trying to prop up small businesses and keep them viable. At the same time, we have PMHC contemplating putting restrictions on aviation training businesses. This defies logic.
- Flight training is an expensive, high financial risk and low margin industry. AIAC competes with flying schools in other countries including the USA which has much lower costs and fewer restrictions imposed by aviation regulators and taxes. Any limitation on efficiency caused by artificial constraints imposed by PMHC on the ability of pilot training companies to conduct their business leads to an increased cost base for small businesses and an inability to compete. This leads to business failure and unemployment. Council has already increased landing fees and charges at Port Macquarie by 5% in the current financial year

despite the CPI actually being negative. Restrictions and increased charges will eventually cause collapse of the Council's airport business model. Beware, you will reap what you sow.

- Port Macquarie is an ageing community with a reducing percentage of work-aged people to support and care for a growing percentage of retirees. Aviation is an industry that attracts young people and pilot training in particular provides opportunities for some of them to stay in Port Macquarie and raise families instead of the more regular path of urban drift for university and employment. By limiting pilot training at Port Macquarie PMHC will be limiting the long-term viability of the social strata of this township. PMHC needs to encourage more high technology businesses to commit and stay in this township.

Alternative Viewpoints

- A vocal campaign has been mounted throughout this year by a minority of people. This campaign has been led by certain individuals within the so called "Resident's Action Network" (RAN). Some of the motivation of these campaigns would appear to me to be racially-based.
- The RAN survey is not aimed at aircraft noise at all. It is only aimed at aircraft noise made by AIAC alone. The survey is written in a push-polling methodology.
- The RAN organiser of this survey has taken an active lobbying role against the AIAC and contacts respondents with the temerity to provide a survey response that does not see the noise as a problem. I have seen this correspondence myself. It makes reference to Chinese pilots, which is clearly nothing to do with noise.
- The RAN survey purports to be run by an incorporated committee. I believe the truth is that the committee as a whole does not support or approve of the survey. I believe that some committee members have resigned in disappointment at the conduct of this survey and the direct attack on one particular company that violates the principles of the organisation. The breakdown of a functional committee has led to the RAN website being taken down. Documentary proof of an apparent racial motivation for this noise campaign has been provided to AIAC.
- I strongly suggest and advise the Council to look carefully at any submissions from the RAN and make sure that Council is receiving the full facts from the majority committee and not a tainted report from the minority.

Useful Outcomes of the Council Feedback Survey

- I know that the AIAC management are committed to working transparently and cooperatively with Council to improve each other's understanding of the issues surrounding noise at Port Macquarie Airport.
- I believe the best outcome would be a central processing centre for noise complaints and provision of information to residents and potential residents about aircraft noise at Port Macquarie.
- I expect that some of the silent majority of residents will provide positive responses to the survey which might serve to place the small number of complaints into context. Hopefully, this will inform Councillors of the benefits of the pilot training industry to this town.
- I hope that Council will find a way to communicate that anybody within 3nm (5.5km) of the airport will have aircraft passing overhead at 1000ft and sometimes below 1000ft. Anybody within 11km of the airport will have aircraft passing over below 2000ft.

- In other words, Council needs to communicate that everybody living in Port Macquarie is under a flight path.

Thank you for your consideration of my submission.

Yours Sincerely,

your say

have

haveyoursay.pmhc.nsw.gov.au

PORT MACQUARIE-HASTINGS
COUNCILPORT MACQUARIE
AIRPORT

Port Macquarie Airport - Pilot Training and Aircraft Noise Survey

Submissions close 5pm, Tuesday 30 June 2020.

Please send completed surveys or other feedback on pilot training and aircraft noise via email at council@pmhc.nsw.gov.au or by mail to PO Box 84, Port Macquarie NSW 2444.

Survey

1. Please indicate your age group from the following:

- <18
- 18 - 24
- 25 - 34
- 35 - 49
- 50 - 59
- 60 - 69
- 70 - 84
- 85 and over

2 AGE GROUPS

2. What is your current address?

PORT MACQUARIE NSW 2444

3. How long have you lived at your current address?

- Less than 6 months
- 6 months - 1 year
- 1 - 2 years
- 2 - 5 years
- 5 - 10 years
- 10 years or more

4. How many days per week are you usually at home in the:

- Morning
- Afternoon
- Evening

7 DAYS PER WEEK

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PAGE 1

have your say



5. Do you work from home?
- ☒ Yes
 - ☐ No
 - ☐ Sometimes
6. Has the amount of aircraft noise changed over the past 5 years (or since you moved to your current address)?
- ☒ Much more *CONSTANT*
 - ☐ A bit more
 - ☐ About the same
 - ☐ A bit less
 - ☐ Much less
7. Are you impacted by the noise of aircraft when they are at the Airport itself (distinct from when they are flying overhead)?
- ☐ Yes
 - ☒ No *FLYING OVERHEAD*
8. How much are you personally affected by aircraft noise overall?
- ☒ Extremely
 - ☐ Very
 - ☐ Moderately
 - ☐ Slightly
 - ☐ Not at all
9. How often are you impacted / aware of aircraft noise in your area?
- ☒ Every day
 - ☐ A few days a week
 - ☐ At least once a week
 - ☐ At least once a month
 - ☐ N/A
10. What concerns you most about the aircraft noise / activity in your area?

	Yes	No
Number of flights (frequency)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Times / duration of flights	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Height of the aircraft	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Loudness of the aircraft	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lack of quiet between individual flights	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not knowing when there will be times during the day without aircraft noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)		
<i>SEE ATTACHED</i>		

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PAGE 2

have your say



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11. When are you most impacted / aware of aircraft noise in your area?

	6am - 7am	7am - 12 noon	12 noon - 7pm	7pm - 10pm	after 10pm
Mon - Fri	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sun	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Public Hols.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

12. How does pilot training impact (positively or negatively) your quality of life?

SEE ATTACHED - NEGATIVELY

13. How important are the following issues to you with regard to pilot training at the Airport?
Please rate 1 to 5 with 1 = not important at all to 5 = very important

- ☐ 1 Economic benefit to the community
- ☐ 2 Employment opportunities for local residents
- ☒ 3 Providing high quality training to the aviation industry
- ☐ 4 Congestion of airspace and/or airport infrastructure
- ☐ 5 Safety of aircraft operations
- ☐ 6 Reducing noise associated with training aircraft

14. What level of pilot training activity would you like to see in Port Macquarie in the future?

- None
- ☒ Much less
- A bit less
- About the same
- A bit more (steady growth over time)
- Much more (industry growth should be encouraged)

15. To minimise the impact of aircraft noise around the Airport, Council is considering establishing voluntary guidelines for pilot training and other general aviation activity. Would you support the establishment of a "fly neighbourly" agreement (or similar)?

- ☒ Yes
- No

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PAGE 3

have your say



16. Please indicate the suitability of the following list of possible measures:

	Yes	No
Communicate environmental and aircraft noise issues to local operators and pilots to increase awareness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Respond to community enquiries and complaints in an open and co-operative manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintain runway heading after take-off until reaching 1000 feet above ground level, or a suitable altitude that ensures aircraft have reached a circuit height of 1000 feet over residential areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Avoiding low altitude training over residential areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Considering noise sensitive areas when determining circuit training flight paths	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Varying circuit training flight paths where possible (consistent with aviation safety regulations and air traffic management procedures applicable to the area) to avoid the repetitive use of particular flight paths over residential areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispersing pilot training activities to less populated areas where possible	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operating on reduced power settings over residential areas (in accordance with aircraft operations manual requirements)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Preferring to operate on runway 03 (take-off to the north) where possible (subject to weather or other operational constraints)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Limiting the number of aircraft permitted in the circuit for training operations at any one time	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Further consideration of the circuit training hours of operation, particularly with regard to permitted times for night training	<input checked="" type="checkbox"/>	<input type="checkbox"/>

17. Do you have any other suggestions for possible measures to reduce aircraft noise?

SEE ATTACHED

18. Do you have any other comments to make that are not covered by the questions in this survey?

SEE ATTACHED

HAVE YOUR SAY - Port Macquarie Airport - Pilot Training & Aircraft Noise SurveyQuestion 10. Other (please specify)

Air Pollution (Jet A1 Fuel - kerosene based and other aviation fuels - Avgas, diesel) from all the aircraft flying constantly over residential homes - this affects our face, mouth and breathing, skin rashes and burning on any part of our body that you cannot cover up when outside - anyone wanting to be outside in their garden, children playing, or washing cannot be put outside on the clothes line and you have to shut all your doors and windows from approx. 7.00 am until 10.00 pm or later when all this pollution is being dumped all over our homes day in and day out 365 days per year. Even when you think they will be flying north because there is a northerly wind and you do some washing to hang out - by the time you get it on the line only to find that they are again flying over your home and then you have to try and get it dry inside - not good in the winter months and we cannot afford the electricity to use clothes dryers for 12 months of the year or run air conditioners when we have to close up our homes and we feel like prisoners in your own home. This is suppose to be a free country - you encourage kids to get outside, be active, the aging population and people from all walks of life wanting to enjoy the outdoors as we live by the ocean with a great climate (the reason why many relocate or retire and move here as well) and with all this pollution it is destroying our mental and physical wellbeing and our quality of life as we once knew and we should not have to live this way.

Question 12. How does pilot training impact (positively or negatively) your quality of life?

Pilot Circuit Training to this scale (31 planes in 1 hour) or every 1, 2 or 3 minutes or sometimes you have them criss-crossing overhead is having a negative impact on my quality of life. I bought my house 7 years ago to be in a neighbourhood with peace and quiet as there are many aged care facilities and retirement lifestyle villages as I was sick and tired of living in a noisy neighbourhood and we did have a great quality of life with no noise (except for a few parties around Christmas) when we first moved here. Our neighbours were great and we left our doors and windows open 24/7 and there was no impact on our health from constant noise and air pollution which is driving us all insane with headaches, respiratory issues, chronic stress, allergies, chronic pain, lack of sleep which is making us all sick with worry as to when and if a plane may crash into one of our homes from this relentless commercial industry from these untrained pilots countless training flights which Council has permitted in our skies over our homes with no consultation with the community who pay rates (which I presume will increase this year), our property is being devalued now that we have all this constant noise and air pollution and even if we wanted to or could afford to we cannot sell as we will never get our money back that we paid originally years ago when this industry was not apparent in our area otherwise I would not have purchased my home nor would I have decided to run my business from home (which Council made me put in 2 DA's costing me a lot of time, effort and money to do so) as this was 5 years ago and again I would not have bothered if this was affecting my mental and physical health back then. My day starts with me having to find the energy (after lack of sleep from night pilot circuit training) to get up with a headache or migraine from the constant noise from the day before, airing my house for a couple of hours before the bombarding of planes starts again, to try to find the courage to deal with work for 9 hours in constant pain when you can barely hear yourself on the phone trying to talk to customers, then your mobile phone can cut out from all the interference, and then being outside with customers being covered in toxic fuel

Port Macquarie. Have Your Say Pilot Training & Aircraft Noise Survey

from these planes and again trying to have a normal conversation which is nearly impossible because of all the noise you are subjected to. I would like to see you or anyone else try and live and work like this in your own home and backyard.

By the time you get to bed at night, the planes are still flying and even if you want to take some more pain medication and try and get some sleep to face the next day that is impossible and does not happen. Even with doors and windows closed and TV on, these planes can still be heard.

If you really think that this was what my life was like 5 to 7 years ago - I can assure you it was not. You are taking pain and allergy medication just to get through your day. This is no life and we should not have to be subjected to all this.

Question 17. Do you have any other suggestions for possible measures to reduce aircraft noise?

I have suggested the raising of landing fees so that these circuits maybe reduced or the implementation of charging for each and every landing instead of only 3 times per hour where if these planes are doing the tightest circuit possible constantly over the same area - they can fit in approx. another 7 circuits over our homes and are not being charged for them so why wouldn't you if you can and pay less money for the privilege and they are causing more noise and air pollution in the process. They say they mindful about the noise and distress that this causes the residents of Port Macquarie, but they have done nothing in the last 9 months or even longer for some residents, to make us even think that they do. Kevin McMurtrie (AIAC) has advised that Council does not own the airspace above the airport which implies that once in the air, they can do as they so wish. If this is the consensus of this company, then it is up to Council to impose higher fees or as CASA has advised, to place restrictions or limitations on them before they get into the air.

Question 18. Do you have any other comments to make that are not covered by the questions in this survey?

This survey has been done to promote the Airport by way of employment and business opportunities for our town. Tourism is one of the many ways that Port Macquarie relies on for income and we have been told by some motels that their customers have packed up and left because of the constant noise and would not be returning as they could find other towns where there is peace and quiet to spend their time and money. I have also had comments from others where they have been out for lunch and the noise from these planes on a Sunday was so annoying that they would not return to Port Macquarie to spend their money as they could quite easily spend it in Lake Cathie or elsewhere where it is quiet. This is hurting our already cash strapped tourism industry from COVID19 and every business in Port Macquarie needs all the help they can get at the moment to get back up and running in the hope they do not have to close their doors for good.

Yes, any normal person reading your attached information regarding the Airport and Pilot Circuit Training and Aircraft Noise (who is not in an affected area) will agree with all your survey questions as they think that this is good for the economy of our town as they have no idea what each and every one of us puts up with every day and will say "Why did you buy next to the airport - you expect the noise if you did". We are saying that this was never to this scale. I spent approx. from 2010 to 2013 to find a house to buy in this area so I could work from home, and in that 3 year period there was never a plane flying overhead every 1, 2 or 3 minutes and there was never this amount of planes before then as many people have

Port Macquarie. Have Your Say Pilot Training & Aircraft Noise Survey

been living in my area for some 15 plus years and have advised that it was never like this years ago.

As per my email to Peter Allen (cc. Councillors & Mayor) social media has now hijacked Councils' survey making it impartial as people with a possible connection with the training school calling on friends and family to do the survey to get the results in their (AIAC?) favour and a positive outcome in regards to this survey. Flight paths have been altered during the week of noise monitoring, as we have always been told previously that these could not be changed for any reason at all. These social media posts are now wasting rate payers' money which is being spent on this survey by scare mongering and advising "this will have an economic impact on our family and the economy of Port Macquarie" as they will try and blame us for wasting it if it turns out in the favour of the training school.

I was advised by Peter Allen that a letterbox drop (which I presumed would be the whole survey) would be done within 2 kms of the Airport for people to be able to complete since a lot of the residents around here are elderly and do not have access to a computer or internet, but all we got was a single leaflet talking once again about the Airport and not even mentioning Survey in the heading (so many including myself - if I did not know that this was getting done) would just throw it out as they would not think that this was related to the Survey just some more advertising for the Airport in general.

In relation to Question 13. - there are 6 Boxes, so I do not understand why you only want to rate a response to include 1-5 and with Reducing Noise Associated with Training Aircraft at Box No. 6, most people will just read your question and start with Economic Benefit to the Community and go down from there which may not give an accurate indication either??

Note: Box No. 3 - Providing High Quality Training to the Aviation Industry. The training done by AIAC is not for the aviation industry here in Australia. They come from overseas, complete hours that are required before leaving to go back home.

Possibility of planes crashing into residential homes due to the continual, relentless times circuiting training is carried out for 15 plus hours per day, 365 days per year. Is Council going to be liable as we have complained about this over and over in the event that an incident does occur (eg. AIAC Plane Crash 2017). I want this also on record.

We have been advised of near misses in relation to too many aircraft in the circuit at one time, therefore, Congestion of Airspace and/or Airport Infrastructure together with Safety of Aircraft Operations is already in jeopardy at our Airport. Every time we have complained to either AIAC or Council, we seem to get targeted with more planes flying over our homes.

Port Macquarie. Have Your Say Pilot Training & Aircraft Noise Survey

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> -----Original Message-----

> From: [REDACTED] >

> Sent: Wednesday, 24 June 2020 5:50 PM

> To: Peter Allen [REDACTED]

> Subject: Pilot training

>

> Mr Peter Allen,

> We are more of the disgruntled residents dealing with the pilot training program undertaken at the Port Macquarie airport. Since March this year we have noticed an exponential increase in the number of low flying small pilot training aircraft circuiting constantly over our house creating an extremely disruptive noise issue and pollution concern for our household in Annabella Drive. The noise especially is so constant and loud that we need to close windows and doors, can be heard over the top of our vacuum cleaner or when using ear plugs and we require an increase in the volume of the tv to drown out the aircraft noise. Flights are heard throughout the entire day from 6am through to 7-10pm and in some cases occurring within seconds of each other at a low altitude. We have sought ways of raising our concerns with council and are now aware that due to action undertaken by the local resident action network, council is obliged to undertake its own impact survey and have the airport monitor noise levels on Monday of this week.

> We have been inconveniently disrupted by this offensive invasion of peacefulness that was our lifestyle in this area for so long, not to mention the effect it has on the value of our property (making rate charges questionable), without council being concerned about the impact on residents lifestyle and state of mental health especially as issues such as the drought, bushfires and Covid-19 have all been consecutively experienced. It is only since this weekend that we have noticed a slight change in aircraft traffic flight paths and the altitude they fly. This seems to be very coincidental to the introduction of noise monitoring and the council survey, considering complaints by residents have been raised for sometime and nothing has changed until now. This will prove councils results to be very unrepresentative of the TRUE significance of the impact the pilot training has had in our area and another WASTE of RATEPAYER MONEY!

> Yours sincerely

>

>

> Sent from my iPad

>

>

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>

From: Dennis Bridgeland [REDACTED] >
Sent: Friday, 19 June 2020 1:03 PM
To: Council <council@pmhc.nsw.gov.au>
Subject: feedback

My name is Dennis Bridgeland I live under the flight path to the airport, the complaints I wish to point out is that the pilot trainers are still flying at 2300 hrs some days, they even try imitating a stalled engine by going into idle & then put engine into full power over our village & it sounds like they are going to crash. If they need to try this it would be better done over the water away from homes & scaring the people who live there apart from this there is no problems.

Kim Brinkman

Subject:

FW: Re Airport Noise - Have Your Say

From: Matt Connors - MCoWebsiteDesign.com <mattyc72@gmail.com>**Sent:** Monday, 22 June 2020 12:54 PM**To:** Council <council@pmhc.nsw.gov.au>**Subject:** Re Airport Noise - Have Your Say

Please attach this to my submission.

Matthew Connors

This isn't the first piece of vital community infrastructure to come under attack from residents who built houses near it and possibly got discounted purchase prices due to it. Aerodromes have generally been in place on a large flat parcel of land way out of town for a very long time (1958 for PMQ). Residents have built closer and closer to the aerodrome and by doing so they choose to live with the impacts of that very valuable community asset. If you look at some of the other communities where these arguments have occurred, they have taken one of two approaches. Council has said bad luck, it was there when you purchased. Or Council has caved to the whingers, and then spent the next 10 years in courts fighting to keep their infrastructure open because they lost existing usage rights by negotiating. Then the whingers have just kept fighting for more and more restrictions. Any restrictions placed will eliminate existing rights usage and that will have all sorts of impacts for example: the 6.30 am flight to get people to Sydney for OS travel and meetings will disappear when it's attacked. The Toll planes and QLink service that bring freight of a morning and take our freight including our urgent blood supplies and medical test will come under attack. Our air ambulances that take premi babies and heart attack victims as well as strokes and car accidents, which people have already been whinging about will stop. It will remove a major emergency diversion location from the coast. The consequences of placing any restriction at all on this aerodrome that may even slightly jeopardise existing rights usage have been well demonstrated in other areas and lead to the destruction of several aerodromes due to ongoing court battles in the Land and environment courts. Stay strong PMQ and let the affected move, while asking AIAC to voluntarily reduce impact. There is also the issue that by closing even a couple of businesses that rely on that flight school to be profitable, you lose resources that support those QLink flights, those air ambulances, our fire fighter and our freight services. It's a very complex system of reliant businesses and people really need to understand by jeopardising one, you could see a domino effect of business closures. Most aviation businesses operate on paper thin margins due to ridiculous amounts of regulation and red tape and huge taxes and fees. Slamming them with constant court battles, because you jeopardise the existing rights usages to shut a few people up could be very bad for the communities asset.

At other aerodromes it has started like that Mel, then these other services have come under attack. Basically once you lose existing rights usage, you have to constantly defend everything in the courts. And businesses basically say it's too hard and close up shop. PMQ is already a marginal aerodrome, because it's so close to Sydney via road and council charges \$23 per person per flight on commercial services. Add in all the other taxed and charges and the airlines, charter and other services find it near impossible to work with aerodromes like this. On top of that QLink now buses people from the Dash-8 to the terminal which again makes the commercial service less appealing to clients. Right now we need to protect our aerodrome to get it to the next phase of aviation which is silent electric aircraft and flying ubers etc.... The electric training aircraft already exist and will not be far away. Perhaps 2 years tops and schools like AIAC will have to use them to remain economic.

At other aerodromes it has started like this, then these other services have come under attack. Basically once you lose existing rights usage, you have to constantly defend everything in the courts. See Warnervale, Tyabb, Caloundra, Parafield and Surfers Paradise, just to name a few. And businesses basically say it's too hard and close up shop. PMQ is already a marginal aerodrome, because it's so close to Sydney via road and council charges \$23 per person per flight on commercial services. Add in all the other taxed and charges and the airlines, charter and other services find it near impossible to work with aerodromes like this. On top of

that QLink now buses people from the Dash-8 to the terminal which again makes the commercial service less appealing to clients. Right now we need to protect our aerodrome to get it to the next phase of aviation which is silent electric aircraft and flying ubers etc.... The electric training aircraft already exist and will not be far away. Perhaps 2 years tops and schools like AIAC will have to use them to remain economic.

Regards Matt Connors



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PORT MACQUARIE

NSW 2444

30/06/2020.

"To whom it may concern."

I have lived in the Hastings for 34 years. Lived beach side, on rivers and canals, right in town, 55 km away on a farm, perhaps I can mention more and now I'm living in the area that is the subject of your request for feedback about airplane noise. I've responded before about this matter and my opinion is simple.

There was nothing here when I arrived in 1986. If or ~~or~~ when anyone makes the decision to move into any part of town, noise of any sort will increase. There are all kinds of reasons to complain. That will never stop. The airport is important to us. You and I know that. If people find it hard to cope with ~~gall~~ growth, have a choice where they can afford to buy or rent a dwelling, why

don't they do their homework first.
If they want the ocean, of which the
crashing waves have kept me awake, the
town being alive till all hours of the
morning, road noise, with car, busses,
trucks and motorbikes ever increasing,
kookaburras, lorikeets and roosters
waking you up first thing in the morning
and so on. I've enjoyed every moment.
Now I live in the area of concern and
have visited friend here for over 10 years
before moving. Now on Castle Court, with-
out ocean noise, no heavy road noise,
no city noise, but with the noise of a
few planes flying over. When there
is no noise of planes or helicopters,
I am still able to hear mowers going
all day, trucks, busses, emergency

(2)

vehicles all day and so on. Where I am now is perhaps the most enjoyable part of town. I would recommend it to anyone.

Those that complain will always complain. You would have nothing to do, running the council, if no one complained.

I have had to move from places, not because of noise but because of neighbours.

So for those that don't like any noise, I wonder where they CAN live. Even then they'll find something to complain about.

Keep up the good work, extend the airport so we can get some Jumbo's land here. I can't wait. let's make this airport the no: 1 regional airport.

(11 Castle Court). (3)

Reggie D



From: Tina Dunn <tdtdunn@hotmail.com>
Sent: Friday, 26 June 2020 8:37 AM
To: Council <council@pmhc.nsw.gov.au>
Subject: aircraft noise

Hi,

Its not the first time I have complained about the Pilot training, the low flying planes bombarding us with noise in which is normally a very quiet area. This morning the planes started at 6.08am, very low flying and loud, waking the household up, then again at 6.38am, and it continues all day, sometimes every 5 or 10 mins they fly around in circles over our home, it drives us nuts and scares the hell out of my young grand children too, when we are outside playing.

The tradies are not allowed to start making noise before 7am and not before 9 on a Sunday, why are the rules any different for aircraft noise and why can't they fly over the ocean or uninhabited bush land where people are not disturbed, or to another airport away from us, life is already full of anxiety, with all that we are facing today, without our home lives being effected by aircraft noise.

Please fix this ASAP

Sincerely Tina and Tony Dunn

5 Macleay place Port Macquarie 2444

Sent from Mail for Windows 10

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From: Lyndsey Forrest (Mid North Coast LHD) <Lyndsey.Forrest@health.nsw.gov.au>
Sent: Tuesday, 7 July 2020 8:55 AM
To: Council <council@pmhc.nsw.gov.au>
Subject: FW: PILOT TRAINING & AIRCRAFT NOISE

Hopefully my first 2 attempts were successfully recalled. I have added to those.

Dear Councillors,

I live in Regatta Crescent and work in Morton Street where I am rather protected from noise. I am not disturbed by activity in my vicinity over the weekend either, but realise it could be a problem for those closer to the Airport. I undertook flying training in 1998 when there was a minimal activity and understand how this could be a problem for Airport locals if performed in early hours or over weekends too regularly. The biggest problem is when you 'stall' the craft and go into a dive. This is a necessary act but noisy. Also, training needs to be close or over the water, so training direction is limited.

If the residents are complaining, there **must** be a problem and needs to be addressed. Constant, excessive noise of any description is terrible to live with. Other than restricting or capsulizing training hours, or moving the recreational / training craft to another area and using the Airport for it's primary intention (in & out flights), I cannot see the answer.

Regards,

Lyndsey

Lyndsey Forrest
25 Regatta Crescent
PORT MACQUARIE NSW 2444
Em: Lyndsey.Forrest0@outlook.com
Ph: 0419 024 182

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Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

To whom it may concern,

I chose not to complete the on-line survey form as the published survey is written in a manner to extract pre-determined responses and a number of questions do not provide respondents the opportunity to answer in a positive manner.

Question number

1. **My name:** John Gerrard
2. **My email address:** jp.gerrard@gmail.com
3. **My current address:** 159 Riverside Drive, Riverside, 2444
4. **My age group:** 50 – 59
5. **Time lived at current address:** More than 10 years
6. **Do I work from home:** Yes
7. **How many days of the week am I home:**

Morning	7 days
Afternoon	7 days
Evening	7 days
8. **Has the amount of aircraft noise changed over the past 5 years:**
The greatest increase has been with the Qantas and Virgin flights which are not operating at the moment.
9. **Are you impacted by the noise of aircraft when they are at the airport itself.**
The aircraft I can generally hear are jets and larger aircraft.
10. **How much are you personally affected by aircraft noise overall.**
Not at all. I live near an airport.
11. **How often are you impacted / aware of aircraft noise in your area?**
I am aware of aircraft noise but am not impacted by aircraft noise.
12. **What concerns me most about aircraft noise / activity in my area:**

Am I concerned about the number of flights:	No
Am I concerned about the times / durations of flights:	No
Am I concerned about the height of the aircraft:	No
Am I concerned about the loudness of the aircraft:	No
Am I concerned about the lack of quiet between individual flights:	No
No knowing when there will be times during the day without aircraft noise:	No
13. **Other concerns about the aircraft noise / activity in my area:** None
14. **What level of pilot training would you like to see in Port Macquarie in the future:**

Greater use of the airport will be good for all the community – students coming to live in Port Macquarie spend their money in town. Port Macquarie is a great place to learn to fly.

15. **When am I most impacted / aware of aircraft noise in my area:**

Most aware of air ambulance helicopters in the middle of the night and firebombing aircraft virtually on our doorstep. I do not consider that these cause any impact to me.

16. **How does pilot training impact my quality of life:** Not at all unless I was a pilot?

17. **How important are the following issues to me with regard to the pilot training at the Airport:**

1 – not important to 5 – very important

Economic benefit to the community	5
Employment opportunities for local residents	5
Providing high quality training to the aviation industry	5
Congestion of airspace and or airport infrastructure	2
Safety of aircraft operations	5
Reducing noise associated with training aircraft	1

18. **Would I support a “fly neighbourly” agreement:** No

It has been proven in other areas that the changes to regulation flight paths often concentrates the air traffic over the areas that are supposed to be protecting.

19. **Please indicate the suitability of the following possible measures:**

Communicate environmental and aircraft noise issues to operators and pilots.

No – they already operate under strict guidelines.

Respond to community enquiries and complains in an open and co-operative manner.

Yes – this survey is not an example of this. It is written in a biased manner to extract pre-determined responses.

Maintain runway heading

No person who is not a pilot or an aviation expert could answer this question reasonably.

Avoid low altitude training over residential areas. No

All aircraft need to take off and land. It is impossible to do this except from the runway.

Considering noise sensitive areas when determining circuit training flight paths. No

The circuit training flight paths around Port Macquarie are already directed over less populated areas.

Varying circuit training flight paths. No

As above as well as the fact that repetition is an important aspect of flight training.

Dispersing pilot training activities to less populated areas. NO

This already occurs. Often the training planes take off and fly to Kempsey, Coffs Harbour, Grafton, Armidale, Tamworth, etc and only return to land.

Operating on reduced power over residential areas. No

The targeted training aircraft are the quietest aircraft that operate at Port Macquarie airport. Again a targeted and biased question.

Preferring to operate on runway 03 ... where possible.

No. Unable to answer as I am not a pilot.

Limiting the number of aircraft permitted in the circuit for training operations at any one time.

No. Not a decision that a non-aviation person could answer accurately.

Further consideration of the circuit training hours of operation, particularly with regard to night training.

No. It is impossible to conduct night training until it is dark. There is already a limit on operating hours by training aircraft at Port Macquarie. Air Ambulance aircraft and helicopters arrive and leave 24 hours a day and are very noisy in the quiet of night.

20. Do you have any other suggestions for possible measures to reduce aircraft noise.

The only way to reduce aircraft noise is to reduce the number of noisy aircraft.

21. Other comments;

The Australian International Aviation College employs more than 41 staff who live in Port Macquarie. This includes Instructors, Engineers, Admin Staff, Bus Drivers, etc. The flying instructors are mostly young pilots working towards fulfilling their careers in the aviation industry.

With the recent collapse of the Australian aviation industry due to Covid-19 these pilots are some of the few who still have jobs. This survey has put additional, unnecessary stress on all of the employees of this business at this very difficult time.

The AIAC provides young Australians with the opportunity to gain training and employment in the aviation industry in regional New South Wales without needed to move to the city. Equally the AIAC attracts quality members of the community who relocate to Port Macquarie to take up employment with this business.

For each employee at AIAC, approximately 3.65 Full Time Equivalent jobs are created in Port Macquarie (roughly 150 additional locals in employment). These are regional jobs.

Almost all of the company's income is derived from foreign airline customers and 100% of the income is injected directly back into the local economy, employees, and suppliers.

The factsheets provided to inform the public of the issues raised by this survey are written in "pilot speak". The majority of the community is not qualified to interpret this information in a way that would equip them to answer the majority of the questions in an informed manner. Therefore, many of the questions in the survey should be void.

Many of the questions in the survey ask respondents to answer questions relating to aircraft training procedures and methods. Responses to these questions should be considered void.

AIAC is responsible for approximately 20% of the aircraft movements at the Port Macquarie Airport. That means that 80% of aircraft noise comes from others.

AIAC uses the Diamond DA40NG, one of the worlds quietest, most fuel-efficient aircraft (testing shows they're no noisier than a car driving past). They run on a 2L Mercedes Diesel engine. These are far quieter than traditional training aircraft and are (apart from some of the ultralight/light sport aircraft) probably the quietest planes that use the Port Macquarie airport.

AIAC already has many procedures in place to reduce noise over residential areas, some of which are mentioned in the survey but they are already doing them.

I have lived directly under the northern take off path from Port Macquarie airport for the past 10 years and have no problem with any of the aircraft operating from Port Macquarie airport.

TO: Port Macquarie Hastings Council
RE: Pilot Training and Aircraft Noise Survey
DATE: 28 June 2020
FROM: Belinda Hitchins, 159 Riverside Drive, Riverside, 2444

To whom it may concern,

I am making a written submission as opposed to completing the on-line survey form as, in my opinion, the survey is written in a manner to extract pre-determined responses. This submission is completed in line with the on-line survey.

1. **My name:** Belinda Hitchins
2. **My email address:** bg.hitchins@gmail.com
3. **My current address:** 159 Riverside Drive, Riverside, 2444
4. **My age group:** 50 – 59
5. **Time lived at current address:** More than 10 years
6. **Do I work from home:** Yes
7. **How many days of the week am I home:**

Morning	7 days
Afternoon	7 days
Evening	7 days
8. **Has the amount of aircraft noise changed over the past 5 years:**

Commercial RPT flights are the most noticeable increase but at the moment it is much less.
9. **Are you impacted by the noise of aircraft when they are at the airport itself.**

Commercial flights only. I can hear the 6.30 am Qantas flight from my bedroom every morning with the windows closed.
10. **How much are you personally affected by aircraft noise overall.**

Not at all. It is there but does not cause any issues. We live near an airport.
11. **How often are you impacted / aware of aircraft noise in your area?**

I am aware of aircraft noise but am not impacted by aircraft noise.
12. **What concerns me most about aircraft noise / activity in my area:**

Am I concerned about the number of flights: No

Am I concerned about the times / durations of flights: No

Am I concerned about the height of the aircraft: No

Am I concerned about the loudness of the aircraft: No

Am I concerned about the lack of quiet between individual flights: No

No knowing when there will be times during the day without aircraft noise: No

13. **Other concerns about the aircraft noise / activity in my area:** None

14. **What level of pilot training would you like to see in Port Macquarie in the future:**

What is this question asking? Does this include all flight training in Port Macquarie or only relate to the target flying school AIAC. To the best of my knowledge there are three aircraft training facilities based at Port Macquarie airport as well as helicopter training.

My answer: Much more (industry growth should be encouraged)

15. **When am I most impacted / aware of aircraft noise in my area:**

My answer: Most aware of air ambulance helicopters in the middle of the night which fly at low level near our home and firebombing aircraft picking up water out of the river virtually on our doorstep. I do not consider that these cause any impact to me as I am grateful that these services are available so close to my home.

16. **How does pilot training impact my quality of life:** ? What is this question asking?

17. **How important are the following issues to me with regard to the pilot training at the Airport:**

1 – not important to 5 – very important

Economic benefit to the community	5
Employment opportunities for local residents	5
Providing high quality training to the aviation industry	5
Congestion of airspace and or airport infrastructure	2
Safety of aircraft operations	5
Reducing noise associated with training aircraft	1

18. **Would I support a “fly neighbourly” agreement:** No

Because it has been proven in other areas that the changes to regulation flight paths by restricting levels and directions of take offs and landings to appease the wants and needs of the whingers who buy a property close to an airport and then complain about aircraft activities, often concentrates the air traffic over the very areas that are supposed to be protecting.

19. **Please indicate the suitability of the following possible measures:**

Communicate environmental and aircraft noise issues to operators and pilots.

No – they already operate under strict guidelines. Communication would be better suited to the community who purchase property near and airport in a regional centre which is growing at twice the average rate for NSW and expect things to become quieter.

Respond to community enquiries and complains in an open and co-operative manner.

Yes – this survey is not an example of this. It is written in a biased manner to extract pre-determined responses targeted negatively to a long standing professional local business.

Maintain runway heading

No person who is not a pilot or an aviation expert could answer this question reasonably. If you were to survey the population I doubt that 1% of residents would be qualified to provide a reasonable opinion to this question. I am not qualified so will provide no answer.

Avoid low altitude training over residential areas. No

All aircraft need to take off and land. This is part of pilot training and impossible to undertake anywhere other than from the runway of an airport. People who do not like aircraft of any type taking off and landing near their homes should not live near an airport.

Considering noise sensitive areas when determining circuit training flight paths. No

The circuit training flight paths around Port Macquarie are already directed over less populated areas. The only way to do this would be to remove all the new housing developments within hearing range of the airport. When the airport was built it was not even “in town”. It was further out of town than Hibbard which historically was a satellite town to Port Macquarie. The residents have moved to the airport, not the other way around.

Varying circuit training flight paths. No

As above as well as the fact that repetition is an important aspect of flight training.

Dispersing pilot training activities to less populated areas. NO

This already occurs. Often the training planes take off and fly to Kempsey, Coffs Harbour, Grafton, Armidale, Tamworth, etc and only return to land.

Operating on reduced power over residential areas. No

The targeted training aircraft are the quietest aircraft that operate at Port Macquarie airport. Again a targeted and biased question.

Preferring to operate on runway 03 ... where possible.

No. Again biased question that the majority of the population would be unable to answer accurately.

Limiting the number of aircraft permitted in the circuit for training operations at any one time.

No. Is this directed at the target business or does it refer to “all” training operations at Port Macquarie airport. If so, this would be impossible to manage without a tower to control the airspace.

Further consideration of the circuit training hours of operation, particularly with regard to night training.

No. It is impossible to conduct night training until it is dark. There is already a limit on operating hours by training aircraft at Port Macquarie. Air Ambulance aircraft and helicopters arrive and leave 24 hours a day and are very noisy in the quiet of night.

20. **Do you have any other suggestions for possible measures to reduce aircraft noise.**

Does this question relate to the targeted pilot training school or all aircraft. The only way to reduce aircraft noise is to reduce the number of noisy aircraft, ie. all but the targeted training school aircraft as they are the quietest planes that operate at Port Macquarie.

21. **Other comments;**

The target pilot training facility (Australian International Aviation College) employs more than 41 staff who live in Port Macquarie. This includes Instructors, Engineers, Admin Staff, Bus Drivers, etc. The flying instructors are mostly under the age of 30 working towards fulfilling their careers in the aviation industry.

With the recent collapse of the Australian aviation industry due to Covid-19 these pilots are some of the few who still have jobs. Being targeted by this survey has put additional, unnecessary stress on all of the employees of this business at this very difficult time. The Port Macquarie Council should be doing everything to support this local business which is working under already very difficult conditions.

The AIAC provides young Australians with the opportunity to gain training and employment in the aviation industry in regional New South Wales without needed to move to the city. Equally the AIAC attracts quality members of the community who relocate to Port Macquarie to take up employment with this business.

For each employee at AIAC, approximately 3.65 Full Time Equivalent jobs are created in Port Macquarie (roughly 150 additional locals in employment). These are regional jobs.

Almost all of the company's income is derived from foreign airline customers and 100% of the income is injected directly back into the local economy, employees, and suppliers.

The foreign pilot students are in Port Macquarie on training visas (as opposed to student visas). All have completed university degrees and are full time Cadet Pilots of various airlines undertaking training similar to that provided by the Qantas Academy in Toowoomba which trains pilots for mainly Indian airlines.

The factsheets provided to inform the public of the issues raised by this survey are written in "pilot speak". I doubt the majority of the community is qualified to interpret this information in a way that would equip them to answer the majority of the questions in an informed manner. Therefore, many of the questions in the survey should be void.

Many of the questions in the survey ask respondents to answer questions relating to aircraft training procedures and methods. Again, unless the community member has significant aviation experience or qualifications any responses should be considered void as they will be from persons without the expertise to provide an authentic response.

The council webpage shows that the third step in the process is publishing the results of aircraft noise monitoring. Nowhere in the factsheet provided does it even mention that this will be taking place but obviously these results are being considered as a major factor in the outcomes? I enquired to the council and was advised that the monitoring was beginning during the week commencing 15

June 2020 and would be adjusted to allow for the difference in "normal" air traffic. I believe these results will not provide an accurate demonstration of aircraft noise at Port Macquarie airport as the airport is currently virtually closed to all but the flying school and emergency traffic.

This survey is targeted at 1 of 3 pilot training organisations that operate at Port Macquarie area. It may be considered fair if pilot training at Port Macquarie was the subject of the survey, not pilot training by 1 organisation only.

It has been widely published in the news and social media that the complainants are persons who have purchased a property close to the airport and now don't want the associated aircraft noise. This group have already performed their own "survey" which included racist slurs about the cadet pilots training at AIAC.

The survey and its results could be taken seriously if it was really about "aircraft noise at Port Macquarie Airport". Not targeted to survey the activities of one business.

The targeted pilot training facility is responsible for approximately 20% of the aircraft movements at the Port Macquarie Airport. That means that 80% of aircraft noise comes from others. The targeted pilot training facility uses the Diamond DA40NG, one of the worlds quietest, most fuel-efficient aircraft (testing shows they're no noisier than a car driving past). They run on a 2L Mercedes Diesel engine. These are far quieter than traditional training aircraft and are (apart from some of the ultralight/light sport aircraft) probably the quietest planes that use the Port Macquarie airport.

This survey is a directed attack on a long standing (30 year) business in on of the fastest growing regional towns in NSW whose airport is the 5th largest in the state by passenger numbers.

AIAC already has many procedures in place to reduce noise over residential areas, some of which are mentioned in the survey but they are already doing them.

Question 11 of the survey is impossible to answer and should be divided in to two. Impacted means – strongly affected by something. Aware means - having knowledge or perception of a situation or fact. Responses to this question should be void.

Question 12 asks what concerns respondents have about aircraft noise. This question is directed to receive a certain response. It should be worded, do you have concerns about aircraft noise, yes / no and a reason for the response. Responses to this questions should be void. Again, loaded question. Who makes the assumption that I am concerned. There is no specification that this question relates to training aircraft but the selections do. If you are specifically asking about training aircraft this needs to be defined. There are several answers to this question and it could be split into concerned about commercial flights, emergency aircraft, training aircraft, skydiving aircraft, flying club aircraft, medical services aircraft, firefighting aircraft, private aircraft, general aviation services, etc.

Question 13 should ask: Do you have any other concerns yes / no, explain.

Question 15 should be two questions, answering about being impacted or aware is not possible in the same sentence. This question should be void.

Question 16: ?? What response is expected from the greater community to this?

Questions 19: No member of the community can make an reasonable response to any of these questions unless they possess significant knowledge and experience of aviation operations or are pilots themselves. Nowhere in this survey does it ask respondents to declare whether they possess any of these skills or qualifications.

I have lived directly under the northern take off path from Port Macquarie airport for the past 12 years and have made the following observations over time:

The main aircraft that I can hear inside my home are the RPT commercial flights which normally make on average 28 return trips to Sydney per week. Currently due to the Covid-19 crisis these have been reduced to 2. Any study undertaken at this time will not be an accurate representation of anything to do with aircraft activity at Port Macquarie airport.

When it is operating I can hear the 6.30 am Qantas flight from my bedroom every morning with the windows closed. During summer when the northerly winds blow, both the Virgin and Qantas aircraft sound like they almost touch our roof after take-off. I do not find this a problem as I am pleased that Port Macquarie (usually) has such good air service and I live on the flight path of the airport.

The next most noisy aircraft are the air ambulance helicopters in the middle of the night which fly at low level near our home and firebombing aircraft picking up water out of the river virtually on our doorstep. I do not consider that these cause any impact to me as again, I live on the flight path to the airport and am grateful that these services are available so close to my home.

If I am outside my home I usually see the AIAC aircraft before I hear any associated noise, which is minimal. They barely make a sound when flying.

There are numerous other aircraft that use the airport including the Eastern Air Services and the Hastings District Flying Club which both also conduct pilot training (with noisier aircraft). These organisations use similar procedures to the targeted pilot training facility.

Kim Brinkman

Subject: FW: Aircraft Noise. Consultative committee

----- Forwarded message -----

From: **Chris Hunter** <cjh.hunter@gmail.com>

Date: Tue, Jun 16, 2020 at 9:12 AM

Subject: Aircraft Noise

To: <cr.palley@pmhc.nsw.gov.au>

Hello Peter,

I am raising my concerns to you regarding the number of light aircraft flights over my house and the surrounding area, which over the last months has increased to a daily procession of fly-overs every 2 to 5 minutes, 7 days a week. These, I understand, are pilot training flights conducted by the Australian International Aviation College (AIAC).

The AIAC operates as a business from a facility, I assume that is leased from PMHC on a commercial basis, with their flights causing annoyance and impacting on PMHC residential ratepayers.

The aircraft take-off and come from south to north over the canal district (north of Settlement City shopping centre) then loop back to the airport, essentially doing circuit flights over our cluster of homes in this area.

As PMHC Airport Manager, your attention is brought to the daily persistent and irritable droning noise these flights create, and with the expectation that you, the leaseholder of the AIAC facility have an obligation to ensure that the AIAC is a good neighbour and impacts as little as possible on the surrounding district.

A redirection of flights away from our area is required to restore the previous quiet status that we enjoyed.

For your response

Chris Hunter

11 Harbourside Crescent

Port Macquarie

M 0479101577

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Kim Brinkman

Subject: FW: Port Macquarie Airport Pilot Training and Aircraft Noise

From: Dianne Cottier <diannecottier1@gmail.com>
Sent: Tuesday, 7 July 2020 5:01 PM
To: Council <council@pmhc.nsw.gov.au>
Subject: Port Macquarie Airport Pilot Training and Aircraft Noise

Main concerns are to do with Pilot Training...does Council intend to increase the number of training aircrafts to fly over residential areas... at present the noise from aircrafts is a quite loud and the planes fly quite low over the homes..

Flying times can vary throughout the day mostly everyday you have aircraft flying over the homes
Why cannot aircraft be diverted over areas where there it is not so populated for training purposes.

Also there are concerns for safety of residents if there should be an accident with one of the training Pilots.

Dianne Little
13 Whistler Drive
PM
0404850569

Kim Brinkman

Subject: FW: Pilot Training and Aircraft Noise**From:** Ray Long <rlong01@bigpond.com>**Sent:** Saturday, 11 July 2020 10:17 AM**To:** Council <council@pmhc.nsw.gov.au>**Subject:** Pilot Training and Aircraft Noise

To Peter Allen and Whom It May Concern

Firstly I would like to thank the council for giving the residents and rate payers affected by the pilot training aircraft noise a chance to "have their say" by way of the survey. Although one cannot help but think if the residents and rate payers were given the facts about the flying school and the noise pollution it was going to create before the council granted it's approval, this current flying school would never have been established in Port. I have spoken to neighbours and friends who have filled out the survey and a common response among them is a dislike as to how the survey has been structured, and in turn because of this it will not truly reflect the issue at hand. So it is easy to see where the council's interests lie and I cannot help but feel putting effort into this email is just a waste of time, but what else is there left to do at this level?

I feel the biggest issue at hand is the council is trying to formulate systems and processes that will ensure the flying school will not only continue to operate, but be allowed to operate at a level that suits the flying school. One process mentioned in the survey is the "Fly Neighbourly", which I find amusing for the mere fact that the flying times stated in the fact sheet stipulates Monday to Friday 7 am to 10 pm and I often have 3 planes fly over where I live by 7 am, the first plane is mostly at around 6.45am. With the flying school already not adhering to the guide lines set by the council it is easy to foresee that whatever comes from the survey will hold little weight.

It is just so difficult to comprehend in a town like Port Macquarie, how someone could think that it would be ok to let planes fly at low altitude over quite residential areas day & night 365 days of the year and then not only allow that to happen, but let them fly only minutes apart. So it becomes obvious for such a proposal lacking any intelligent backing and plain common sense to gain momentum there is money involved. Having never being notified by the council on any level about the establishment of the flying school, when was the council aware of the impact that the flying school was going to make and at what point where they going to notify the residents and rate payers that were going to be affected. As I am aware with government departments and private industry there is a duty of care that must be bestowed upon people that may be affected by any change to their current environment in which they live.

The council is not showing enough empathy for the residents and rate payers being affected, so if I may elaborate just one circumstance.

I started the draft for this email Sunday morning sitting out on my verandah in the beautiful winters sun, listing the birds singing their songs and calling out to one another. There was no traffic noise and even the ocean was quite with the morning westerly wind blowing. Just enjoying the outdoors in the area I live as it has been for decades, sounds lovely doesn't it but I haven't mentioned the aircraft noise yet. So let's add the aircraft noise and this whole scene changes from a serenity to frustration. The email draft has to be ended and it's time to make plans to go somewhere else to enjoy what the day has to offer. I AM LEAVEING MY OWN HOUSE TO ESCAPE THE NOISE AGAIN. THE HOUSE I HAVE LIVED IN FOR 28 YEARS IS NO LONGER A GOOD ENVIROMENT TO ENJOY.

So let's look at the FACTS.

THE AIRCRAFT NOISE POLUTION IN MY AREA WAS NOT A PROBLEM BEFORE THE Australian International Aviation College and I am now expected to give up enjoying what I am paying for. The home and neighbourhood I love. So an off shore owned company, training non Australian citizens can do their thing and in the end profit for another country. **(If that last sentence hasn't made some sort of impact please read it again)What is happening to our beautiful country???????**

As I stated in the survey previously filled out. - **How is it, the interests of so few be allowed to affect the lives of so many. (The answer is obvious MONEY)**
- **If the council welcomes the economic advantages of the flying school it should also address the economic loss to property owners.**

So one can only hope that the council will be more transparent and proactive towards informing those affected the outcome from the “have your say” and the future activities of the flying school. (Basic fundamentals of any profitable business is to allow for future expansion). It would be good to be notified of this so property owners are given the chance to sell (what in most cases is their life’s biggest investment) before they lose more money.

A good recommendation to anyone who gets to read this email and especially to anyone representing the council on this matter, investigate <https://www.michaelwest.com.au/mayday-two-shadowy-chinese-corporations-behind-virgins-plan-to-control-mega-flight-school/>
With some other related articles on this site, no doubt there is some interesting reading for a lot of frustrated Port Macquarie residents.

As I finalise this email the flying school are running their night touch and go. I have music playing that can be heard in every room of the house and I can still hear every plane in every room of the house. What is worth mentioning is it is winter and all the windows and doors are closed, I’m not looking forward to summer when the house is opened up. After all the years of living here and all the events celebrated in our home, it is now embarrassing to have anyone here with the aircraft noise.

Putting this email together has been far from an enjoyable experience and at times trying to contain the level of frustration has been difficult. But I am not going to apologise for that sentiment, which is not like me.

Regards Ray Long
Have a Lovely Day ☺

Kim Brinkman

Subject: FW: PMQ - Flight Training - Noise Monitoring & Assessment

From: Dick Pearson <dick2.pearson@bigpond.com>
Sent: Tuesday, 23 June 2020 5:23 PM
To: Peter Allen [REDACTED] >
Cc: Adam Ulrick <ad_jod@hotmail.com>
Subject: PMQ - Flight Training - Noise Monitoring & Assessment

Hi Peter,

Please excuse me for sticking my nose into something that is largely none of my business. I've been watching the PMQ community debate regarding AIAC's flight training operations at PMQ and I feel obliged to forward you a comment and a report that you may wish to consider - or otherwise dismiss as you see fit.

Firstly, to put my comments in perspective, I am Secretary of the Save Kempsey Airport Action Group Inc. that has been battling Kempsey Council from facilitating the introduction of AIAC's industrial scale flight training operations at Kempsey. Our aim was & remains to make sure that Kempsey doesn't end up as the east coast equivalent of Moorabbin, Parafield and Jandakot. I must admit that I have some sympathy for the residents and tourism operators at PMQ for the same reason.

Anyway, for what its worth, I make the following contribution to the debate in that it may assist you in your very difficult role.

1. I understand that PMQ Council recently commissioned GHD to undertake a noise monitoring exercise and that residents now purport to observe a change in AIAC's flight patterns. Kempsey Council commissioned a similar 8 week study some 18 months ago and I can advise that residents around Kempsey aerodrome observed a similar change to flight patterns at the time. Obviously, this could not be substantiated and Council rejected assertions that AIAC had been 'tipped off' - either by Council or the consultants they engaged to do the monitoring.
2. GHD were engaged by AIAC to produce a noise assessment report in support of its 2016 DA to construct an \$18M flight training facility at Kempsey airport. I have attached a copy of that report and draw your attention to sections 5 Discussion and 6 Conclusion. In particular, note the statement at Discussion that claims aircraft noise would be masked by ambient background noise in a rural environment - this has not been the lived experience of residents around Kempsey airport. I'll leave you draw whatever conclusions you wish regarding GHD and AIAC and the robustness of the assessments made in GHD's report.

Whilst my views and opinions may be biased, please do not hesitate to contact me if you wish to discuss this issue more broadly should you feel such discussion may contribute to your understanding - putting you in a position to perhaps better form your own opinions.

Best regards,
Dick Pearson
Secretary,
Save Kempsey Airport Action Group Inc.
Mob: 0407 515 465

<https://www.kempsey.nsw.gov.au/council/public-exhibition/pubs/T6-16-444/kempsey-airport-aircraft-noise-assessment.pdf>

Port Macquarie Hastings Council,

30th June 2020

Subject: Port Macquarie Airport Aircraft noise.

In response to Council's request from residents about Aircraft noise that is happening both in daylight hours, as well as evenings.

We residents at Quarry Rise, Port Macquarie are subject to a great number of small planes throughout the day that are very noisy

They appear to use two very large trees, one in Ironbark Spur, the other at 4 & 6 Quarry Rise, as markers when they take off from the Airport to sweep around to travel north, with not a lot of clearance above the tops of these very high trees.

This also happens as well as evenings after dark on a regular basis until late at night, with 3 or 4 aircraft doing a circuit of flying over the trees and travelling north for a considerable distance, until I can just see their navigation lights, making their turn to travel back south. There is often 3 or 4 aircraft following this same circuit spaced out for hours until after 11.00pm. I have watched them from my front deck.

We can tolerate the noise during the daylight hours, but our concern is safety with these light planes consistently flying over homes day and night.

These Student Pilots are under instruction, learning to fly and to get their hours up, on order to obtain their licence.

In the past there have been a number of these light aircraft throughout the country fall out of the sky, with very bad results under pilot training activities.

I do not see the need for flying these light aircraft over densely populated areas, when by flying west from the Airport there is plenty of open space. Or if there is an emergency, by flying east and putting the plane down on the water or on a beach.

Yours sincerely

John Pitt

4 Quarry Rise, Port Macquarie

02 65815303

Have Your Say**Pilot Training at Port Macquarie airport**

I do not want to see training of pilots at Port Macquarie airport. I state my reasons below:

Here is a day in the life of a person living under the pilot training circuit of Port Macquarie airport.

5:55 am It's Sunday morning, winter, pitch-black and I am fast asleep.

6:00 am R.....O.....O.....A.....R!

The first plane of the day takes off, jolting me awake and making further sleep impossible. This plane is soon joined by a few more, creating a continuous whine overhead, as they fly one after the other. With doors closed and every window shut (three are double-glazed) this roaring whine still penetrates the walls and roof of my house.

I endeavour to make breakfast and get on with the day. Pre-training, I used to sit outside to eat, but can no longer tolerate the noise of the planes plus the traffic.

11:00 am. Having had more or less continuous roaring for the last five hours, I head to the beach, hoping that I can find perhaps a half an hour of peace and quiet. Unlucky! Here are five planes in tandem flying close-position over Shelley Beach. The roar makes people stop in their tracks and look up as they circle again and again over the beach. Are we in a state of war?

12:00 noon. Lunch at home and more noise. After lunch I try to finish a project for work which involves some critical thinking and writing. There must be at least four flying one after the other without a break.

2:00 pm. I give up on the writing because I can't concentrate. I go for a walk. Bad idea. The droning is worse.

4:00 pm. I go next door to sit with my elderly neighbour who is confined to home. She is hard of hearing. I have to shout to speak to her over the roaring of the planes. They buzz our houses for the next hour, flying continuously and low.

6:00 pm. I return home and turn on the TV for the news. I have to turn up the volume. The phone rings. I can't hear my friend on the other end. We postpone our call for another time, whenever that might be.

8:00 pm. The planes are easing slightly. Only one appears to be flying now and there is a heavenly slice of silence as it flies the loop around the airport.

10:00 pm. Bedtime, but no sleep, as, yes, they are still flying.

11:00 pm. Some gentleman's agreement with the airport manager and the pilot training company has arranged that this is knock-off time. Hallelujah! The noise stops and I drift into a troubled sleep, knowing that I will be woken tomorrow at 6am for another round.

1:27am. Jolted awake again by roaring planes. They have ignored the rules.

Perhaps you think this is an exaggeration. I invite you to come and prove me wrong. You might find, after just a few hours, that you are just as annoyed and distressed as hundreds

of people living under the circuit path. The houses we live in, particularly the cheap housing stock on Clifton hill, were never designed to withstand the constant, intense noise of low-flying aircraft.

We have been told that someone will mitigate the situation. I just laugh. The western part of Port has suffered under the noise of development for over ten years with no consideration given to the residents whose homes were already here. We have suffered through pile-driving for a new kindergarten, renovations of a second kindergarten, 24 hour/7 day a week road reconstruction of both Oxley Highway and Lake Road, the extensive housing development of The Point Drive, the arrival of Bunnings and its subsequent relocation, the building of the hospital roundabout and all the increased traffic that all those developments have brought. Council has not ever considered the effects on residents, their houses and their changed living conditions, nor has Council sought to mitigate the noise that these developments have entailed either during or post-construction.

Is development going to continue? Of course. Never mind the human cost. Having seen the process of community engagement surrounding the Orbital Road plan, I have complete faith that objections to future developments from ordinary people living and working in Port will be summarily dismissed. There is currently no public community forum in which residents can air their views and bring forward their ideas; and written objections to development projects are brushed away with a form letter.

To offer the airport as a training ground is one thing, but to offer airspace to the training of Chinese pilots is another matter entirely. Doesn't China have enough room in their own vast country of 9 million square kilometres? Why is Hastings engaging with a government whose history of human abuse is well-known? Is this the usual carrot dangled by modern colonial powers who promise more jobs, more money and a local injection of funds? Why is Hastings Council supporting Chinese foreign investment at a time when Australia's relationship with China is fragile. We have policies in place to prevent foreign investment – do you need to be reminded of that? Or are you blindly following the same path that resulted in the financial collapse of the University sector?

Why are the needs of a handful of visiting trainees given priority over residents who live here? These pilots are just visitors. They return to China with short licences and only ever fly within China, yet while they are here, they seriously impact the health and well-being of residents who suffer under the noise generated by the craft they fly.

I fail to see how any amount of money, job promises and the carrot of development can make up for the daily discomfort and annoyance created by this training program. We are a group of hundreds of rate-payers and community members whose lives are being adversely impacted by ongoing and intense noise. With more development planned in the west of

Port and around the airport, it is apparent that Council intend to design an area of aircraft noise, associated light engineering, traffic and pollution - in other words, an industrial slum. Perhaps this is the image that you would like to see on future tourist brochures.

We are bombarded with noise 17 hours a day, seven days a week. The longer this noise continues, the more angry and less productive we become. Health and medical services will tell the cost of what you are creating, when stress and sleep disorders show up as physical problems in the heart, digestive tract and cancers. You are not building a strong, happy community by continuing with this project. In fact, you will reap the opposite.

Have some common sense and discontinue pilot training. We live here. This is our home. We have a right to the quiet enjoyment of our local natural environment.

Bring a halt to the training program. Stop the noise. Stop the noise. Stop the noise.

Sheriden Sommerley

Kim Brinkman

Subject: FW: Airport noise

From: Juliet Smith <julietmarionsmith@bigpond.com>
Sent: Monday, 15 June 2020 3:13 PM
To: Council <council@pmhc.nsw.gov.au>
Subject: Airport noise

No problem with the aircraft training. I live at the top end of Hastings River Drive!!!

Regards,
Juliet Smith

TO PORT MACQUARIE COUNCIL
RE "YOUR SAY"
PILOT TRAINING / AIRCRAFT NOISE

D. E. WEST
18 LINCOLN GARDENS
23 MARIAN DRIVE,
PORT MACQUARIE
N.S.W. 2444
22-6-20

DEAR SIRS,

YOUR "SAY SURVEY" IN REFERENCE TO THE ABOVE WILL
BE APPRECIATED BY THOSE RESIDENTS WHO ARE BEING
AFFECTED. — BY NOISY AIRCRAFT.

I HAVE SENT MY COPY TO YOU, HOWEVER SOME THOUGHTS
OCCUR TO ME LATER.

MANY RESIDENTS DID NOT KNOW OF THIS SURVEY SO ITS
PROBABLE THAT YOU DO NOT RECEIVE AN ACCURATE NUMBER
OF EVERY ONE'S FEELINGS TO GIVE A TRUE RESULT.

OVER THE LAST FEW YEARS THERE HAS BEEN NEW LARGE SEVERAL
NURSING HOMES BUILT. THIS HAS MAINLY BEFORE WE HAD THE
CONTINUAL NOISE FROM SMALL TRAINEE TYPE AIRCRAFT.

ALSO SEVERAL LARGE RETIREMENT VILLAGES. THESE DO OR
WILL HOUSE ELDERLY RESIDENTS. THESE CONTAIN THOSE
WHO ARE ILL OR TRYING TO RECOVER FROM AN OPERATION,
(PEACE AND QUIET PREFERRED. — IN MANY CASES).

PERHAPS THE COUNCIL WOULD HAVE SOME RECORD OF
THE NUMBERS INVOLVED TO INCLUDE THOSE WHO MAY BE
AFFECTED. THERE ARE THOSE WHO MAY BE SICK, INFIRM OR
EVEN DYING.

YOU MENTION OF POSSIBLE MEASURES WHICH MAY BE
TAKEN ON PAGE 6 ON YOUR "HAVE YOUR SAY". ITEM 5 COVERS
NOISE SENSITIVE AREAS. OTHER ITEMS ARE IMPORTANT TOO HOWEVER.

ITEM 5 COVERS THE SENSITIVE AREAS, AS I MENTION ABOVE
IN MORE DETAIL.

TRUSTING THIS MAY BE OF ASSISTANCE IN FUTURE
DISCUSSIONS.

Yours faithfully, (D.E. West)

Kim Brinkman

Subject: FW: Airport noise

From: Lex Wilkie <lexwilkie@hotmail.com>**Sent:** Monday, 15 June 2020 2:15 PM**To:** Peter Allen [REDACTED]**Subject:** Airport noise

Dear Peter, the training pilots are the worst offenders of low flying and not approaching the runway from the North over the River.

Most commercial flights approach over the North shore and land facing South. It minimises noise and has minimal impact.

They seriously affect the residents of the Canals area. They and the Sea plane create 98% of all air disturbance FYI, Tks Lex

Lex Wilkie, F.A.M.I. J.P.

Office: 02 6500 2887

Mobile: 0412 835 378

lexwilkie@hotmail.comlexwilkie@mail.com

Unit 4 / 1 Karungi Crescent

Port Macquarie NSW 2444

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Appendix D - Summary of submissions and Council response

Submission	Issue
<p>1. Australian International Aviation College (AIAC)</p>	<ul style="list-style-type: none"> Highlights AIAC's contribution to Port Macquarie and industry, including: <ul style="list-style-type: none"> Employment benefits of pilot training Economic benefits of students, operation and employees based in Port Macquarie (direct, indirect and induced) Social, cultural and education benefits Tourism benefits. Pilot training supporting the careers of pilots as students and as instructors. Existing noise mitigation measures are voluntarily in place. AIAC have invested in modern, quiet aircraft. Suggests Council implement the measures adopted by Sunshine Coast Airport, including: <ul style="list-style-type: none"> a formal complaint register a location specific aircraft noise information tool. Council should ensure developers and landholders and potential property buyers are informed of the noise impact from the Airport. Consideration of right hand circuits on runway 21. Requests meeting with Council.
<p>Response/ Comment:</p>	<p>Council acknowledges the importance of retaining a vibrant and sustainable general aviation presence at Port Macquarie Airport, and supports aviation related business activities that have the potential to provide significant employment and economic benefits to the region.</p> <p>AIAC's willingness to implement voluntary noise mitigation measures and to invest in modern, quiet aircraft is noted and appreciated.</p> <p>The Have Your Say engagement process supports the establishment of a formal Fly Neighbourly Agreement similar to the agreement in place at Sunshine Coast Airport.</p> <p>Council has an existing customer complaint register and procedure in place.</p> <p>The Airport Master Plan provides ANEF forecast and N60 and N70 supplementary aircraft noise charts for community information purposes.</p> <p>Council does not regulate the circuit and airspace procedures at the Airport. The issue of implementing a non-standard circuit has been referred to CASA for assessment.</p> <p>The request for a meeting with Council is noted.</p>

Submission	Issue
<p>2. Anonymous (name not provided)</p>	<ul style="list-style-type: none"> • Pilot training attracts families to Port Macquarie, who contribute to Port Macquarie's economy and community. • Pilot training brings economic and value-added multiplier effects, including: <ul style="list-style-type: none"> - Employment benefits - Social, cultural and education benefits - Tourism benefits. • General aviation should be supported as per the Airport Master Plan. Council should construct a business supportive environment and support to the pilot training industry, rather than applying additional restrictions and costs. • Pilot training supports the careers of pilots as students and as instructors. • Council movement data is inaccurate; AIAC's flying rate has not changes in the past two years. AIAC is often falsely blamed for aircraft noise and does not fly 365 / year. • AIAC adopts best practise procedures, operates quiet, modern aircraft and voluntarily adopts noise mitigation procedures. • The Resident's Action Network targeting of AIAC is inappropriate. • Council needs to advise everyone in Port Macquarie is living under a flight path.
<p>Response/ Comment:</p>	<p>Council acknowledges the importance of retaining a vibrant and sustainable general aviation presence at Port Macquarie Airport, and supports aviation related business activities that have the potential to provide significant employment and economic benefits to the region.</p> <p>AIAC's willingness to implement voluntary noise mitigation measures and to invest in modern, quiet aircraft is noted and appreciated.</p> <p>Council uses Avdata Australia, a third party service provider to monitor aircraft movements at the Airport. Avdata Australia has provided these services to the aviation industry for more than 25 years and currently works with around 160 airports across Australia, including other NSW regional airports such as Coffs Harbour, Albury, Wagga Wagga, Dubbo and Armidale.</p> <p>AIAC's aircraft movements at Port Macquarie Airport have significantly increased year on year and now represent around 60% of all aircraft movements at the Airport. It is noted that AIAC aircraft usage represents less than 2% of the Airport's annual income.</p> <p>Port Macquarie Airport operates as a self-funded commercial business unit of Council, funded by airport operations on a user-</p>

Submission		Issue
		<p>pays basis. Council fees and charges are benchmarked annually against similar sized regional airports.</p> <p>The Airport Master Plan provides aircraft noise charts and indicative flight paths for community information purposes.</p>
3.	Anonymous (name redacted on request)	<ul style="list-style-type: none"> • Air pollution from aviation is destroying physical health and mental wellbeing. • The frequency of aircraft overhead (up to 31 in an hour) is detrimental to my well-being. • Notes a significant increase in activity since moving into the house 7 years ago. • Flights continue into the night when we are trying to go to sleep. • Suggests increasing landing fees or charge for every landing (not just one charge per twenty minutes). • Concerned about aircraft safety over residential areas. • Aircraft noise is damaging Port Macquarie's tourism market. • The Have Your Say survey is biased and does not reflect the community's view. The Have Your Say Survey was poorly constructed to elicit responses in favour of pilot training. Council's communication of the survey through a flyer was ineffective, especially for those who do not use the internet. Social media from people involved in pilot training hijacked the Have Your Survey process and unduly promoted the economic and employment benefits of pilot training.
	Response/ Comment:	<p>All aircraft operating in Australia are required to comply with engine certification standards set by the International Civil Aviation Organisation (ICAO). Studies into aircraft emissions undertaken at other airports, including Brisbane Airport as an example, have found that the level of aircraft emissions are negligible, even in the vicinity of the airport, and contribute significantly less emissions than cars and other industry.</p> <p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>Port Macquarie Airport operates as a self-funded commercial business unit of Council, funded by airport operations on a user-pays basis. Council fees and charges are benchmarked annually against similar sized regional airports.</p>

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Submission		Issue
		<p>The Civil Aviation Safety Authority (CASA) is the government body that regulates Australian aviation safety, including airports, aircraft and airspace regulation. Circuit training is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices.</p> <p>The Airport plays a key role in supporting our region's growth, economic development and tourism potential.</p> <p>The Have Your Say survey was developed in consideration of aircraft noise surveys previously conducted in both Australia and the UK. The survey was designed to obtain further information on the issue, acknowledging that responses are subjective.</p> <p>It is noted that a number of respondents to the survey expressed a view that the survey had been specifically designed by Council to elicit responses either in support of or against pilot training activity (depending on the respondent's point of view).</p> <p>Notwithstanding the above, it is considered that the results based on 751 survey responses and 20 written submissions, provide a fair and accurate reflection of community sentiment on this issue.</p>
4.	Anonymous (name redacted on request)	<ul style="list-style-type: none"> Increased pilot training activity is causing extremely disruptive noise that is constant and loud. Impact on lifestyle and mental health, especially during challenging times. Concerned by the pollution. Impact on property prices. Flight paths and altitudes have changed since Council started noise monitoring. As a result, the noise monitoring is now considered a waste of taxpayer's money.
	Response/ Comment:	<p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>All aircraft operating in Australia are required to comply with engine certification standards set by the International Civil Aviation Organisation (ICAO). Studies into aircraft emissions undertaken at other airports, including Brisbane Airport as an example, have found that the level of aircraft emissions are negligible, even in the vicinity of the airport, and contribute significantly less emissions than cars and other industry.</p> <p>Council engaged specialist acoustics consultant GHD to undertake a technical noise monitoring study to assess aircraft noise levels. This study was undertaken over a 2 week period from 22 June to 6 July, with six (6) monitoring points located at representative locations around the Airport within the primary circuit training area.</p>

Submission		Issue
		The study was extended for a further week to 6 July in response to concerns from residents regarding a change in the observed pilot training activities and aircraft movements during the first week of the monitoring period. It is noted that while pilot training activities shifted to navigation exercises during the monitoring period, there were still a number of circuit training activities undertaken which are considered to provide representative results of aircraft noise levels associated with these activities. It is also noted that overall aircraft movements during the two week monitoring period were above average (although airline movements were significantly reduced due to COVID-19 travel restrictions).
5.	Dennis Bridgeland	<ul style="list-style-type: none"> Flight training is occurring until 2300 hrs at night. Training involving aircraft stalling their engines should not occur over residential areas, for safety as well as to reduce resident's anxiety.
	Response/ Comment:	<p>Under the Deed transferring ownership of the Airport to Council from the Australian Government in 1992, Council is required to operate the Airport "open to public use" and to permit "open, unrestricted and non-discriminatory access to the aerodrome by airline and aircraft operators". As such, the Airport is open to aircraft operations 24 hours per day, 7 days per week, and Council is limited in its ability to restrict the hours of operation of the Airport and/or the hours of operation or the frequency of activity of aircraft operators.</p> <p>Current circuit training hours of operation at the Airport extend to 10pm (9pm between April and September), however other non-training and visiting aircraft arriving or departing the Airport are not subject to these training limits and may still need to fly around the circuit to land safely.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>Circuit training is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices.</p>
6.	Matt Connors	<ul style="list-style-type: none"> The Airport is important to the community. Residents need to do their own research when deciding where to live Restrictions on the aerodrome will jeopardise existing rights usage and lead to continual legal battles and reduction in services at the Airport. Council must stay strong against the complaints and ask AIAC to voluntarily reduce impact. Marginal businesses, including the Airport, are struggling to survive, and need support. Protect the aerodrome's future, which will consist of electric aircraft and flying ubers.

Submission		Issue
	<p>Response/Comment:</p> <p>Port Macquarie Airport is a critical piece of our region's transport infrastructure, and provides essential services to the community and stimulates and supports the local economy.</p> <p>Residents are encouraged to conduct their own research before purchasing any property. There are a range of Council's Strategies and Plans, including the Airport Master Plan, available on Council's website or by contacting Council.</p> <p>Under the Deed transferring ownership of the Airport to Council from the Australian Government in 1992, Council is required to operate the Airport "open to public use" and to permit "open, unrestricted and non-discriminatory access to the aerodrome by airline and aircraft operators". As such, the Airport is open to aircraft operations 24 hours per day, 7 days per week.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>Council aims to foster a positive and supportive environment for business and industry to develop, innovate and grow. Recently Council has led numerous initiatives to provide relief to residents and businesses through COVID-19 and last season's bushfires.</p>	
7.	Reggie D	<ul style="list-style-type: none"> • The Airport is important to the community. • Residents need to do their own research when deciding where to live. • I live near the Airport and there are other sources of noise all day; mowers, trucks, buses and emergency vehicles. People will always find something to complain about.
	<p>Response/Comment:</p> <p>Port Macquarie Airport is a critical piece of our region's transport infrastructure, and provides essential services to the community and stimulates and supports the local economy.</p> <p>Residents are encouraged to conduct their own research before purchasing any property. There are a range of Council's Strategies and Plans, including the Airport Master Plan, available on Council's website or by contacting Council.</p> <p>The technical aircraft noise monitoring conducted as part of the Have Your Say process identified a range of noise sources in addition to aircraft, in the vicinity of the Airport.</p> <p>It is noted that the impact of noise not only depends on the noise level and its characteristics, but also how it is perceived by the person affected. It is acknowledged that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p>	
8.	Tina and Tony Dunn	<ul style="list-style-type: none"> • Low flying planes start too early (from 6:00am), and continues all day. Restriction should apply to aircraft like they do for trades. • Noise causes anxiety for residents • Can't they change their flight path?

Submission		Issue
	<p>Response/Comment:</p> <p>Under the Deed transferring ownership of the Airport to Council from the Australian Government in 1992, Council is required to operate the Airport "open to public use" and to permit "open, unrestricted and non-discriminatory access to the aerodrome by airline and aircraft operators". As such, the Airport is open to aircraft operations 24 hours per day, 7 days per week, and Council is limited in its ability to restrict the hours of operation of the Airport and/or the hours of operation or the frequency of activity of aircraft operators.</p> <p>While Council has defined hours of operation for circuit training, Monday - Friday 7am - 10pm (9pm April to September) and Saturday - Sunday 8am - 8pm, other non-training and visiting aircraft arriving or departing the Airport are not subject to these training limits and may still need to fly around the circuit to land safely.</p> <p>Circuit training is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices. The size and location of the circuit is controlled to ensure the safety of all aircraft operations at the airport. This may result in training being undertaken over residential areas, especially where these are in close proximity to the airport.</p> <p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p>	
9.	Lyndsey Forrest	<ul style="list-style-type: none"> Not personally disturbed but sympathises with residents that constant, excessive noise of any description is terrible to live with, especially if performed in early hours or over weekends too regularly. Training that involves aircraft stalling their engines is the biggest problem, which is necessary but noisy.
	<p>Response/Comment:</p> <p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p>	
10.	John Gerrard	<ul style="list-style-type: none"> The survey is targeted and biased against pilot training. RPT (aircraft) have bigger impact on noise than GA.

Submission	Issue
	<ul style="list-style-type: none"> • Pilot training generates important employment and economic benefits, which are more important than ever. • Fly Neighbourly agreements are not effective in reducing noise impacts and should not be commented on by those without aviation experience. • AIAC is responsible for approximately 20% of the aircraft movements at the Port Macquarie Airport and uses the Diamond DA40NG, one of the world's quietest, most fuel-efficient aircraft. AIAC also has many procedures in place to reduce noise. • I have lived directly under the northern take off path from Port Macquarie Airport for the past 10 years and have no problem with any of the aircraft operating from Port Macquarie Airport.
Response/Comment:	<p>The Have Your Say survey was developed in consideration of aircraft noise surveys previously conducted in both Australia and the UK. The survey was designed to obtain further information on the issue, acknowledging that responses are subjective.</p> <p>It is noted that a number of respondents to the survey expressed a view that the survey had been specifically designed by Council to elicit responses either in support of or against pilot training activity (depending on the respondent's point of view).</p> <p>Comments regarding the impact of RPT flights are noted. RPT flights represent less than 10% of all aircraft movements.</p> <p>Council acknowledges the employment and economic benefits of general aviation activities, including pilot training.</p> <p>Fly Neighbourly Agreements have been successfully implemented at a number of airports across Australia. It is noted that such agreements should be developed in consultation with relevant stakeholders including CASA, in consideration of mandatory Civil Aviation Safety Regulations.</p> <p>AIAC's aircraft movements at Port Macquarie Airport have significantly increased year on year and now represent around 60% of all aircraft movements at the Airport.</p> <p>Council uses Avdata Australia, a third party service provider to monitor aircraft movements at the Airport. Avdata Australia has provided these services to the aviation industry for more than 25 years and currently works with around 160 airports across Australia, including other NSW regional airports such as Coffs Harbour, Albury, Wagga Wagga, Dubbo and Armidale.</p> <p>AIAC's willingness to implement voluntary noise mitigation measures and to invest in modern, quiet aircraft is noted and appreciated.</p>
11. Belinda Hitchins	<ul style="list-style-type: none"> • The survey is targeted and biased against pilot training.

Submission	Issue
	<ul style="list-style-type: none"> • RPT flights, air ambulance helicopters and firebombing aircraft bushfire fighting have bigger impact on noise in residential areas than GA operations. • Pilot training generates important employment and economic benefits, which are more important than ever. • Council should communicate and set expectations for anyone purchasing property near an airport in a regional centre, growing at twice the average rate for NSW. • The majority of the community is not qualified to interpret these technical questions and their answers should be void. • Council should be providing better support for local business, especially a long standing (30 year) business. • Noise monitoring results will not reflect real outcomes, because flights are currently so limited. • The survey is targeted against one operator. AIAC is only responsible for approximately 20% of the aircraft movements at the Port Macquarie Airport and uses the Diamond DA40NG, one of the world's quietest, most fuel-efficient aircraft. AIAC also has many procedures in place to reduce noise.
Response/ Comment:	<p>The Have Your Say survey was developed in consideration of aircraft noise surveys previously conducted in both Australia and the UK. The survey was designed to obtain further information on the issue, acknowledging that responses are subjective.</p> <p>It is noted that a number of respondents to the survey expressed a view that the survey had been specifically designed by Council to elicit responses either in support of or against pilot training activity (depending on the respondent's point of view).</p> <p>It is acknowledged that the Airport caters for a wide range of RPT airline and general aviation activities.</p> <p>Council acknowledges the employment and economic benefits of general aviation activities, including pilot training.</p> <p>Residents are encouraged to conduct their own research before purchasing any property. There are a range of Council's Strategies and Plans, including the Airport Master Plan, available on Council's website or by contacting Council.</p> <p>The Airport Master Plan provides aircraft noise charts and indicative flight paths for community information purposes.</p> <p>It is noted that Fly Neighbourly Agreements should be developed in consultation with relevant stakeholders including CASA, in consideration of mandatory Civil Aviation Safety Regulations.</p>

Submission		Issue
		<p>Port Macquarie Airport operates as a self-funded commercial business unit of Council, funded by airport operations on a user-pays basis. Council fees and charges are benchmarked annually against similar sized regional airports.</p> <p>The technical aircraft noise monitoring focussed on a number of circuit training activities undertaken during the monitoring period, which are considered to provide representative results of aircraft noise levels associated with these activities.</p> <p>Council acknowledges that there are a range of organisations at the Airport conducting private and commercial pilot training operations and other general aviation activities.</p> <p>AIAC's aircraft movements at Port Macquarie Airport have significantly increased year on year and now represent around 60% of all aircraft movements at the Airport.</p> <p>Council uses Avdata Australia, a third party service provider to monitor aircraft movements at the Airport. Avdata Australia has provided these services to the aviation industry for more than 25 years and currently works with around 160 airports across Australia, including other NSW regional airports such as Coffs Harbour, Albury, Wagga Wagga, Dubbo and Armidale.</p> <p>AIAC's willingness to implement voluntary noise mitigation measures and to invest in modern, quiet aircraft is noted and appreciated.</p>
12.	Chris Hunter	<ul style="list-style-type: none"> Aircraft flights have increased to a daily procession of fly-overs every 2 to 5 minutes, 7 days a week and are very disruptive. As the leaseholder of the AIAC facility, Council have an obligation to ensure that the AIAC is a good neighbour and impacts as little as possible on the surrounding district. A redirection of flights away from our area is required to restore the previous quiet status that we enjoyed. Will Council organise a residents meeting to present the results of the survey and establish an ongoing residents consultative committee to progress an action plan?
	Response/ Comment:	<p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>Under the Deed transferring ownership of the Airport to Council from the Australian Government in 1992, Council is required to operate the Airport "open to public use" and to permit "open, unrestricted and non-discriminatory access to the aerodrome by</p>

Submission		Issue
		<p>airline and aircraft operators". As such, the Airport is open to aircraft operations 24 hours per day, 7 days per week, and Council is limited in its ability to restrict the hours of operation of the Airport and/or the hours of operation or the frequency of activity of aircraft operators.</p> <p>Circuit training is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices. The size and location of the circuit is controlled to ensure the safety of all aircraft operations at the airport.</p> <p>Council does not regulate the circuit and airspace procedures at the Airport. The issue of implementing a non-standard circuit to direct aircraft movements away from the more populated areas of Port Macquarie has been referred to CASA for assessment.</p> <p>The results of the Have Your Say community engagement process will be reported to the Ordinary Council meeting to be held on 21 October 2020. Subject to consideration by Council, it is proposed to present a further report to a future meeting of Council on the investigations undertaken regarding the establishment of a formal "fly neighbourly agreement". A communications plan will be developed in due course to support the implementation of any agreement and/or other noise mitigation measures.</p>
13.	Dianne Little	<ul style="list-style-type: none"> Noise is disruptive, especially when flying so low. Concerned by the potential to further increase flying training. Consider alternate flight paths. Concern over safety of pilot training frequently flying over homes.
	Response/ Comment:	<p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>Under the Deed transferring ownership of the Airport to Council from the Australian Government in 1992, Council is required to operate the Airport "open to public use" and to permit "open, unrestricted and non-discriminatory access to the aerodrome by airline and aircraft operators". As such, the Airport is open to aircraft operations 24 hours per day, 7 days per week, and Council is limited in its ability to restrict the hours of operation of the Airport and/or the hours of operation or the frequency of activity of aircraft operators.</p> <p>Circuit training is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices. The size and location of the circuit is controlled to ensure the safety of all aircraft operations at the airport.</p> <p>Pilot training and other general aviation operators are required to comply with a range of rules and regulations and their activities are</p>

Submission		Issue
		regularly audited by CASA to ensure compliance with CASA's safety systems and standards.
14.	Ray Long	<ul style="list-style-type: none"> • Living in the house for 28 years and noise caused by the recent growth in pilot training the noise has become unbearable. • Criticised that the Have Your Say survey structure is biased towards pilot training. • Concerned Council is biased towards pilot training for financial gain. • Can't comprehend how flying at low altitude over residential areas day and night, a few minutes apart is acceptable. • Council should pay for the economic loss to citizens affected by pilot training. • Council should be more transparent in communicating the future of pilot training to those affected.
	Response/ Comment:	<p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>The Have Your Say survey was developed in consideration of aircraft noise surveys previously conducted in both Australia and the UK. The survey was designed to obtain further information on the issue, acknowledging that responses are subjective.</p> <p>It is noted that a number of respondents to the survey expressed a view that the survey had been specifically designed by Council to elicit responses either in support of or against pilot training activity (depending on the respondent's point of view).</p> <p>While general aviation activities including pilot training account for approximately 90% of all Airport activity, the sector contributes less than 5% of the Airport's total annual revenue.</p> <p>Under the Deed transferring ownership of the Airport to Council from the Australian Government in 1992, Council is required to operate the Airport "open to public use" and to permit "open, unrestricted and non-discriminatory access to the aerodrome by airline and aircraft operators". As such, the Airport is open to aircraft operations 24 hours per day, 7 days per week, and Council is limited in its ability to restrict the hours of operation of the Airport and/or the hours of operation or the frequency of activity of aircraft operators.</p> <p>Circuit training is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices. The size and location of the circuit is controlled to ensure the safety of all aircraft operations at the airport.</p>

Submission		Issue
		<p>Council in its role as the Airport Operator seeks to find an appropriate balance to support local general aviation business activity and the employment and economic benefits it brings to our community, while also being mindful of the impact of aircraft noise on residents living near the Airport, noting that aircraft noise is an unavoidable consequence of aviation activity.</p> <p>The results of the Have Your Say community engagement process will be reported to the Ordinary Council meeting to be held on 21 October 2020. Subject to consideration by Council, it is proposed to present a further report to a future meeting of Council on the investigations undertaken regarding the establishment of a formal "fly neighbourly agreement".</p>
15.	Dick Pearson, Secretary, Save Kempsey Airport Action Group Inc	<ul style="list-style-type: none"> Save Kempsey Airport Action Group Inc. has been battling Kempsey Council from introducing AIAC's industrial scale flight training operations at Kempsey. GHD's noise assessment will not be reflective of the actual impact of the noise, based on the experience in Kempsey.
	Response/ Comment:	<p>Council engaged specialist acoustics consultant GHD to undertake a technical noise monitoring study to assess aircraft noise levels. This study was undertaken over a 2 week period from 22 June to 6 July, with six (6) monitoring points located at representative locations around the Airport within the primary circuit training area.</p> <p>The study was extended for a further week to 6 July in response to concerns from residents regarding a change in the observed pilot training activities and aircraft movements during the first week of the monitoring period. It is noted that while pilot training activities shifted to navigation exercises during the monitoring period, there were still a number of circuit training activities undertaken which are considered to provide representative results of aircraft noise levels associated with these activities. It is also noted that overall aircraft movements during the two week monitoring period were above average (although airline movements were significantly reduced due to COVID-19 travel restrictions).</p> <p>All sampling activities were carried out with consideration to the specifications outlined in Australian Standard (AS) <i>AS 1055:2018 Description and Measurement of Environmental Noise</i> and noise events were assessed against <i>AS 2021:2015: Acoustics – Aircraft noise intrusion – Building siting and construction</i> which provides a guide for the "acceptability" of aircraft noise levels.</p>
16.	John Pitt	<ul style="list-style-type: none"> Would prefer to see circuits to the west of the Airport or over the water or at least varying their flight path. Disturbed by the noise into the evening. Concern over safety of pilot training frequently flying over homes.
	Response/ Comment:	<p>Council does not regulate the circuit and airspace procedures at the Airport. The issue of implementing a non-standard circuit to direct</p>

Submission		Issue
		<p>aircraft movements away from the more populated areas of Port Macquarie has been referred to CASA for assessment.</p> <p>Circuit training is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices. The size and location of the circuit is controlled to ensure the safety of all aircraft operations at the airport.</p> <p>Pilot training and other general aviation operators are required to comply with a range of rules and regulations and their activities are regularly audited by CASA to ensure compliance with CASA's safety systems and standards.</p> <p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p>
17.	Sheriden Sommerley	<ul style="list-style-type: none"> Increased pilot training activity is causing extremely disruptive noise, that impacts on our lifestyle and ability to work and communicate at home. Low flying planes start too early (from 6:00am), and continues all day and into the night, including on weekends. The impact of the aircraft noise is compounded by recent history of development projects causing disruption in the area. The economic and employment benefits of pilot training cannot make up for the discomfort and annoyance impacting hundreds of residents. Council should not be inviting foreign investment from China, nor allow Chinese student to cause such a disruption in our region. Pilot training and excessive development will have an adverse impact on our tourism.
	Response/ Comment:	<p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>Council in its role as the Airport Operator seeks to find an appropriate balance to support local general aviation business activity and the employment and economic benefits it brings to our community, while also being mindful of the impact of aircraft noise</p>

Submission		Issue
		on residents living near the Airport, noting that aircraft noise is an unavoidable consequence of aviation activity.
18.	Juliet Smith	<ul style="list-style-type: none"> No problem with the aircraft training. I live at the top end of Hastings River Drive.
	Response/Comment:	Noted. It is noted that the impact of noise not only depends on the noise level and its characteristics, but also how it is perceived by the person affected. It is acknowledged that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.
19.	D. E. West	<ul style="list-style-type: none"> Not everyone knew of the survey, so survey results may not be complete. Elderly residents living in the nursing homes and retirement villages under the flight path require peace and quiet and are affected by the noise.
	Response/Comment:	<p>The survey was available via Council's Have Your Say online community engagement hub from 9 June to 31 July.</p> <p>The survey was originally due to close on 30 June, however the period was extended twice to maximise community participation.</p> <p>To address online accessibility and awareness concerns, Council promoted the survey via a letterbox drop to approximately 4,761 properties located within close proximity to the Airport and primary circuit training area. The "flyer" provided a summary of the pilot training and aircraft noise issue, and invited residents / business owners to complete the survey online at Have Your Say or to pick up a paper copy from Council offices or the Port Macquarie Library. Alternatively people could contact Council by telephone to request a hardcopy to be send by post.</p> <p>Council also promoted the survey via social media. Facebook posts by Council and the Port Macquarie News generated significant online discussion and generated traffic (878 Facebook referrals) to the Have Your Say website to complete the survey and/or seek further information.</p> <p>The survey attracted 2,200 visits to the Have Your Say website, with 705 engaged, 1,100 informed and 1,900 aware visitors. The survey received 751 responses (including hard copy forms).</p> <p>It is considered that the results based on 751 survey responses and 20 written submissions, provide a fair and accurate reflection of community sentiment on this issue.</p> <p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p>
20.	Lex Wilkie	<ul style="list-style-type: none"> Pilot training aircraft fly low and with an approach path over the Canals area, seriously affecting residents.

Submission		Issue
		<ul style="list-style-type: none"> The Seaplane also creates disturbance to the Canals area.
	Response/ Comment:	<p>Council acknowledges the increase in aircraft movements at the Airport in recent years, primarily associated with an increase in pilot training activities, and that for residents affected by aircraft noise, they report that circuit activities are significantly impacting their quality of life.</p> <p>The proposed establishment of a Fly Neighbourly Agreement will aim to introduce a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport.</p> <p>Circuit training (along with other aircraft activities) is undertaken in accordance with CASA aviation safety regulations which are consistent with international practices. The size and location of the circuit is controlled to ensure the safety of all aircraft operations at the airport.</p> <p>Pilot training and other general aviation operators are required to comply with a range of rules and regulations and their activities are regularly audited by CASA to ensure compliance with CASA's safety systems and standards.</p>

your say

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PORT MACQUARIE-HASTINGS
COUNCILPORT MACQUARIE
AIRPORT

Port Macquarie Airport - Pilot Training and Aircraft Noise Survey

Submissions close 5pm, Tuesday 30 June 2020.

Please send completed surveys or other feedback on pilot training and aircraft noise via email at council@pmhc.nsw.gov.au or by mail to PO Box 84, Port Macquarie NSW 2444.

Survey

1. Please indicate your age group from the following:

- <18
- 18 - 24
- 25 - 34
- 35 - 49
- 50 - 59
- 60 - 69
- 70 - 84
- 85 and over

2. What is your current address?

3. How long have you lived at your current address?

- Less than 6 months
- 6 months - 1 year
- 1 - 2 years
- 2 - 5 years
- 5 - 10 years
- 10 years or more

4. How many days per week are you usually at home in the:

- Morning
- Afternoon
- Evening

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PORT MACQUARIE-HASTINGS
COUNCIL

5. Do you work from home?
 - Yes
 - No
 - Sometimes
6. Has the amount of aircraft noise changed over the past 5 years (or since you moved to your current address)?
 - Much more
 - A bit more
 - About the same
 - A bit less
 - Much less
7. Are you impacted by the noise of aircraft when they are at the Airport itself (distinct from when they are flying overhead)?
 - Yes
 - No
8. How much are you personally affected by aircraft noise overall?
 - Extremely
 - Very
 - Moderately
 - Slightly
 - Not at all
9. How often are you impacted / aware of aircraft noise in your area?
 - Every day
 - A few days a week
 - At least once a week
 - At least once a month
 - N/A
10. What concerns you most about the aircraft noise / activity in your area?

	Yes	No
Number of flights (frequency)	<input type="checkbox"/>	<input type="checkbox"/>
Times / duration of flights	<input type="checkbox"/>	<input type="checkbox"/>
Height of the aircraft	<input type="checkbox"/>	<input type="checkbox"/>
Loudness of the aircraft	<input type="checkbox"/>	<input type="checkbox"/>
Lack of quiet between individual flights	<input type="checkbox"/>	<input type="checkbox"/>
Not knowing when there will be times during the day without aircraft noise	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)		

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PORT MACQUARIE-HASTINGS
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11. When are you most impacted / aware of aircraft noise in your area?

	6am - 7am	7am - 12 noon	12 noon - 7pm	7pm - 10pm	after 10pm
Mon - Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Hols.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How does pilot training impact (positively or negatively) your quality of life?

13. How important are the following issues to you with regard to pilot training at the Airport?
Please rate 1 to 5 with 1 = not important at all to 5 = very important

- ☐ Economic benefit to the community
- ☐ Employment opportunities for local residents
- ☐ Providing high quality training to the aviation industry
- ☐ Congestion of airspace and/or airport infrastructure
- ☐ Safety of aircraft operations
- ☐ Reducing noise associated with training aircraft

14. What level of pilot training activity would you like to see in Port Macquarie in the future?

- None
- Much less
- A bit less
- About the same
- A bit more (steady growth over time)
- Much more (industry growth should be encouraged)

15. To minimise the impact of aircraft noise around the Airport, Council is considering establishing voluntary guidelines for pilot training and other general aviation activity. Would you support the establishment of a "fly neighbourly" agreement (or similar)?

- Yes
- No

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16. Please indicate the suitability of the following list of possible measures:

	Yes	No
Communicate environmental and aircraft noise issues to local operators and pilots to increase awareness	<input type="checkbox"/>	<input type="checkbox"/>
Respond to community enquiries and complaints in an open and co-operative manner	<input type="checkbox"/>	<input type="checkbox"/>
Maintain runway heading after take-off until reaching 1000 feet above ground level, or a suitable altitude that ensures aircraft have reached a circuit height of 1000 feet over residential areas	<input type="checkbox"/>	<input type="checkbox"/>
Avoiding low altitude training over residential areas	<input type="checkbox"/>	<input type="checkbox"/>
Considering noise sensitive areas when determining circuit training flight paths	<input type="checkbox"/>	<input type="checkbox"/>
Varying circuit training flight paths where possible (consistent with aviation safety regulations and air traffic management procedures applicable to the area) to avoid the repetitive use of particular flight paths over residential areas	<input type="checkbox"/>	<input type="checkbox"/>
Dispersing pilot training activities to less populated areas where possible	<input type="checkbox"/>	<input type="checkbox"/>
Operating on reduced power settings over residential areas (in accordance with aircraft operations manual requirements)	<input type="checkbox"/>	<input type="checkbox"/>
Preferring to operate on runway 03 (take-off to the north) where possible (subject to weather or other operational constraints)	<input type="checkbox"/>	<input type="checkbox"/>
Limiting the number of aircraft permitted in the circuit for training operations at any one time	<input type="checkbox"/>	<input type="checkbox"/>
Further consideration of the circuit training hours of operation, particularly with regard to permitted times for night training	<input type="checkbox"/>	<input type="checkbox"/>

17. Do you have any other suggestions for possible measures to reduce aircraft noise?

18. Do you have any other comments to make that are not covered by the questions in this survey?

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PORT MACQUARIE-HASTINGS
COUNCILPORT MACQUARIE
AIRPORT

PORT MACQUARIE AIRPORT PILOT TRAINING AND AIRCRAFT NOISE

Port Macquarie-Hastings Council owns and operates Port Macquarie Airport and is currently seeking feedback from the community, including residents and local aircraft operators, on pilot training activities at the Airport. As a resident living within a few kilometres of Port Macquarie Airport, Port Macquarie-Hastings Council invites you to participate in this survey.

Port Macquarie Airport is the 5th largest regional airport in NSW (by passengers) with approx. 220,000 passenger movements (arrivals / departures) per year. The Airport caters for domestic airline (RPT) services and general aviation (GA) activities, such as pilot training, aircraft maintenance and repair, freight and charter operations, emergency aero medical (patient transfer), search and rescue, firefighting services, joy / adventure flights, private and recreational flying, and skydiving. The Airport currently handles around 50,000 aircraft movements per year (or around 70 take-offs and landings per day, averaged across 365 days). This number has grown significantly over the past 10 years, primarily associated with the expansion of pilot training activities, creating additional employment and economic benefits, as well as aircraft noise.



Council is mindful of the impact of aircraft noise on residents living near the Airport, while acknowledging the importance of maintaining a vibrant and sustainable general aviation sector that provides significant economic and employment benefits to our region.

In response to an increased number of recent noise complaints, Council has engaged with local aircraft operators to identify a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport. Council is now inviting feedback from the community, including residents and local aircraft operators, on pilot training activities at Port Macquarie Airport and opportunities to minimise the impact of aircraft noise.

To provide feedback, please visit Council's website at haveyoursay.pmhc.nsw.gov.au/ from 9 June - 7 July 2020 and complete the online survey. Residents may also collect a paper copy of the survey from our Council Office at 17 Burrawan St, Port Macquarie or Port Macquarie Library (which reopens on 17 June), or request copy by phoning Council on 02 6581 8111. Feedback may also be provided in writing via email at council@pmhc.nsw.gov.au or by mail to PO Box 84, Port Macquarie NSW 2444.

Further information on Pilot training, including Council's role as the Airport operator, circuit training procedures, fly neighbourly agreements and options to reduce noise are available online or by contacting Council as outlined above.

Submissions close 5pm, Tuesday 7 July 2020.

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PORT MACQUARIE-HASTINGS
COUNCILPORT MACQUARIE
AIRPORT

Port Macquarie Airport Pilot training and aircraft noise



Port Macquarie Airport is owned and operated by Port Macquarie - Hastings Council.

The Airport caters for a range of aviation activities, including domestic airline (RPT) services and general aviation (GA). The Airport is the 5th largest regional airport in NSW (by passengers) with approx. 220,000 passenger movements (arrivals / departures) per year.

General aviation activities at the Airport include pilot training, aircraft maintenance and repair work, freight and charter operations, emergency aero medical (patient transfer), search and rescue and bushfire fighting services (both fixed wing and helicopters), joy / adventure flights, private and recreational flying, and skydiving.

The Airport currently handles around 50,000 aircraft movements per year (or around 70 take-offs and landings per day, averaged across 365 days). This number has grown significantly over the past 10 years, primarily associated with an increasing demand for and expansion of pilot training activities.

Council acknowledges the importance of maintaining a vibrant and sustainable general aviation sector at the Airport and aims to foster aviation related business activities that have the potential to provide significant employment and economic benefits to our region.

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Council in its role as the Airport Operator is also mindful of the impact of aircraft noise on residents living near the Airport, noting that aircraft noise is an unavoidable consequence of aviation activity. The increase in pilot training activities has resulted in an increase in complaints regarding aircraft noise, leading Council to develop a set of local operating guidelines in conjunction with local aircraft operators, to minimise the impact of aircraft noise on nearby residents.

How can I comment on this issue?

Council is inviting feedback from the community, including residents and local aircraft operators, on pilot training activities at Port Macquarie Airport and opportunities to minimise the impact of aircraft noise in the vicinity of the Airport.

To provide feedback, please visit Council's website at <https://haveyoursay.pmhc.nsw.gov.au/> from 9 - 30 June 2020 and complete the online survey. Residents may also collect a paper copy of the survey from our Council Office at 17 Burrawan St, Port Macquarie or Port Macquarie Library (which reopens on 17 June), or request copy by phoning Council on 02 6581 8111.

Feedback may also be provided in writing via email at council@pmhc.nsw.gov.au or by mail to PO Box 84, Port Macquarie NSW 2444.

For more information, contact Council's Airport Business Manager Peter Allen on (02) 6581 8111 or via email at council@pmhc.nsw.gov.au.

Submissions close 5pm, Tuesday 30 June 2020.

What is Council's role in managing Port Macquarie Airport?

Under the Deed transferring ownership of the Airport to Council from the Australian Government in 1992, Council is responsible for the operation, maintenance and development of the Airport in accordance with Civil Aviation Safety Authority (CASA) standards.

Council is required to operate the Airport "open to public use" and to permit "open, unrestricted and non-discriminatory access to the aerodrome by airline and aircraft operators".

The Airport is open to aircraft operations 24 hours per day, 7 days per week, and Council is limited in its ability to restrict the hours of operation of the Airport and/or the hours of operation or the frequency of activity of aircraft operators.

The *Civil Aviation Safety Authority (CASA)* is a government body that regulates Australian aviation safety, including airports, aircraft and airspace regulation.

Airservices Australia is a government-owned organisation responsible for airspace management, including flight paths and aircraft noise. All aircraft operating in Australia, including training aircraft, must meet international noise standards and comply with the *Air Navigation (Aircraft Noise) Regulations 2018*.

What is an aircraft movement?

An aircraft movement is defined as a take-off or landing, and includes pilot training circuit operations such as "touch and go" and "stop and go", practice and missed approaches.

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The Airport currently handles around 50,000 aircraft movements per year (or around 70 take-offs and landings per day, averaged across 365 days). This number has increased from around 30,000 aircraft movements per year in 2010.

Approximately 90% of all aircraft movements at the Airport are associated with general aviation activity, including pilot training circuit operations.

By way of comparison, the five largest general aviation pilot training airports in Australia each handle between 200,000 - 300,000 aircraft movements per year.

What is circuit training?

Circuit training is the first stage of practical pilot training focused on take-offs and landings. It involves the pilot making approaches to the runway, touching down and then applying power to take off again (ie a "touch and go").

Circuit training is undertaken in accordance with Civil Aviation Safety Authority (CASA) Regulations which are consistent with international practices. The size and location of the circuit is controlled to ensure the safety of all aircraft operations at the airport. This may result in training being undertaken over residential areas, especially where these are in close proximity to the airport.

A training circuit consists of five legs – the take-off, crosswind, downwind, base and final approach to the runway. The take off and final stage of the circuit is flown into the wind, as this is the safest way for an aircraft to operate.

At Port Macquarie, circuit training is conducted with a standard left hand (the most common) circuit, meaning that aircraft turn left after take-off and fly in an anticlockwise direction around the Airport.

Figure 1 Left hand training circuit.

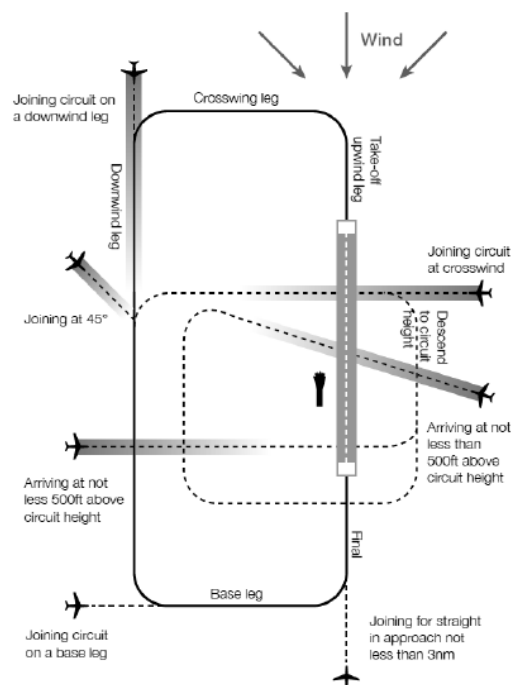


Figure 2 Runway 03 and Runway 21

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Depending on the prevailing wind direction, this may result in training being undertaken either to the east or west of the Airport. At Port Macquarie, it is typical for circuit operations in summer to be conducted predominantly (but not exclusively) to the west of the Airport, with aircraft taking off in a northerly direction on the runway. This is referred to as *Runway 03*. In winter, circuits are conducted predominantly to the east of the Airport over the more populated areas of Port Macquarie, with aircraft taking off in a southerly direction, using *Runway 21*.



This standard circuit practice has been in place at the Airport for many years.

Why is pilot circuit training undertaken at night?

Training during both day and night is important for developing pilot competencies, as is experience with using different types of navigational aids.

What are the circuit training hours of operation?

There are no regulated hours for circuit training, but most airports like Port Macquarie have local agreements in place to avoid circuits during the late night to early morning, typically 10pm to 7am.

Council works closely with local aircraft operators to limit the majority of circuit training to the following hours to minimise disruption to nearby residents:

- Monday - Friday 7am - 10pm (9pm April to September)
- Saturday - Sunday 8am - 8pm.

Other non-training aircraft arriving or departing the Airport are not subject to these training limits and may still need to fly around the circuit to land safely.

What height are aircraft required to fly at?

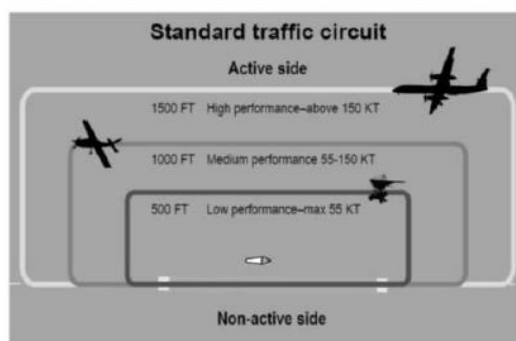
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Aircraft should fly the standard traffic circuit at the following heights above the airport ground level*:

Type of aircraft	Standard circuit speed range	Standard circuit height* (downwind leg)
High performance (including jets and many turboprops)	150-200kts (280-320 km/hr)	1500ft (450m)
Medium performance	55-150kts (100-280km/hr)	1000ft (300m)
Low performance (including helicopters)	Less than 55kts (100km/h)	500ft (150m)



Civil Aviation Regulations require aircraft to maintain a minimum height of 1000 feet above ground level (AGL) over built up areas and 500 feet over all other areas. Night circuits for training purposes should also be conducted at a height more than 1000 feet above ground level.

Flying around the airport circuit does involve aircraft being below this height when they are landing or taking off, however as soon as practical pilots will fly at 1000 feet which decreases noise impacts on surrounding areas.

What is a “fly neighbourly” agreement?

A “fly neighbourly” agreement is a voluntary agreement under which aircraft operators agree to operate in an agreed manner to minimise disturbance caused by aircraft within a particular area. It is important to note that the agreement is voluntary and cannot be enforced under aviation law.

Any agreement reached must be consistent with aviation safety regulations and air traffic management procedures applicable to the area. Mandatory aviation operating and safety procedures (as well as any aviation requirements relevant to the area) have precedence over a “fly neighbourly” agreement in all circumstances.

So what can be done about aircraft noise?

Aircraft noise is an unavoidable consequence of aviation activity. Council in its role as Airport Operator is mindful of the impact of aircraft noise in the vicinity of the Airport and seeks to find an appropriate balance to support local general aviation business activity which is considerate of local residents.

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While Council is limited in its ability to restrict the hours of operation of the Airport, Council can facilitate and engage with residents and local aircraft operators to identify and implement measures to modify current operations to minimise noise and reduce impacts to affected residents.

In response to recent noise complaints, Council has engaged with local aircraft operators to identify a range of practical measures to minimise the impact of aircraft noise on residents living near the Airport. Possible measures may include:

- communicate environmental and aircraft noise issues to local operators and pilots to increase awareness;
- respond to community enquiries and complaints in an open and co-operative manner;
- maintain runway heading after take-off until reaching 1000 feet above ground level, or a suitable altitude that ensures aircraft have reached a circuit height of 1000 feet over residential areas;
- avoiding low altitude training over residential areas;
- considering noise sensitive areas when determining circuit training flight paths;
- varying circuit training flight paths where possible (consistent with aviation safety regulations and air traffic management procedures applicable to the area) to avoid the repetitive use of particular flight paths over residential areas;
- dispersing pilot training activities to less populated areas where possible;
- operating on reduced power settings over residential areas (in accordance with aircraft operations manual requirements);
- preferring to operate on runway 03 (take-off to the north) where possible (subject to weather or other operational constraints);
- limiting the number of aircraft permitted in the circuit for training operations at any one time;
- further consideration of the circuit training hours of operation, particularly with regard to permitted times for night training.

Council is inviting feedback from the community, including residents and local aircraft operators, on these and other suggestions relating to the number, height and times of aircraft operations and flight paths used, with a view to developing a set of local operating guidelines to minimise the impact of aircraft noise associated with pilot training circuit activities.

It should be noted that these guidelines, like a "fly neighbourly" agreement, are voluntary and rely on the goodwill and willingness of aircraft operators to modify operations where possible (consistent with aviation safety regulations and air traffic management procedures applicable to the area) to reduce the disturbance caused by aircraft noise around the Airport.

Where can I go to get more information?

For more information or to discuss airport noise, please call Airservices Australia's noise information line on 1800 802 584.

haveyoursay.nsw.gov.au



Port Macquarie-Hastings Council

Port Macquarie Airport Aircraft Noise Monitoring

October 2020

WATER | ENERGY & RESOURCES | ENVIRONMENT | PROPERTY & BUILDINGS | TRANSPORTATION

Glossary

Term	Definition
AMSL	Above mean seal level
ANEF	Australian Noise Exposure Forecast
AS	Australian Standard
Ambient Noise Level	The ambient noise level at a particular location is the overall environmental noise level caused by all noise sources in the area, both near and far, including all forms of traffic, industry, lawnmowers, wind in foliage, insects, animals, etc. Usually assessed as an energy average over a set time period 'T' ($L_{Aeq,T}$).
Background Noise Level	The Background Noise Level is the minimum repeatable level of noise measured in the absence of the noise under investigation and any other short-term noises such as those caused by all forms of traffic, industry, lawnmowers, wind in foliage, insects, animals, etc. It is quantified by the noise level that is exceeded for 90% of the measurement period 'T' ($L_{A90,T}$). Background Noise Levels are often determined for the day, evening and night time periods where relevant. This is done by statistically analysing the range of time period (typically 15 minute) measurements over multiple days (often 7 days).
Busy period	Ten identified one-hour periods recording the highest number of aircraft movements over the sample period
Day	Defined as the period between 7:00 am and 6:00 pm
dB	Decibel is the unit used for expressing the sound pressure level (SPL) or power level (SWL) in acoustics.
dB(A)	Frequency weighting filter used to measure 'A-weighted' sound pressure levels, which conforms approximately to the human ear response, as our hearing is less sensitive at very low and very high frequencies.
Evening	Defined as the period between 6:00 pm and 10:00 pm
GHD	GHD Pty Ltd
$L_{Aeq(Period)}$	Equivalent sound pressure level: the steady sound level that, over a specified period of time, would produce the same energy equivalence as the fluctuating sound level actually occurring.
$L_{A10(Period)}$	The sound pressure level that is exceeded for 10% of the measurement period.
$L_{A90(Period)}$	The sound pressure level that is exceeded for 90% of the measurement period.
L_{Amax}	The maximum sound level recorded during the measurement period.
Night	Defined as the period between 10:00 pm and 7:00 am
Noise Sensitive Receptor	Noise sensitive land use that may be impacted by noise from the development.
Number above	Number of noise events above a certain threshold, i.e. 70 dB(A) or 60 dB(A).
PMHC	Port Macquarie-Hastings Council
Rating Background Level (RBL)	The overall single-figure background level representing each assessment period (day/evening/night) over the whole monitoring period.
Sound Pressure Level (SPL or L_p)	The level of sound measured on a sound level meter and expressed in decibels (dB). Where $L_p = 10 \log_{10} (P_a/P_o)^2$ dB (or $20 \log_{10} (P_a/P_o)$ dB) where P_a is the rms sound pressure in Pascal and P_o is a reference sound pressure conventionally chosen is 20 μ Pa (20×10^{-6} Pa) for airborne sound. SPL varies with distance from a noise source.
Sound Power Level, L_w	The sound power level of a noise source is the inherent noise of the device. Therefore, sound power level does not vary with distance from the noise source or with a different acoustic environment.

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Appendices

Appendix A – Representative flight data

1. Introduction

1.1 Purpose

GHD Pty Ltd (GHD) was engaged by Port Macquarie-Hastings Council (PMHC) to undertake noise monitoring of aircraft operations in the vicinity of Port Macquarie Airport, NSW.

The focus of this noise assessment to measure ambient noise and noise events associated with aircraft movements including pilot training flights undertaking circuits and other activities at a number of locations located under or in the vicinity of the flight paths.

Six locations for noise loggers were selected by PMHC, including two on Council-owned land and four on private residential receivers.

1.2 Scope of this report

The following scope of work outlines the tasks involved in conducting the aircraft noise monitoring around Port Macquarie Airport.

1. Travel to site and deploy six (6) noise loggers for a minimum period of one (1) week to capture sufficient noise data from aircraft utilising the airport.
2. Remove invalid data due to extraneous noise or adverse weather conditions. Concurrent weather data capture from the closest Bureau of Meteorology Automatic Weather Station.
3. Identify aircraft overflights on a series of charts during busy hours experienced at each logger location and match to corresponding Avdata aircraft movement records.
4. Undertake analysis of noise data to determine ambient noise levels including L_{Aeq} , L_{A10} , L_{A90} and L_{Amax} and discuss noise levels of aircraft overflights identified on the busy hour charts at each location.
5. Compile a report detailing measurement procedure and results of noise logging at each location. The report includes:
 - Information on logger deployment locations.
 - Commentary on measurement methodology.
 - Ambient noise summary tables at each logger location.
 - Commentary around how measured noise levels compare to internal levels outlined in Australian Standard 2021:2015 for indoor design and other relevant publications relating to disturbance from aircraft noise.

1.3 Limitations and assumptions

This report: has been prepared by GHD for Port Macquarie-Hastings Council and may only be used and relied on by Port Macquarie-Hastings Council for the purpose agreed between GHD and the Port Macquarie-Hastings Council as set out in Section 1.2 of this report.

GHD otherwise disclaims responsibility to any person other than Port Macquarie-Hastings Council arising in connection with this report. GHD also excludes implied warranties and conditions, to the extent legally permissible.

The services undertaken by GHD in connection with preparing this report were limited to those specifically detailed in the report and are subject to the scope limitations set out in the report.

The opinions, conclusions and any recommendations in this Report are based on conditions encountered and information reviewed at the date of preparation of the Report. GHD has no responsibility or obligation to update this Report to account for events or changes occurring subsequent to the date that the Report was prepared.

Specifically, this Report does not take into account the effects, implications and consequences of or responses to COVID-19, which is a highly dynamic situation and rapidly changing. These effects, implications, consequences of and responses to COVID-19 may have a material effect on the opinions, conclusions, recommendations, assumptions, qualifications and limitations in this Report, and the entire Report must be re-examined and revisited in light of COVID-19. Where this Report is relied on or used without obtaining this further advice from GHD, to the maximum extent permitted by law, GHD disclaims all liability and responsibility to any person in connection with, arising from or in respect of this Report whether such liability arises in contract, tort (including negligence) or under statute.

The opinions, conclusions and any recommendations in this report are based on assumptions made by GHD described in this report (refer section(s) 1.3. of this report). GHD disclaims liability arising from any of the assumptions being incorrect.

GHD has prepared this report on the basis of information provided by Port Macquarie-Hastings Council and others who provided information to GHD (including Government authorities), which GHD has not independently verified or checked beyond the agreed scope of work. GHD does not accept liability in connection with such unverified information, including errors and omissions in the report which were caused by errors or omissions in that information.

The opinions, conclusions and any recommendations in this report are based on information obtained from, and testing undertaken at or in connection with, specific sample points. Site conditions at other parts of the site may be different from the site conditions found at the specific sample points.

Investigations undertaken in respect of this report are constrained by the particular site conditions, such as the location of buildings, services and vegetation. As a result, not all relevant site features and conditions may have been identified in this report.

Site conditions (including the presence of aircraft noise or other extraneous noise sources) may change after the date of this Report. GHD does not accept responsibility arising from, or in connection with, any change to the site conditions. GHD is also not responsible for updating this report if the site conditions change.

2. Methodology

2.1 Noise monitoring methodology

Monitoring was carried out between 22 June 2020 and 6 July 2020 at six locations which are identified on Figure 2-1 and summarised in Table 2-1 below.

The monitoring locations were chosen by PMHC due to their location under circuit paths or their proximity to the airport. The residents at these locations stated they experienced high aircraft activity and also confirmed the locations as being safe and secure places for the equipment.

Noise monitoring was conducted using calibrated Type 1 SVAN 977 environmental noise loggers. These loggers are capable of measuring continuous sound pressure levels and are able to record L_{A90} , L_{A10} , L_{Aeq} , L_{Amax} and L_{Amin} noise descriptors. The instruments were programmed to accumulate environmental noise data continuously over the entire monitoring period.

Noise monitoring equipment was calibrated prior to deployment and post monitoring using a Rion NC-73 sound level calibrator with a sound pressure level of 94 dB(A) at one kilohertz (kHz). All pre and post calibration checks were within ± 1.0 dB.

All sampling activities were carried out with consideration to the specifications outlined in AS 1055:2018 *Description and Measurement of Environmental Noise*.

Noise monitoring charts for each location can be found in Appendix A.

Table 2-1 Logger and location information

	Location 1	Location 2	Location 3	Location 4	Location 5	Location 6
SLM model / serial number	Type 1 SVAN 977 SN 45751	Type 1 SVAN 977 SN	Type 1 SVAN 977 SN	Type 1 SVAN 977 SN 45746	Type 1 SVAN 977 SN 36821	Type 1 SVAN 977 SN 45748
Measurement period	22/06/2020 13:18 to 27/06/2020 14:53 ¹	22/06/2020 12:18 to 04/07/2020 00:15	22/06/2020 11:03 to 06/07/2020 16:12	22/06/2020 10:19 to 06/07/2020 14:12	22/06/2020 09:50 to 06/07/2020 13:50	22/06/2020 12:47 to 06/07/2020 14:36
Freq weighting / time response	A / slow	A / slow	A / slow	A / slow	A / slow	A / slow
Location	Private residence	Council land Fernbank Creek Road	Council land Thrumster St gate	Private residence	Private residence	Private residence
Orientation to airport	North of the airport	West of the airport	Southwest to the airport	Southeast to the airport - Ruins Way/Innes Lake area	Southeast to the airport – Sherwood area	Northeast to the airport – Canals area
Elevation (AMSL)	1 m	4 m	11 m	18 m	14 m	4 m

Note 1 – Logger at location 1 failed on day 6 due to a faulty battery

2.2 Standards

There is currently no standard or criteria in Australia to assess aircraft noise impact against. Australian Standard (AS) 2021:2015: *Acoustics – Aircraft noise intrusion – Building siting and construction* relates to land use planning and building treatments in the vicinity of an airport. The objective of this standard is to provide guidance to regional and local authorities, organisations, communities and others associated with urban and regional planning and building development regarding the siting and construction of new buildings against aircraft noise intrusion as well as on the acoustical adequacy of existing buildings in areas near aerodromes. It should be stressed the standard is not intended to be applied for the purposes of assessing the effects of noise from aircraft.

2.2.1 Indoor design sound levels

Table 3.3 of AS 2021:2015 outlines hypothesised internal noise levels from an aircraft flyover which, when heard inside a building by the average listener, will be judged as not intrusive or annoying by that listener while carrying out the specified activity. It should be stressed that these indoor design levels are intended for the purpose of designing adequate construction against aircraft noise intrusion and are not intended to be used for assessing the effects of aircraft noise. Table 3.3 of AS 2021:2015 has been replicated below.

Table 2-2 Indoor design sound levels for determination of aircraft noise reduction (from AS 2021:2015)

Building type and activity	Indoor design sound level, dB(A) ¹
Houses, home units, flats, caravan parks	
• Sleeping areas, dedicated lounges	50
• Other habitable spaces	55
• Bathrooms, toilets, laundries	60
Hotels, motels, hostels	
• Relaxing, sleeping	55
• Social activities	70
• Service activities	75
Schools, universities	
• Libraries, study areas	50
• Teaching areas, assembly areas	55
• Workshops, gymnasias	75
Hospitals, nursing homes	
• Wards, theatres, treatment and consulting rooms	50
• Laboratories	65
• Service areas	75
Public buildings	
• Churches, religious activities	50
• Theatres, cinemas, recording studios	40
• Court houses, libraries, galleries	50
Commercial buildings, offices and shops	
• Private offices, conference rooms	55
• Drafting, open offices	65
• Typing, data processing	70
• Shops, supermarkets, showrooms	75

Building type and activity	Indoor design sound level, dB(A) ¹
Industrial	
• Inspection, analysis, precision work	75
• Light machinery, assembly, bench work	80

Note 1 – A general rule of thumb is a 10 dB decrease of noise over the façade of the house, meaning an internal noise level of 50 dB(A) would represent an external noise level of 60 dB(A)

2.2.2 Building site acceptability

Appendix E of AS 2021:2015 describes a method to assist with determining building site acceptability for light general aviation aerodromes without Australian Noise Exposure Forecast (ANEF) charts. It goes on to say the acceptability of a building site for a particular building type depends on both the maximum aircraft noise level and the average number of flights per day over the site. Table E1 from AS 2021:2015 shows the acceptability of the noise level experienced with the number of flights expected. The objective of the table below is to assist in determining whether construction of new buildings needs to provide protection specifically against aircraft noise and does not comment on the probability of annoyance due to aircraft noise in the area. The acceptability determination can be defined as follows:

- *Acceptable* – If from Table E1 the building site is classified as 'acceptable', there is usually no need for the building construction to provide protection specifically against aircraft noise.
- *Conditionally acceptable* – If from Table E1 the building site is classified as 'conditionally acceptable', the required noise reduction should be determined in accordance with Clause 3.2 (of AS 2021:2015), and the aircraft noise attenuation to be expected from the proposed construction should be determined in accordance with Clause 3.3 (of AS 2021:2015).
- *Unacceptable* – If, from Table E1 the building site is classified as 'unacceptable', construction of the proposed building should not normally be considered.

It should be noted, in this case, Appendix E of the standard can provide *guidance* on what noise levels are acceptable for a particular building type, however as mentioned above, should not be applied for the purposes of assessing noise impact, and therefore does not have to be complied with. Additionally, the noise levels recorded at the time of monitoring are mainly from aircraft operated by training organisations and flying clubs located at Port Macquarie Airport, whereas Appendix E of the standard is intended for airport wide operations including commercial flights (for which services are currently cut drastically due to COVID-19).

Table 2-3 AS 2021:2015 Building site acceptability based on aircraft noise levels (from AS 2021:2015)

Number of flights per day	Aircraft noise level expected at building site, dB(A)		
	Acceptable	Conditionally acceptable	Unacceptable
House, home unit, caravan park, school, university, hospital, nursing home			
>30	<70	70 – 75	>75
15 – 30	<80	80 – 85	>85
<15	<90	90 – 95	>95
Hotel, motel, hostel, public building			
>30	<75	75 – 80	>80
15 – 30	<85	85 – 90	>90
<15	<95	95 – 100	>100

Number of flights per day	Aircraft noise level expected at building site, dB(A)		
	Acceptable	Conditionally acceptable	Unacceptable
Commercial building			
>30	<80	80 – 85	>85
15 – 30	<90	90 – 95	>95
<15	<100	100 – 105	>105

2.3 Noise monitoring

Six noise loggers were deployed at the locations specified in Table 2-1 for a period of two weeks. Avdata was supplied to GHD for the same time period the noise logging occurred in order to identify and correlate noise events specific to aircraft movements associated with the airport. Avdata is Council third party provider of aircraft movement data. Avdata is widely used within the industry, providing movement records to over 160 airports within Australia.

The process of correlating the Avdata to the logger data for the purposes of developing the charts located in Section 5 involved firstly, assigning loggers to runway directions. That is, when the direction of operations was runway 03, then loggers 1, 2 and 3 would in most cases be overflown. For runway 21 operations, loggers 3, 4, 5, 6, and 1 would be overflown. A time offset was then estimated for each logger location based on average circuit completion times, for example, an aircraft would overfly location 1 approximately 1 minute 30 seconds after take-off or touch and go, then over location 2 approximately 2 minutes 30 seconds after take-off or touch and go, and so on. The noise data and Avdata was reviewed by an acoustic consultant to find a distinct noise pattern usually associated with aircraft overflights at each location based on the estimated time of overflight during the ten busiest one-hour periods selected over the monitoring period. The charts have focussed on circuit operations and will be discussed further in Section 5.

2.4 Noise metrics

The following noise metrics have been used in the assessment of noise events associated with operations at Port Macquarie Airport.

L_{Amax} – The maximum sound level recorded during the measurement period.

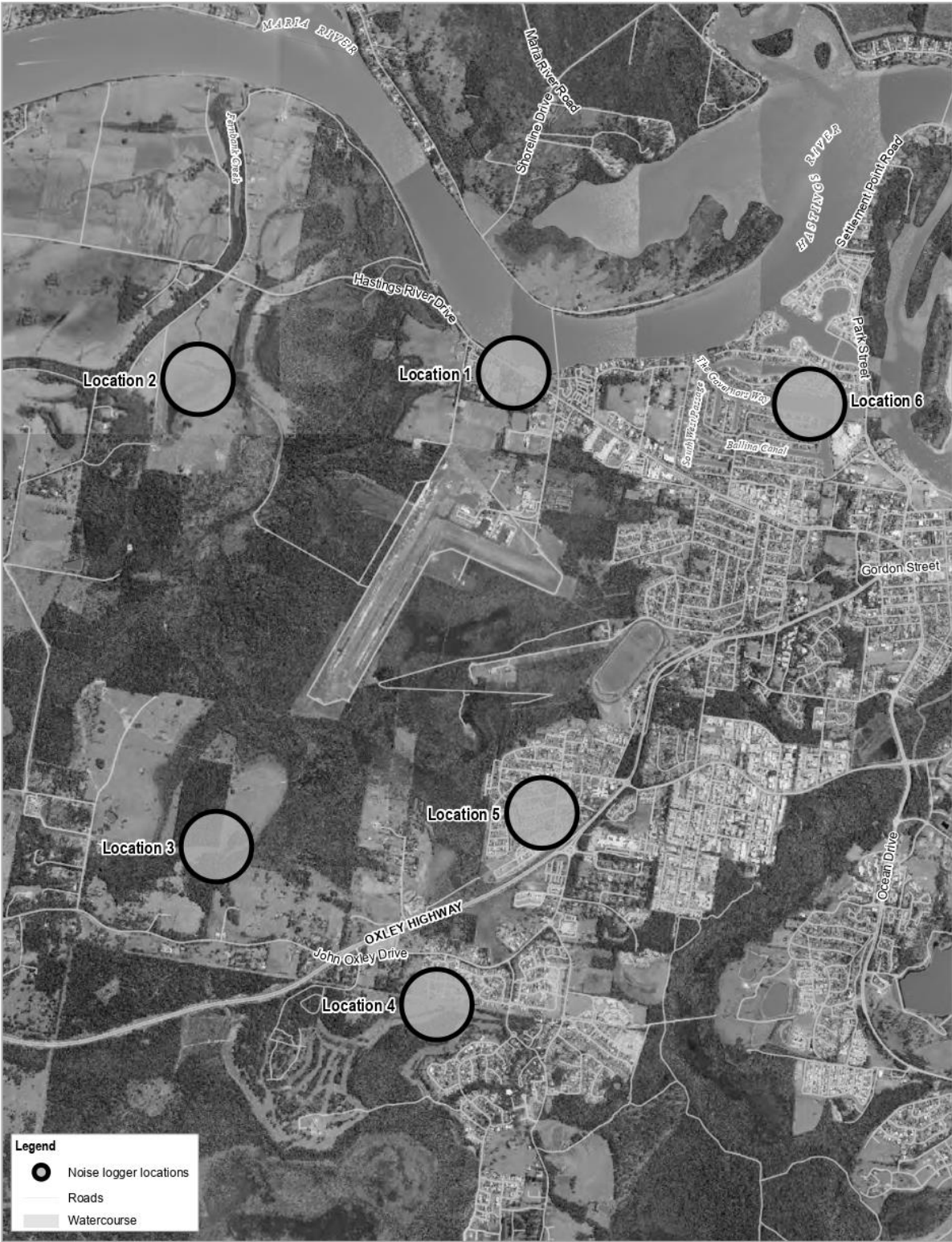
L_{Amin} – The minimum sound level recorded during the measurement period.

L_{Aeq} – Equivalent sound pressure level, i.e. average noise level over the measurement period taking into account all noise sources.

L_{A10} – The sound pressure level that is exceeded for 10% of the measurement period.

L_{A90} – The sound pressure level that is exceeded for 90% of the measurement period. Also can be referred to as the background noise level, which is the minimum repeatable level of noise measured in the absence of the noise under investigation and any other short-term noises such as those caused by traffic, foliage, insects, animals, etc.

Number above metrics - This noise metric depicts information on the number of aircraft noise events experienced above a threshold. In Australia, this is commonly called the N70, N65 or N60 where N70 is the number of aircraft noise events louder than 70 dB(A), and so on. A 70 dB(A) outdoor noise level typically corresponds to a 60 dB(A) noise level indoors. Noise events at this level can disturb conversations or other indoor activities such as watching television. Determining the number of noise events at various noise levels is also useful in determining building site acceptability around airports as per Table 2-3.



3. Overall monitoring results

The sections below summarise the L_{A90} , L_{A10} , L_{Aeq} and L_{Amin} and L_{Amax} values for the monitoring period for each logger location. These noise levels in the tables take into account all noise sources. There are also a series of charts produced for busy hours according to Avdata records which identify aircraft overflights and corresponding noise levels for aircraft undertaking circuits during that time and can be found in Section 4. These charts provide a good indication of the variation of noise levels from aircraft experienced in each location.

It also should be noted that day period is the period between 7:00 am and 6:00 pm, evening is the period between 6:00 pm and 10:00 pm and night is the period between 10:00 pm and 7:00 am.

Data for a selection of training flights over two days has also been provided by one of the operators at Port Macquarie Airport. A description of the flights and a breakdown of noise levels can be found in Appendix A.

3.1 Location 1 – North of the airport

Table 3-1 Location 1 Overall noise levels (L_{A90}, L_{A10}, L_{Aeq}, L_{Amin}, L_{Amax}), dB(A)

Date	Day				Evening				Night			
	L _{A90}	L _{A10}	L _{Aeq}	L _{Amin} - L _{Amax}	L _{A90}	L _{A10}	L _{Aeq}	L _{Amin} - L _{Amax}	L _{A90}	L _{A10}	L _{Aeq}	L _{Amin} - L _{Amax}
22/06/2020	48.7	58.5	58.0	40.9 - 84.9	32.1	52.3	50.6	27.5 - 73.8	29.2	44.7	49.2	25.4 - 74.5
23/06/2020	47.8	58.0	58.6	41.7 - 90.8	44.6	54.1	55.4	34.7 - 88.6	31.0	45.4	49.4	28.5 - 71.6
24/06/2020	48.1	58.6	57.8	42.2 - 90.9	35.7	52.3	50.8	33.7 - 73.3	29.4	45.6	49.0	26.6 - 81.4
25/06/2020	44.6	57.9	58.1	40.4 - 89.6	40.1	51.8	53.6	38.6 - 85.9	31.3	46.3	48.5	28.6 - 70.9
26/06/2020	47.3	58.9	58.5	40.8 - 88.5	41.6	53.3	53.0	40 - 78.8	29.3	44.5	45.5	26.1 - 71.5
27/06/2020	46.0	59.4	58.9	41.6 - 88.5	-	-	-	-	-	-	-	-
RBL/Overall	47.6	58.6	58.3	40.4 - 90.9	40.1	52.3	53.0	27.5 - 88.6	29.4	45.4	48.5	25.4 - 81.4

3.1.1 Overall noise results summary - Logger 1

- This logger was located approximately 900 metres upwind of runway 03 and is exposed mostly to noise from aircraft departing runway 03 or landing on runway 21. This location is always exposed to aircraft flyovers irrespective of runway operating direction. As such it provides a good representation of average aircraft noise levels in the area.
- This noise logger failed after six days due to a faulty battery. Therefore results for the first six days only were analysed and included.
- This location was observed to experience extraneous noise from vehicle passbys on Hastings River Drive, and occasional activity on Hastings River. Other sources include birds and residential noise.

3.2 Location 2 – Council land**Table 3-2 Location 2 Overall noise levels (L_{A90}, L_{A10}, L_{Aeq}, L_{Amin}, L_{Amax}), dB(A)**

Date	Day				Evening				Night			
	L _{A90}	L _{A10}	L _{Aeq}	L _{Amin} - L _{Amax}	L _{A90}	L _{A10}	L _{Aeq}	L _{Amax} (min-max)	L _{A90}	L _{A10}	L _{Aeq}	L _{Amax} (min-max)
22/06/2020	48.7	58.5	58.0	35.0 - 59.5	35.4	43.2	42.6	30.9 - 60.9	34.0	44.3	42.8	29.1 - 65.2
23/06/2020	47.8	58.0	58.6	36.0 - 65.5	38.0	45.3	43.6	33.2 - 56.8	34.1	44.0	43.2	29.8 - 57.9
24/06/2020	48.1	58.6	57.8	32.1 - 69.5	37.9	44.5	43.2	33.4 - 63.1	35.1	43.7	42.6	31.7 - 65.9
25/06/2020	44.6	57.9	58.1	31.5 - 85.3	35.5	44.4	42.4	32.5 - 61.4	36.0	43.0	41.6	32.9 - 58.9
26/06/2020	47.3	58.9	58.5	30.8 - 85.3	38.3	48.3	45.4	34.8 - 58.9	34.5	42.5	40.8	31.3 - 56.8
27/06/2020	46.0	59.4	58.9	30.8 - 84.1	35.1	40.3	38.9	30.6 - 54.7	31.8	38.6	39.9	29 - 65
28/06/2020	33.8	43.1	43.7	30.4 - 81.6	36.2	41.8	40.2	33.6 - 52.3	33.2	40.7	39.6	29.7 - 55.5
29/06/2020	32.7	45.6	46.2	28.5 - 84.3	38.0	43.1	41.7	34.9 - 59	36.9	42.7	41.7	32.6 - 55.6
30/06/2020	34.0	46.9	46.2	30.9 - 73.6	37.2	44.9	45.4	33.2 - 61.9	35.9	42.6	41.3	31.1 - 53.2
01/07/2020	33.7	44.9	45.9	30.6 - 82.1	36.9	46.9	45.6	34.1 - 67.5	35.2	43.7	42.8	30.9 - 64.9
02/07/2020	37.1	47.9	46.7	33.2 - 75.4	37.4	45.0	44.5	34.9 - 63.9	34.9	43.6	42.5	31.2 - 63.3
RBL/Overall	34.4	45.7	46.2	28.5 - 85.3	37.2	44.7	43.5	30.6 - 67.5	34.9	43.3	41.8	29 - 65.9

3.2.1 Overall noise results summary - Logger 2

- This logger was located approximately 1.9 kilometres west northwest of the main runway and is exposed mostly to noise from aircraft on downwind leg for a runway 03 circuit.
- This noise logger started producing erroneous results after day 11 due to an ant infestation within the logger case. The results after day 11 were excluded.
- This location was observed to experience very minimal extraneous noise due to the remote setting. Any extraneous noise sources (other than aircraft overflights) may be mainly attributed to wildlife in the area.

3.3 Location 3 – Council land**Table 3-3 Location 3 Overall noise levels (L_{A90} , L_{A10} , L_{Aeq} , L_{Amin} , L_{Amax}), dB(A)**

Date	Day				Evening				Night			
	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$
22/06/2020	31.6	46.7	51.7	29.7 - 82.2	33.1	42.8	42.9	29.9 - 66	30.9	41.9	42.2	26.2 - 67.1
23/06/2020	35.4	47.6	49.2	33.1 - 75.8	36.1	49.7	49.0	31.9 - 75.7	30.1	41.0	42.1	25.2 - 77.6
24/06/2020	36.0	47.4	51.3	32.6 - 82.7	36.3	43.2	44.7	33.3 - 68.3	32.4	41.5	41.3	29.3 - 71.4
25/06/2020	37.9	48.2	52.4	34 - 82.5	36.4	42.6	49.0	33.8 - 74.6	34.6	41.7	42.8	31.6 - 76.9
26/06/2020	35.9	49.4	51.5	31.9 - 77.9	37.3	41.7	46.1	35.6 - 76.2	35.3	39.8	38.9	33.3 - 55.2
27/06/2020	38.5	45.7	58.5	35 - 101	35.7	39.7	38.8	34.3 - 48.4	33.0	38.1	43.7	29.2 - 77.5
28/06/2020	37.1	45.8	51.6	34.4 - 83.1	36.3	40.8	44.0	34.2 - 76.4	32.6	38.1	38.1	29.5 - 62.2
29/06/2020	33.5	47.7	50.5	29.8 - 79.8	36.7	40.8	40.1	34.8 - 55.6	34.5	39.6	38.7	32.7 - 57.2
30/06/2020	30.8	48.3	51.0	27.4 - 81.2	36.1	41.1	45.7	33.9 - 68.4	31.9	38.2	38.2	28.5 - 60.8
01/07/2020	31.4	50.2	52.0	29 - 83.9	34.1	44.5	49.8	31.2 - 80.6	31.4	37.9	46.3	25.9 - 78.2
02/07/2020	31.5	47.0	50.7	28.4 - 83.4	34.0	40.5	44.4	31.1 - 70.3	30.3	38.0	42.6	27.1 - 77.8
03/07/2020	33.9	48.3	53.1	29.5 - 90.4	35.2	42.0	41.2	33.2 - 51.5	31.5	39.7	40.8	26.8 - 73
04/07/2020	39.0	48.1	53.1	36.1 - 85.9	33.8	41.0	39.1	32.4 - 56.4	28.8	35.8	37.8	25.1 - 62.4
05/07/2020	37.4	46.3	50.1	33.8 - 81.5	33.0	40.4	42.7	31.4 - 75.4	33.2	39.7	40.7	30.5 - 61.6
06/07/2020	38.9	49.1	51.0	36.6 - 78.3	-	-	-	-	-	-	-	-
RBL/Overall	35.9	47.7	52.5	27.4 - 101	35.9	41.4	45.5	29.9 - 80.6	32.2	39.7	41.7	25.1 - 78.2

3.3.1 Overall noise results summary - Logger 3

- This logger was located approximately 1.2 kilometres upwind of runway 21 and is exposed mostly to noise from aircraft on departing runway 21 or landing on runway 03.
- This location was observed to experience very minimal extraneous noise due to the remote setting. Any extraneous noise sources (other than aircraft overflights) may be mainly attributed to wildlife in the area.

3.4 Location 4 – Ruins Way/Innes Lake area**Table 3-4 Location 4 Overall noise levels (L_{A90} , L_{A10} , L_{Aeq} , L_{Amin} , L_{Amax}), dB(A)**

Date	Day				Evening				Night			
	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$
22/06/2020	33.4	45.8	47.8	31.5 - 76.8	28.6	40.0	43.6	25.2 - 77.8	24.0	39.1	42.7	20.3 - 71.8
23/06/2020	35.5	49.6	48.3	33 - 73.5	31.1	44.2	43.9	29.5 - 72.8	23.3	38.4	41.7	19.9 - 71.6
24/06/2020	33.8	48.9	48.9	30.9 - 84.2	34.5	43.4	43.8	32.6 - 72.8	26.9	37.6	39.3	24.9 - 73.1
25/06/2020	33.4	47.8	48.4	29.9 - 79.4	28.9	36.6	40.4	26.2 - 63.5	29.4	35.9	41.4	27.3 - 77.3
26/06/2020	32.5	47.2	51.4	29.7 - 93.8	33.7	38.1	39.5	31.5 - 66	33.2	38.0	38.1	31.3 - 67.7
27/06/2020	32.4	45.2	46.5	29.6 - 73.9	32.1	36.6	40.4	30.4 - 74.8	30.0	35.8	40.8	27.3 - 70.1
28/06/2020	32.0	45.2	46.5	27.8 - 76.7	30.0	35.2	37.1	27.8 - 68.3	27.2	33.2	35.7	25.2 - 63.3
29/06/2020	32.6	50.5	57.9	28.6 - 87.5	31.0	35.8	35.8	29.4 - 67	29.7	36.1	37.2	28.3 - 65
30/06/2020	30.4	46.1	46.0	27 - 71.6	31.6	43.1	42.2	28.9 - 66.1	25.3	37.8	38.0	22.8 - 62.3
01/07/2020	31.1	48.4	47.6	25.9 - 78.3	32.0	43.7	44.9	28.8 - 72.7	24.7	41.5	42.4	22.1 - 66
02/07/2020	34.1	45.8	45.5	30.7 - 72.6	33.1	43.7	41.7	28.3 - 65	23.9	41.0	40.7	21.1 - 64.6
03/07/2020	31.3	46.2	48.5	26 - 77.5	27.9	36.1	35.9	25.4 - 66.9	24.9	34.9	36.9	21.6 - 64.9
04/07/2020	34.4	45.1	45.4	32.5 - 70	32.8	39.7	38.3	29.9 - 59.4	26.4	36.0	38.1	22.9 - 69.4
05/07/2020	33.3	43.9	43.7	30.1 - 68.3	30.6	36.5	38.6	27.8 - 73.7	31.8	37.8	38.2	30.2 - 60.5
06/07/2020	35.2	47.3	46.7	32.9 - 73.7	-	-	-	-	-	-	-	-
RBL/Overall	33.3	46.2	49.8	25.9 - 93.8	31.4	38.9	41.4	25.2 - 77.8	26.7	37.7	39.9	19.9 - 77.3

3.4.1 Overall noise results summary - Logger 4

- This residence is located approximately 2.2 kilometres southeast of the main runway and is exposed mostly to noise from aircraft on crosswind and downwind for a runway 21 circuit.
- This location was observed to experience extraneous noise sources such as birds and distant traffic noise from the Oxley Highway, however in general it was observed to have minimal impacts from extraneous noise due to the shielded nature of the residence. This can be seen in the results showing relatively low background noise levels in Table 3-4.

3.5 Location 5 - Sherwood area**Table 3-5 Location 5 Overall noise levels (L_{A90} , L_{A10} , L_{Aeq} , L_{Amin} , L_{Amax}), dB(A)**

Date	Day				Evening				Night			
	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$
22/06/2020	35.0	50.4	54.8	33 - 88.9	34.6	45.6	44.6	30.5 - 66.9	28.4	44.1	47.4	23.5 - 75.4
23/06/2020	40.8	53.4	54.7	38.2 - 88.9	37.4	48.6	46.9	29.4 - 62.5	29.4	44.1	45.3	24.9 - 74.2
24/06/2020	41.5	52.7	53.7	39.2 - 82.8	37.4	44.5	44.5	34.3 - 60.7	30.3	43.0	44.2	28.3 - 72.5
25/06/2020	43.1	51.7	52.8	40.4 - 83	37.3	49.2	47.6	33.5 - 62.5	31.2	42.2	43.8	28.3 - 63.7
26/06/2020	42.0	51.8	52.3	38.6 - 75.7	41.1	48.8	48.0	37.1 - 63	33.7	43.1	42.8	30.6 - 69.1
27/06/2020	43.1	51.0	54.7	40.3 - 79.6	37.3	45.3	44.0	33.2 - 56	30.3	42.6	43.1	28.4 - 69
28/06/2020	41.5	50.2	52.9	39.9 - 78.7	37.0	46.1	44.4	32.3 - 65.4	28.3	41.7	42.6	25.8 - 64.2
29/06/2020	39.3	51.2	53.0	34.5 - 82.1	35.1	46.2	45.9	32.6 - 68.1	29.6	43.8	47.7	27.6 - 70.2
30/06/2020	36.3	48.5	53.3	32.3 - 76.7	38.6	46.9	44.8	34.7 - 62	25.3	44.0	44.7	22.8 - 72.2
01/07/2020	36.7	51.8	53.3	34.4 - 83.2	34.7	48.0	46.6	28.9 - 66	26.2	44.9	48.1	24.4 - 79.1
02/07/2020	35.3	50.5	53.1	33.1 - 83.1	33.6	44.9	42.5	31 - 64.1	25.0	45.5	46.1	22.3 - 78.9
03/07/2020	39.0	53.0	53.7	35.9 - 78.5	39.9	48.9	47.5	35.3 - 67	27.6	44.0	43.9	25.3 - 72.1
04/07/2020	43.2	52.5	54.6	39 - 81.7	37.5	46.5	44.2	34.2 - 59.5	30.1	42.1	43.8	26.2 - 71.7
05/07/2020	41.3	52.4	54.8	37.8 - 76.8	36.6	47.3	45.6	32.3 - 68.2	32.0	41.7	46.4	30.3 - 76.3
06/07/2020	44.1	58.9	60.0	41.8 - 88.4	-	-	-	-	-	-	-	-
RBL/Overall	41.3	51.8	54.6	32.3 - 88.9	37.3	46.7	45.8	28.9 - 68.2	29.5	43.5	45.4	22.3 - 79.1

3.5.1 Overall noise results summary - Logger 5

- This residence is located approximately 1.6 kilometres east southeast of the main runway and is exposed mostly to noise from aircraft on downwind leg for a runway 21 circuit.
- This location was observed to experience extraneous noise sources such as birds and distant traffic noise from local roads, however in general it was observed to have minimal impacts from extraneous noise due to the shielded nature of the residence.

3.6 Location 6 – Canals area**Table 3-6 Location 6 Overall noise levels (L_{A90} , L_{A10} , L_{Aeq} , L_{Amin} , L_{Amax}), dB(A)**

Date	Day				Evening				Night			
	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$	L_{A90}	L_{A10}	L_{Aeq}	$L_{Amin} - L_{Amax}$
22/06/2020	38.7	47.7	47.2	36.6 - 71.4	35.0	42.0	41.9	33 - 63	31.3	37.8	40.9	30 - 65.3
23/06/2020	41.9	49.2	49.8	39.7 - 80.7	37.2	47.4	45.5	36.7 - 61.9	31.7	38.6	40.7	30.5 - 67.1
24/06/2020	41.5	48.4	49.0	39.3 - 74.3	38.7	42.3	43.7	38.2 - 64	36.0	40.5	42.6	34.7 - 67.6
25/06/2020	44.1	50.3	49.6	42.2 - 73.3	38.4	47.1	46.7	37.3 - 70.1	35.5	40.9	42.6	33.7 - 65.5
26/06/2020	43.1	50.1	48.8	40.7 - 72.6	41.8	47.4	46.3	40.6 - 69.1	39.5	43.5	44.3	37.8 - 79.4
27/06/2020	43.9	50.4	49.6	41.8 - 77.2	41.2	45.4	44.5	39.7 - 65.5	35.5	42.1	46.6	33.3 - 76.8
28/06/2020	43.8	49.2	48.3	41.1 - 78	38.4	45.2	44.0	37 - 60.6	35.4	39.5	41.9	34.3 - 65.4
29/06/2020	40.6	50.8	49.8	36.3 - 77.5	40.1	45.5	44.5	38.8 - 69.5	36.8	40.8	42.3	34.2 - 69.3
30/06/2020	39.0	50.1	50.8	35.3 - 83.1	39.2	43.4	43.4	36.8 - 66.9	35.2	39.4	41.7	33.1 - 68.5
01/07/2020	39.3	50.2	48.3	36.8 - 76.8	36.0	43.7	42.8	34.7 - 62	33.8	39.7	40.7	32.7 - 62.4
02/07/2020	37.7	47.8	47.1	34.1 - 74.4	37.3	44.2	44.8	34.9 - 72.9	32.3	38.7	40.9	30.5 - 68.4
03/07/2020	39.5	50.7	51.4	35.8 - 81.7	42.0	48.1	47.0	40.8 - 69.1	32.3	39.9	40.4	31.2 - 64.3
04/07/2020	43.0	51.7	52.4	41.1 - 82.9	38.5	43.7	42.8	36.9 - 66.2	34.5	40.4	45.7	32.6 - 82.5
05/07/2020	43.2	50.5	49.5	41.5 - 78	39.0	44.0	43.9	37.8 - 65.1	37.1	41.0	43.5	35.9 - 74.8
06/07/2020	45.6	50.9	50.9	44.2 - 78.2	-	-	-	-	-	-	-	-
RBL/Overall	41.9	50.2	49.7	34.1 - 83.1	38.6	44.7	44.7	33 - 72.9	35.3	40.2	42.9	30 - 74.8

3.6.1 Overall noise results summary - Logger 6

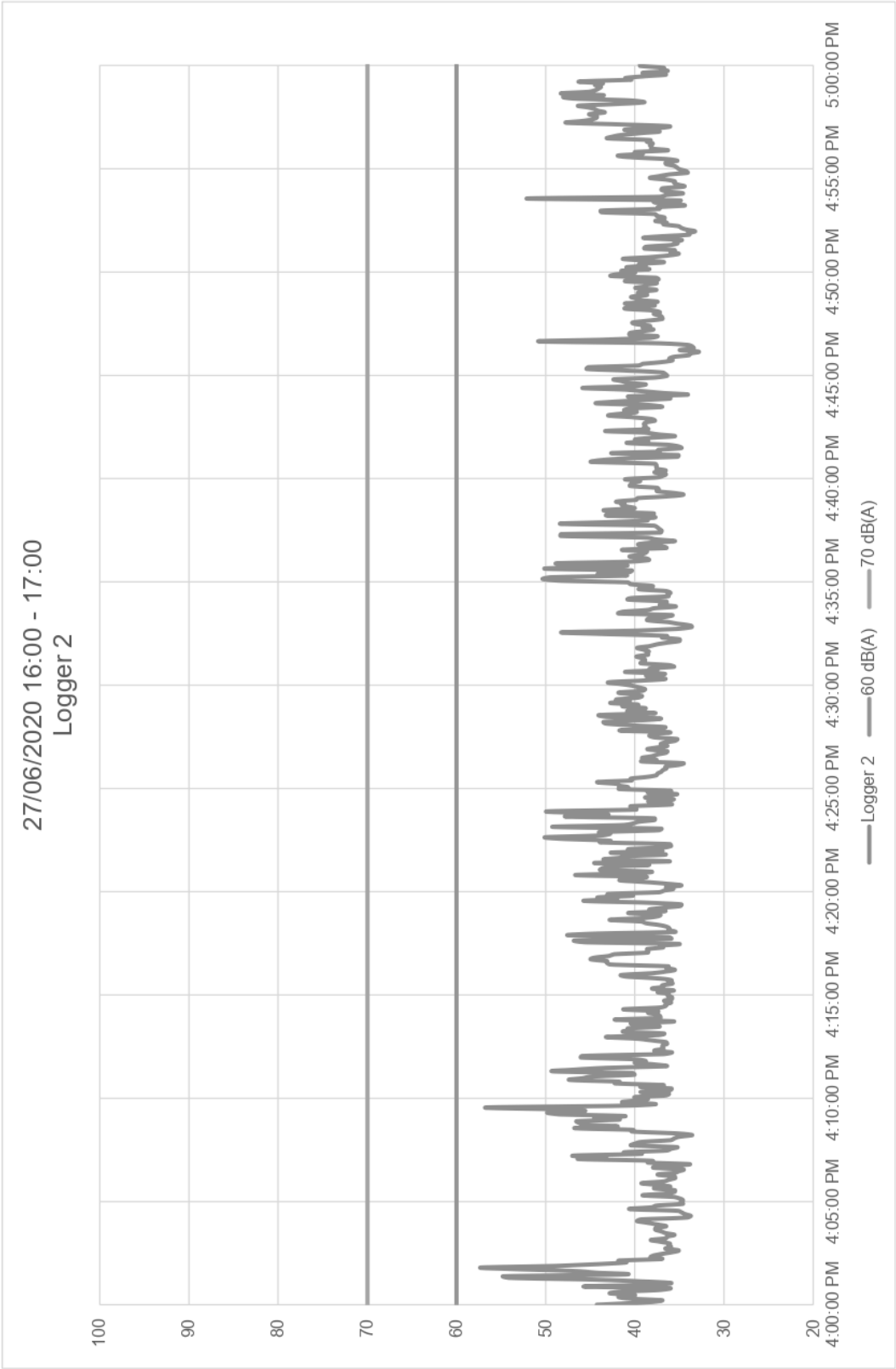
- This residence is located approximately 2.6 kilometres northeast of the main runway and is exposed mostly to noise from aircraft on base leg for a runway 21 circuit.
- This location was observed to experience extraneous noise sources such as birds and occasional boating activity on the Hastings River.

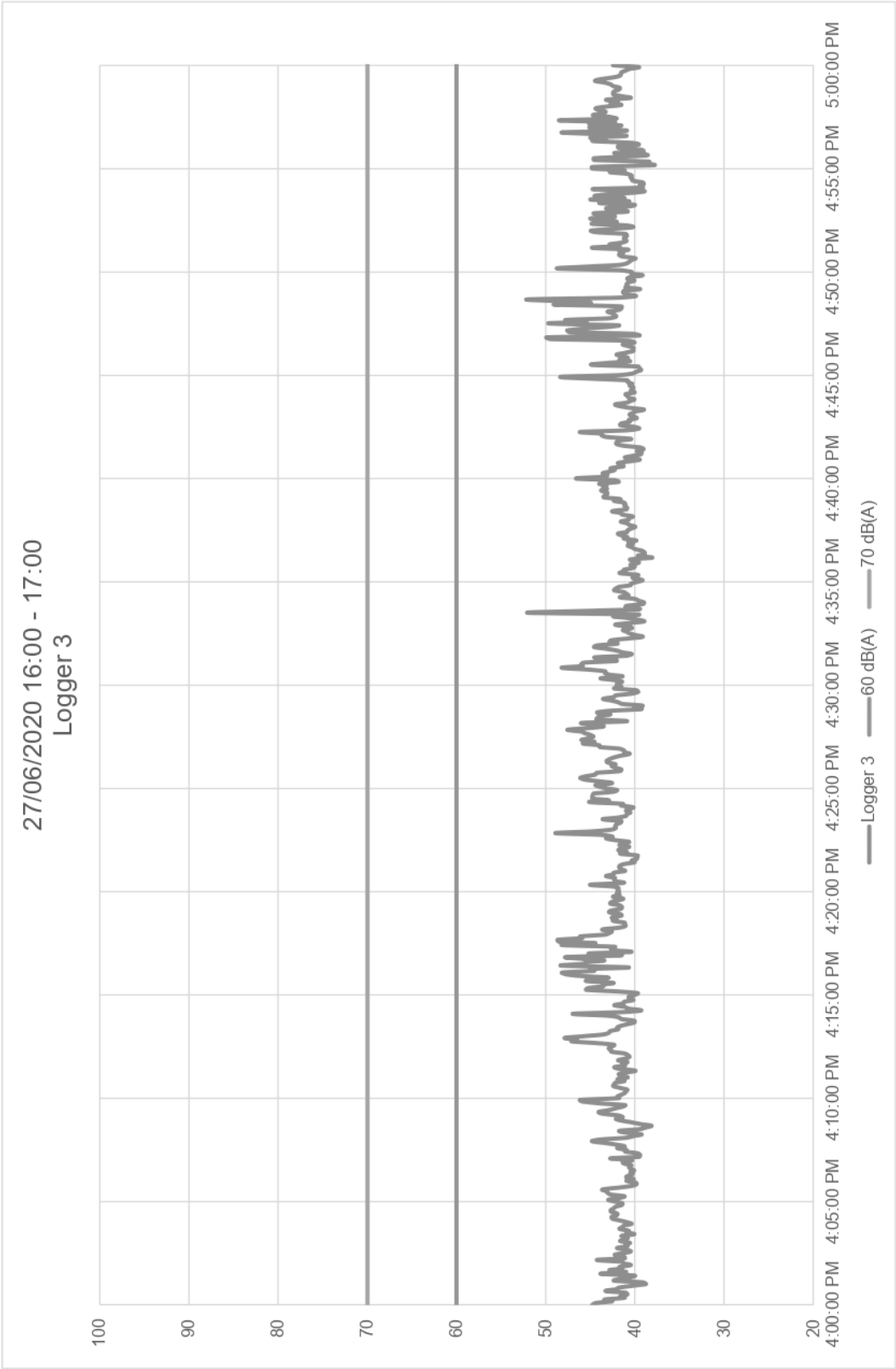
4. Charts with no flights

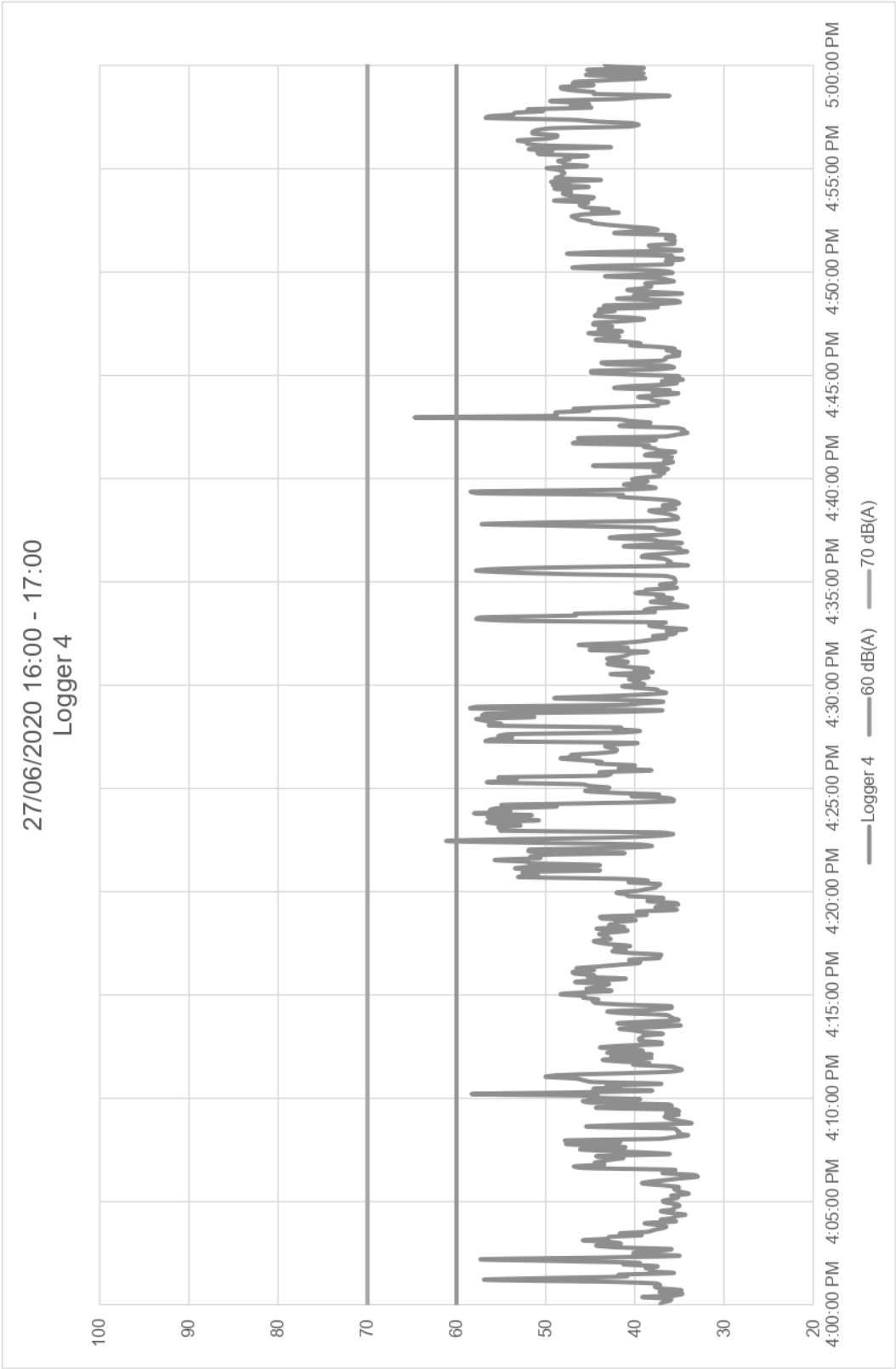
A chart for each logger location has also been created showing a 1-hour period where there were no flights recorded by Avdata. These charts provide a good indication of how ambient noise levels can fluctuate based on other noise sources in the area and can be used as a comparison to the charts in the section below with aircraft overflights.

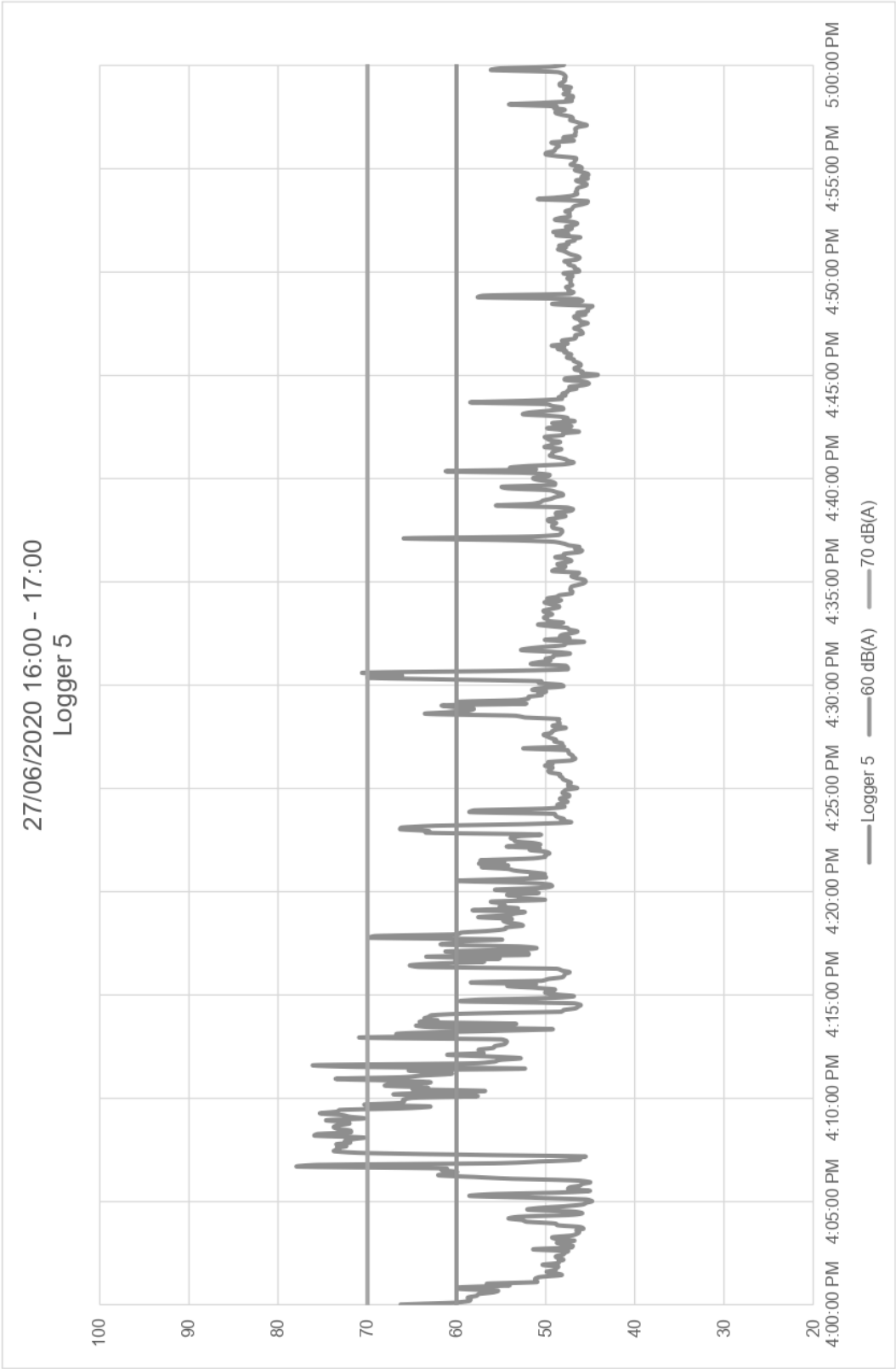
It can be seen where loggers are located in residential areas, (loggers 4, 5, and 6), noise levels from alternate noise sources can exceed 70 dB(A) or persist for extended periods of time. It is likely the peaks in these charts are due to noise from wildlife in the area.

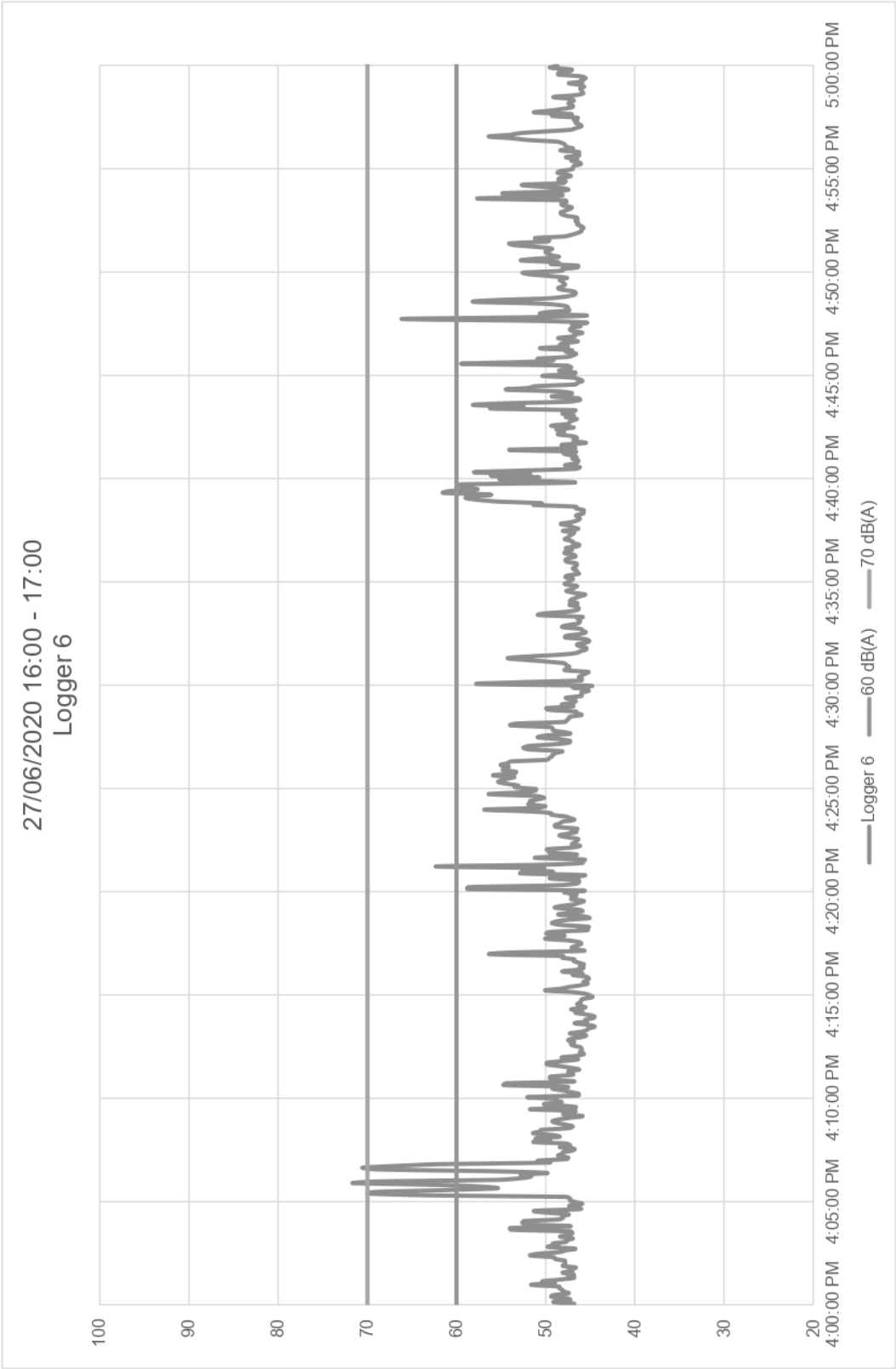
Loggers in rural areas (Council land) such as loggers 2 and 3 show relatively low ambient noise levels when there are no aircraft present. This is typical of a rural environment.











5. Busy period charts

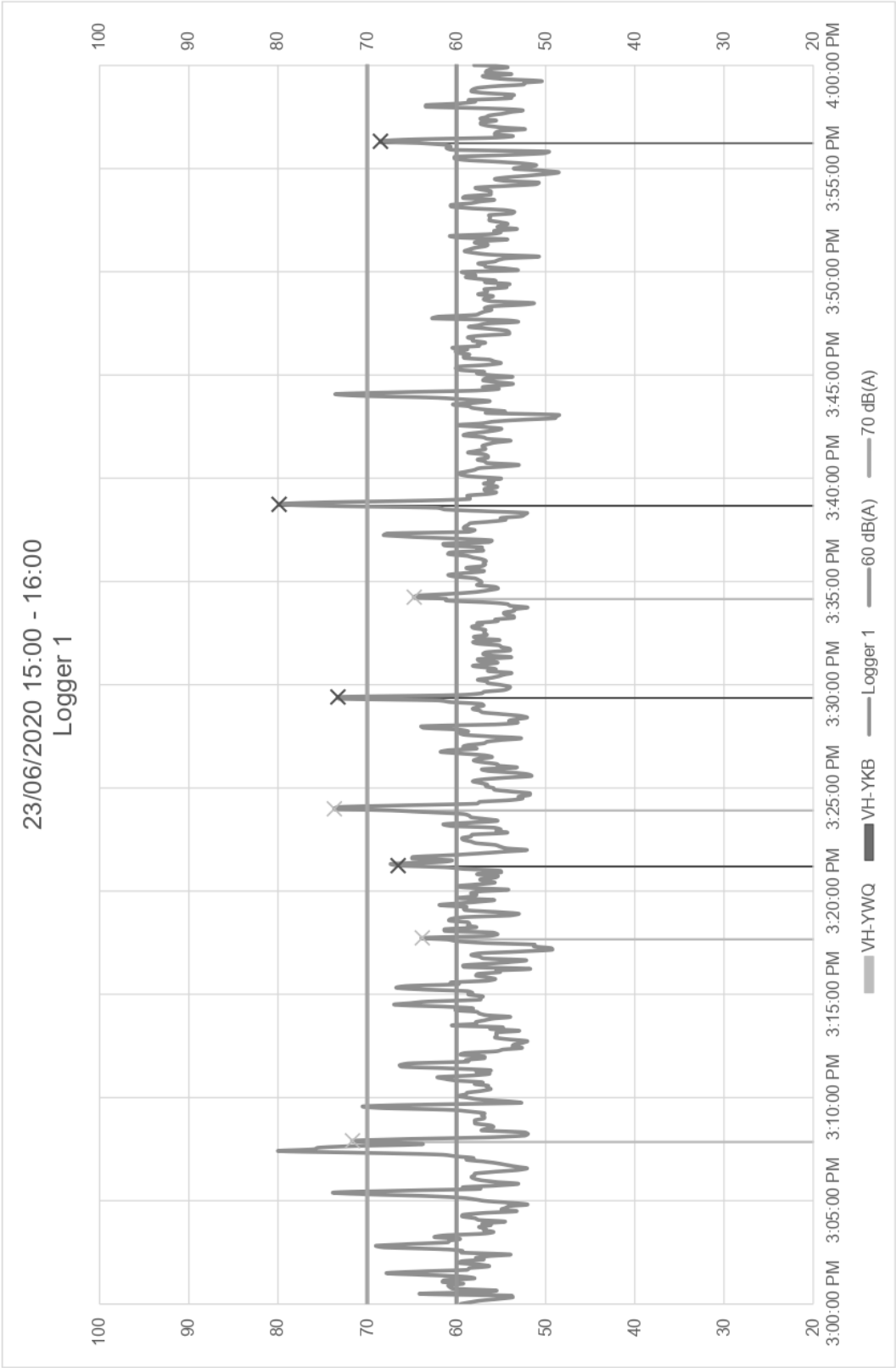
As briefly discussed in Sections 2.3 and 3, a series of charts have been created which focus on the 10 busiest one-hour periods with the highest number of aircraft movements based on the Avdata supplied during the monitoring period. A brief summary is included for each logger location.

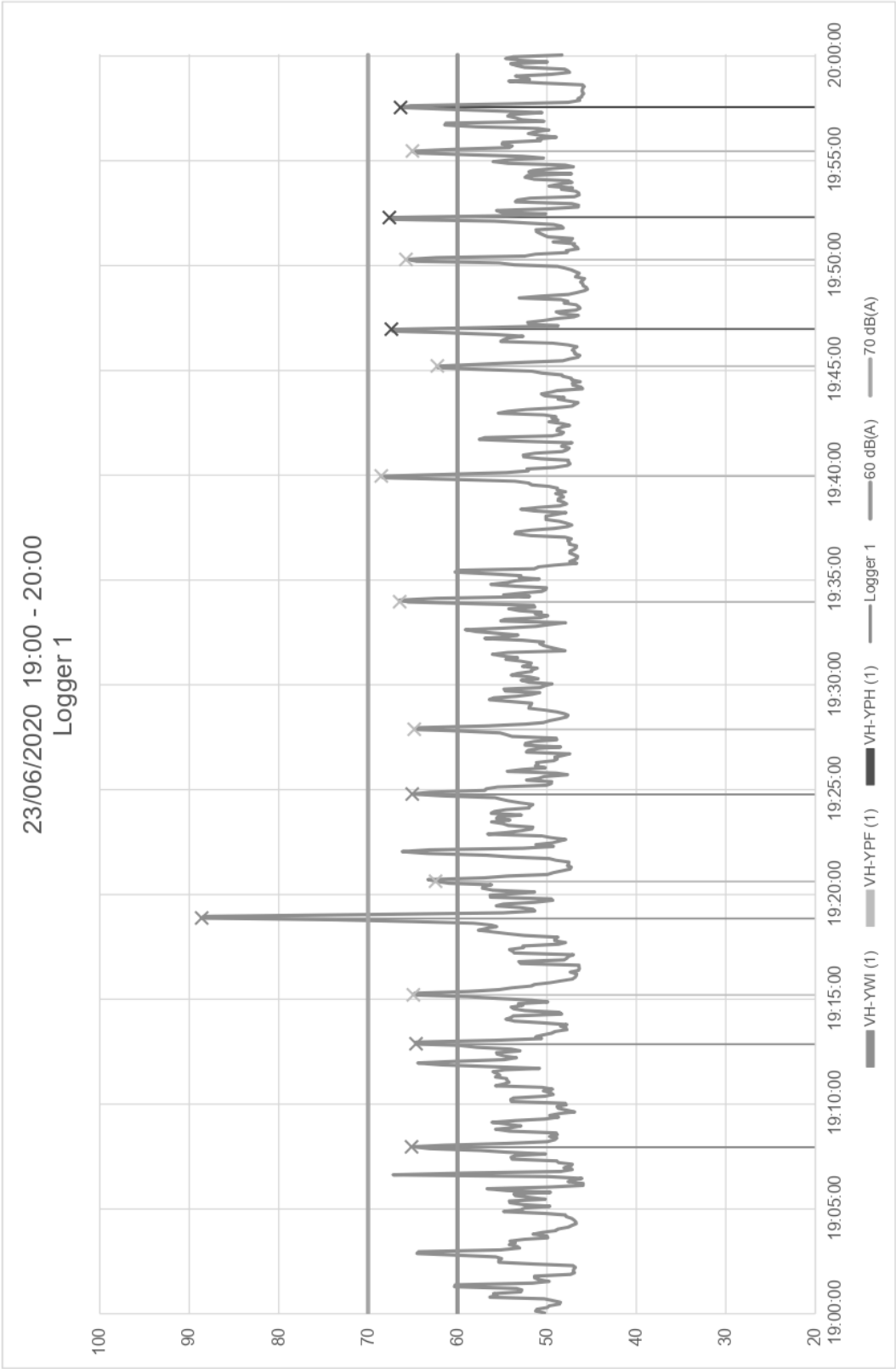
It should be noted that movements include procedures such as takeoff, touch and go, landings, and multiple other training exercises which may not appear in the noise data. These charts focus on aircraft movements associated with departures and circuit training where most loggers would be overflowed and allows careful matching of noise levels with the aircraft as it moves around the circuit.

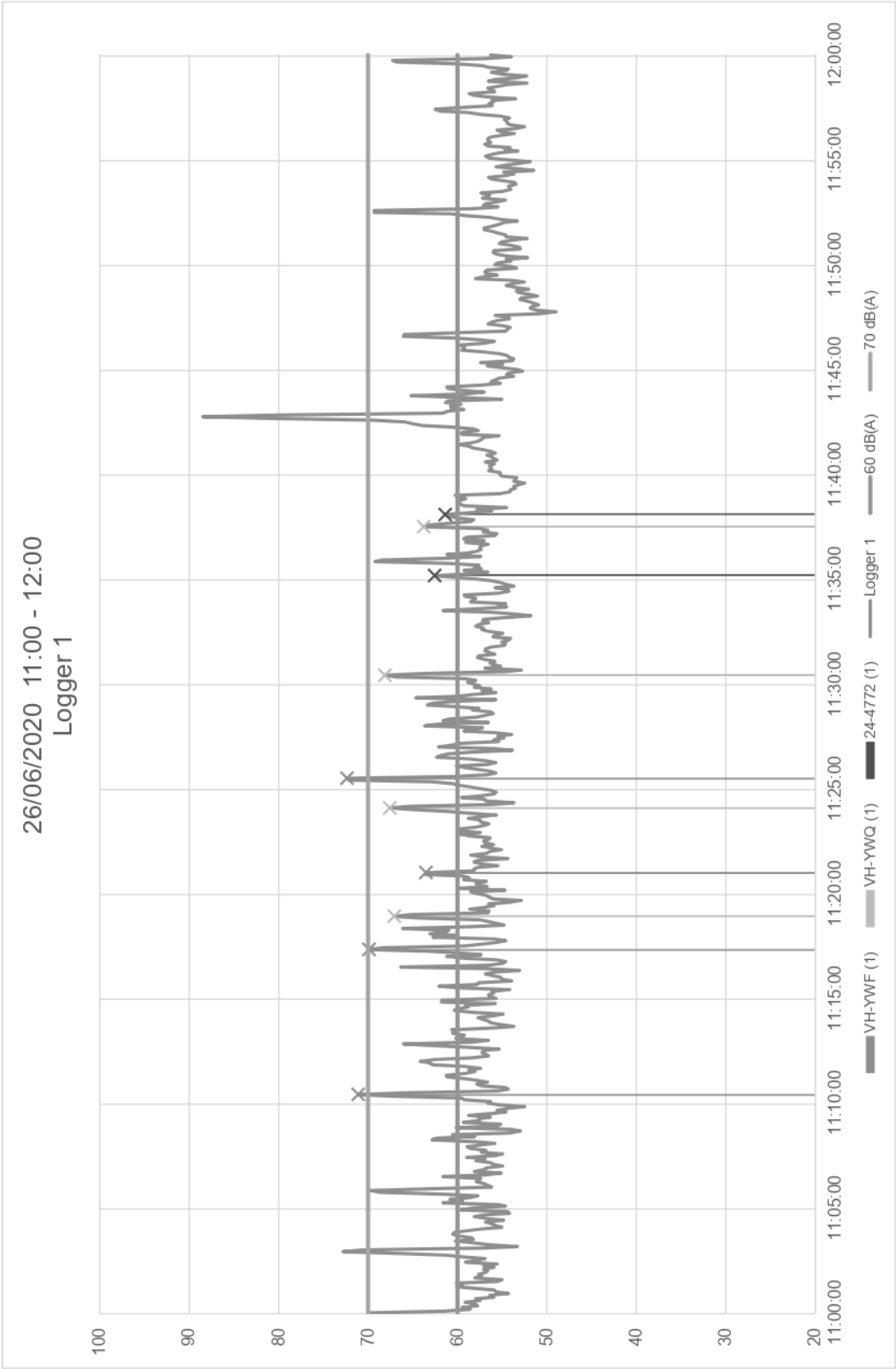
The ten busiest periods and number of movements as per Avdata records is listed below.

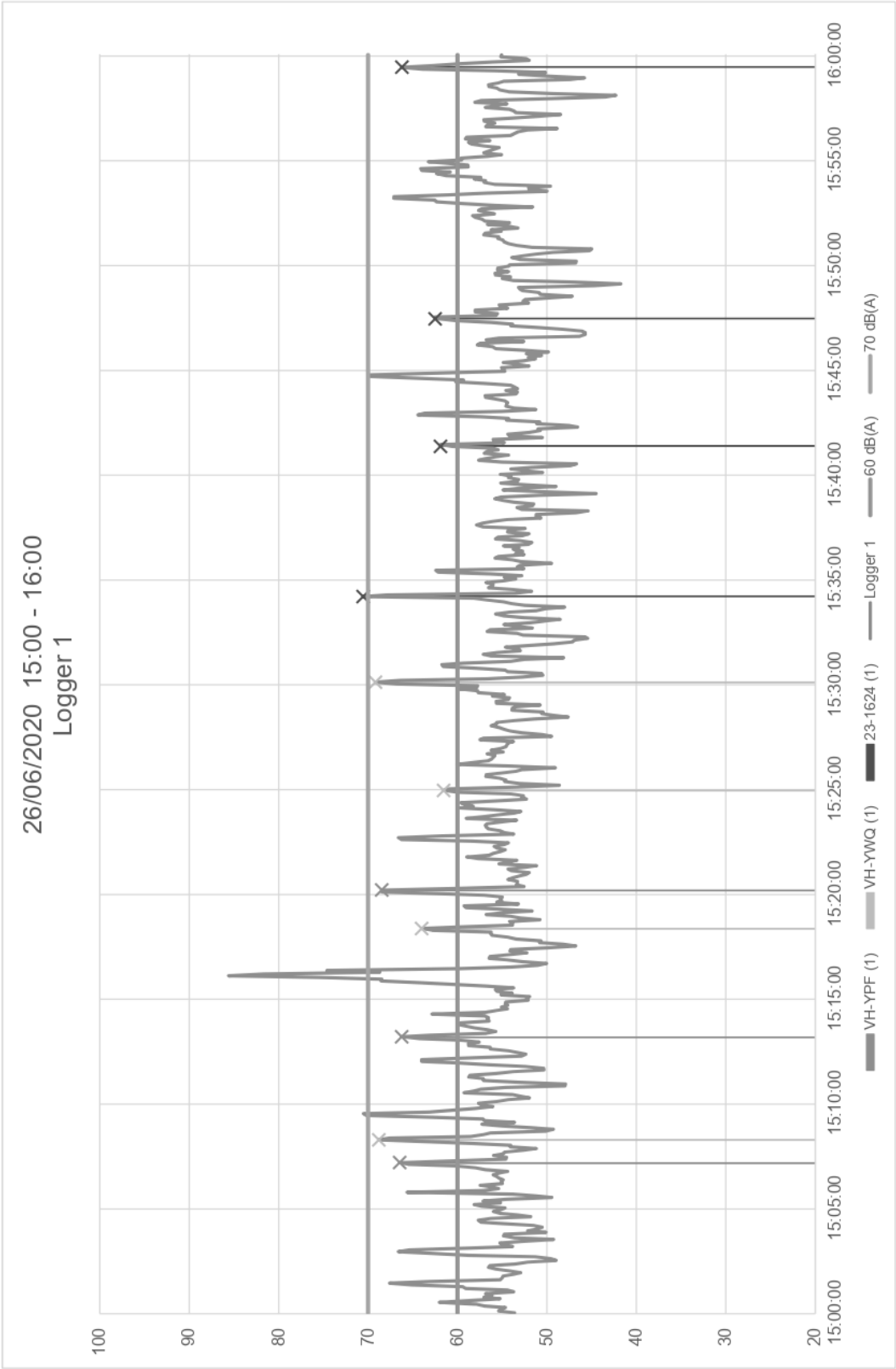
- 23 June 2020, 3 pm - 4 pm – 30 movements
- 23 June 2020, 7 pm - 8 pm – 34 movements
- 26 June 2020, 11 am – 12 pm – 36 movements
- 26 June 2020, 3 pm – 4 pm – 34 movements
- 29 June 2020, 10 am – 11 am – 36 movements
- 30 June 2020, 6 pm – 7 pm – 30 movements
- 1 July 2020, 8 am – 9 am – 34 movements
- 1 July 2020, 9 am – 10 am – 36 movements
- 1 July 2020, 11 am – 12 pm – 34 movements
- 1 July 2020, 12 pm – 1 pm – 32 movements

The charts have been grouped by logger and show L_{Amax} noise levels over a 1-hour period.



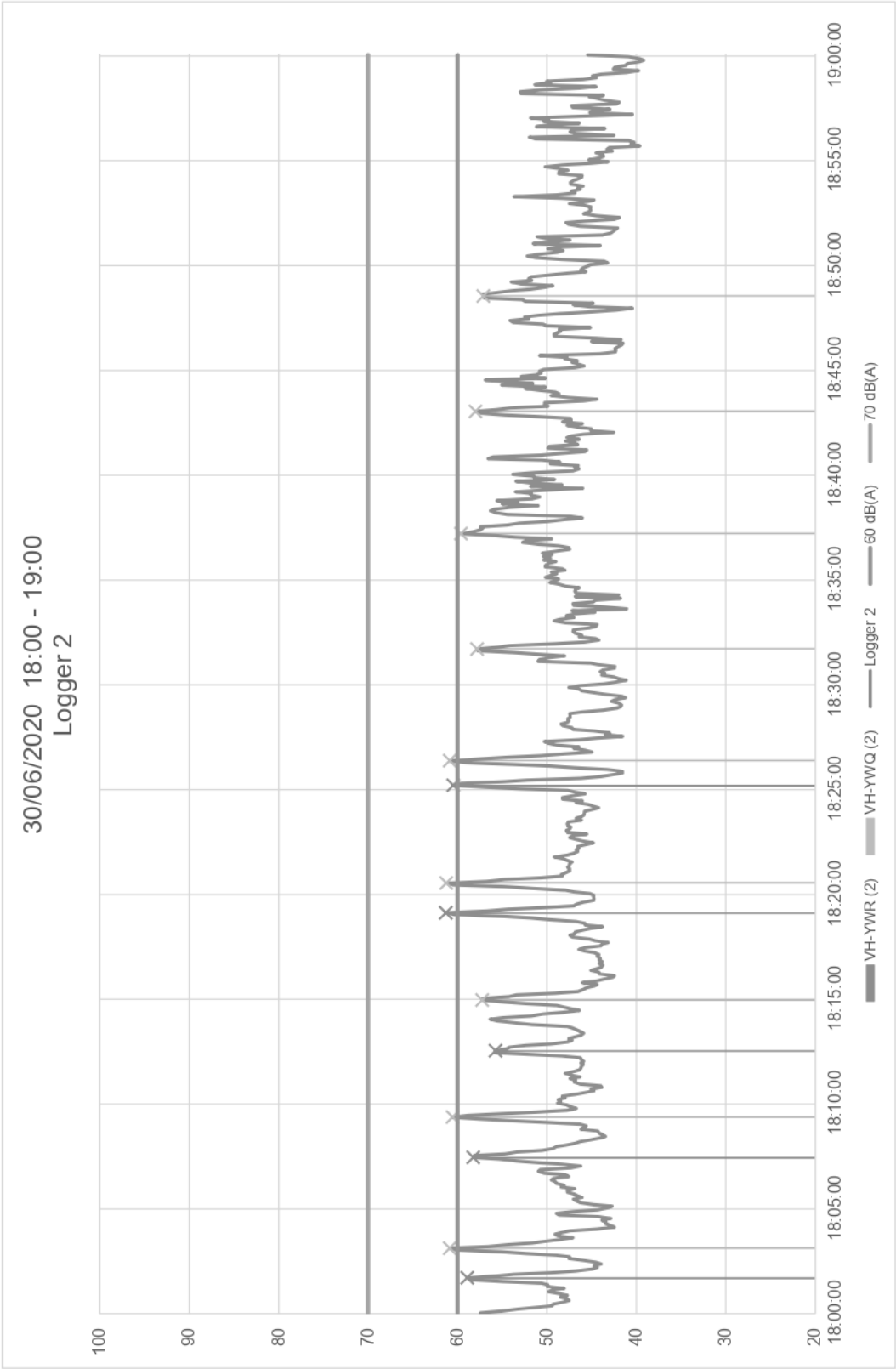






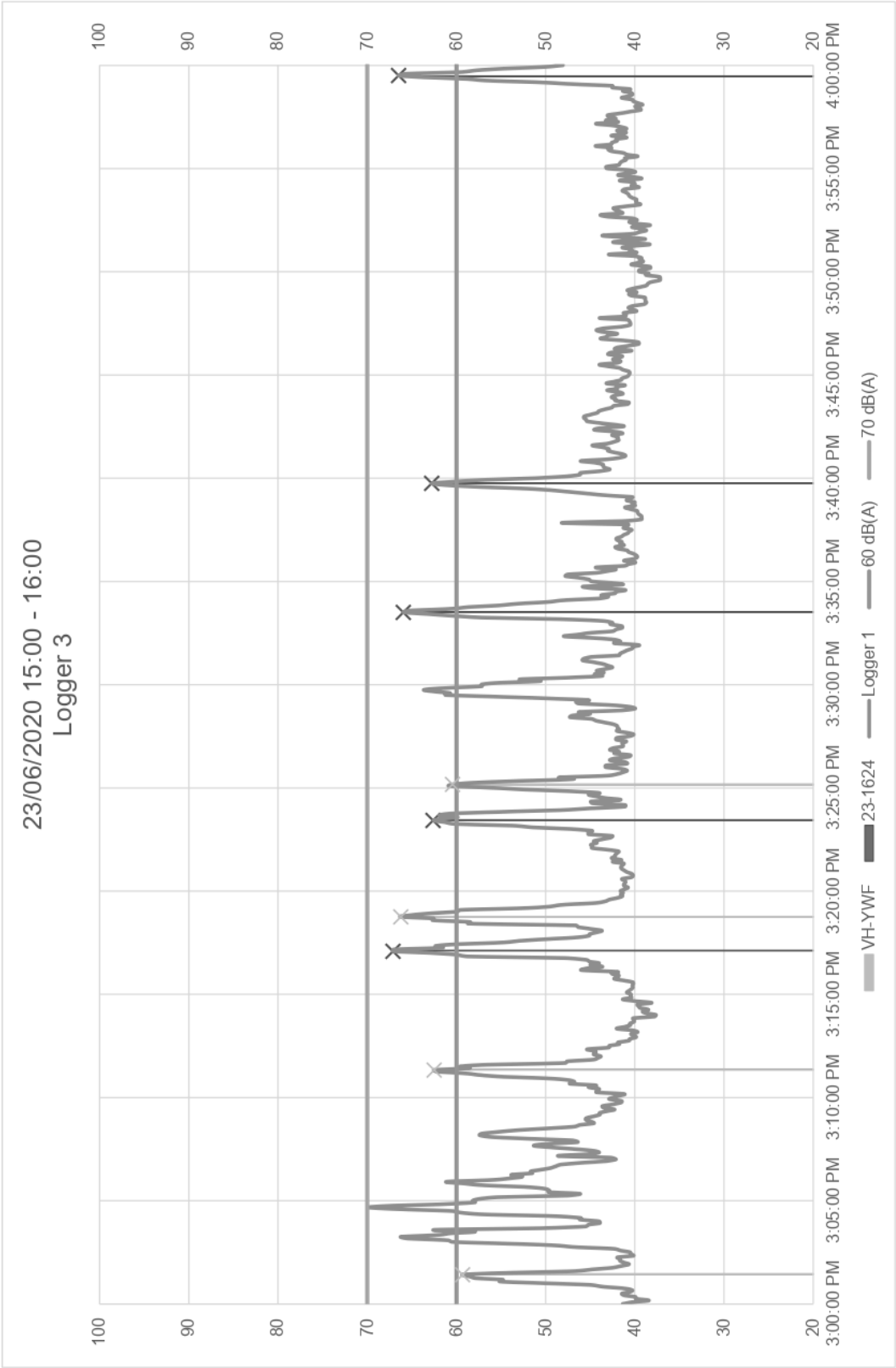
5.1.1 Discussion

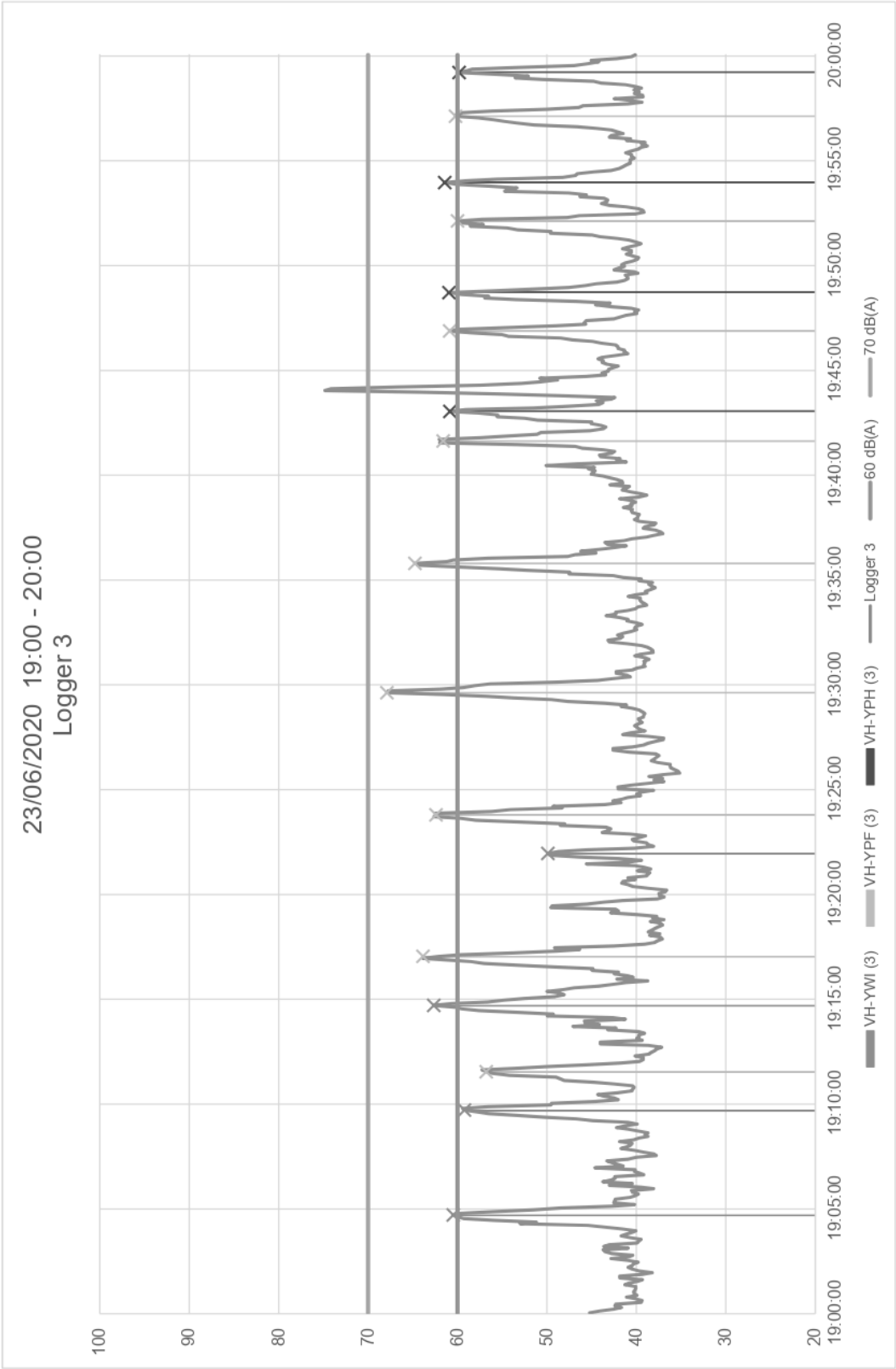
- Logger 1 was only active for the first six days of the monitoring period and failed after day six due to a faulty battery. As such, there are only four busy-hour charts for logger 1.
- Logger 1 is expected to have the highest noise levels associated with aircraft overflights due to the location which is in close proximity to the runway and directly under the arrival and departure flight path.
- Noise levels of aircraft overflights at Logger 1 ranged between approximately 61 and 88 dB(A). Based on the average aircraft noise events at this location, there was one movement which appears to be affected by extraneous noise, i.e. likely a bird or loud car horn which resulted in a high noise reading. The majority of aircraft overflights were below 70 dB(A) for the selected busy hours.
- According to Table 2-2, the measured aircraft noise levels at this location (approximately between 61 and 72 dB(A)) would result in an estimated internal noise level of between 51 and 62 dB(A), which is generally compliant with the recommended indoor design levels for residential receivers.
- Based on the data for the busy periods identified, it is likely the total number of flights per day at 80 dB(A) or below would not exceed 30, as such it is likely this site would be deemed acceptable according to Table 2-3.

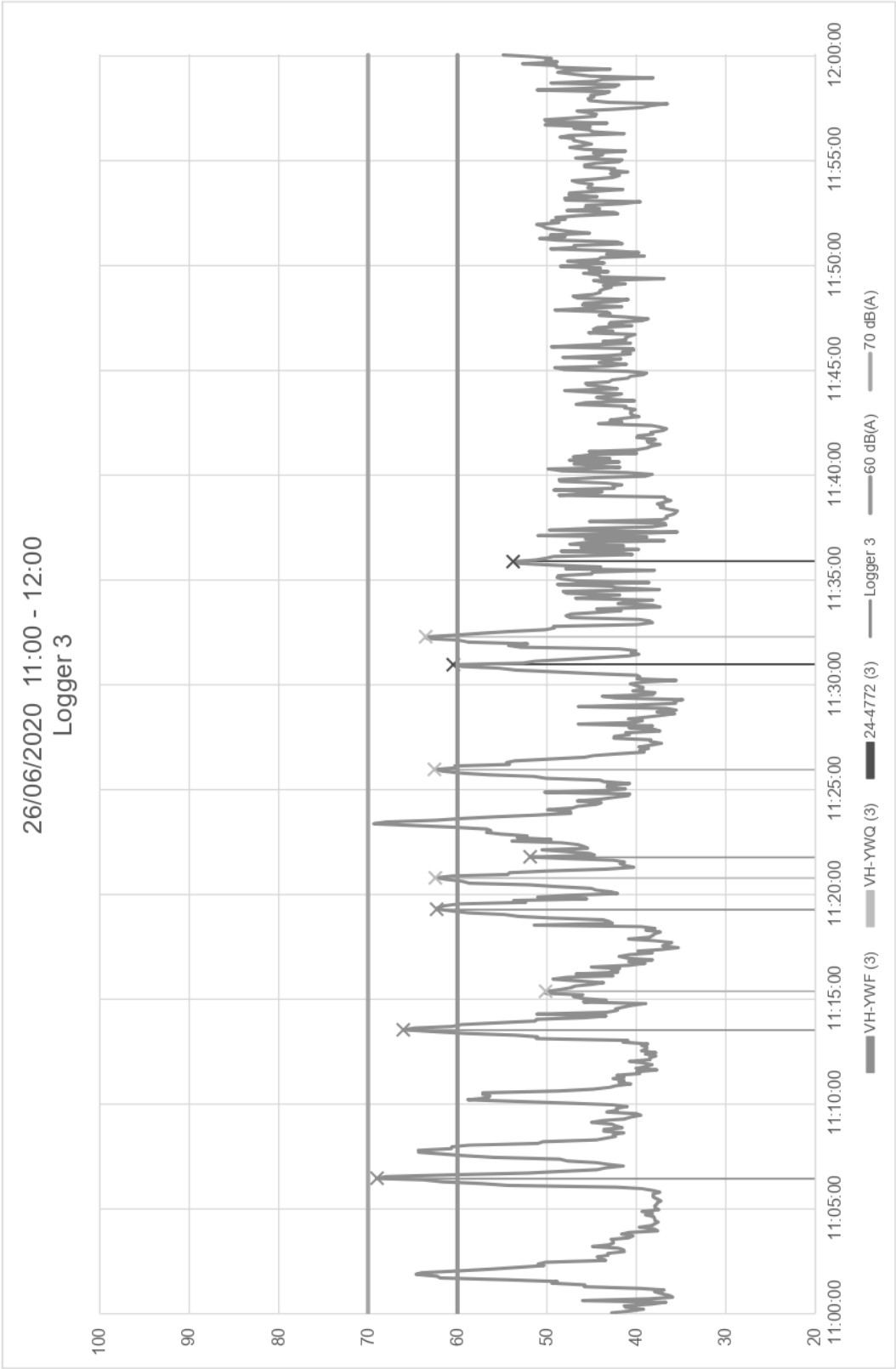


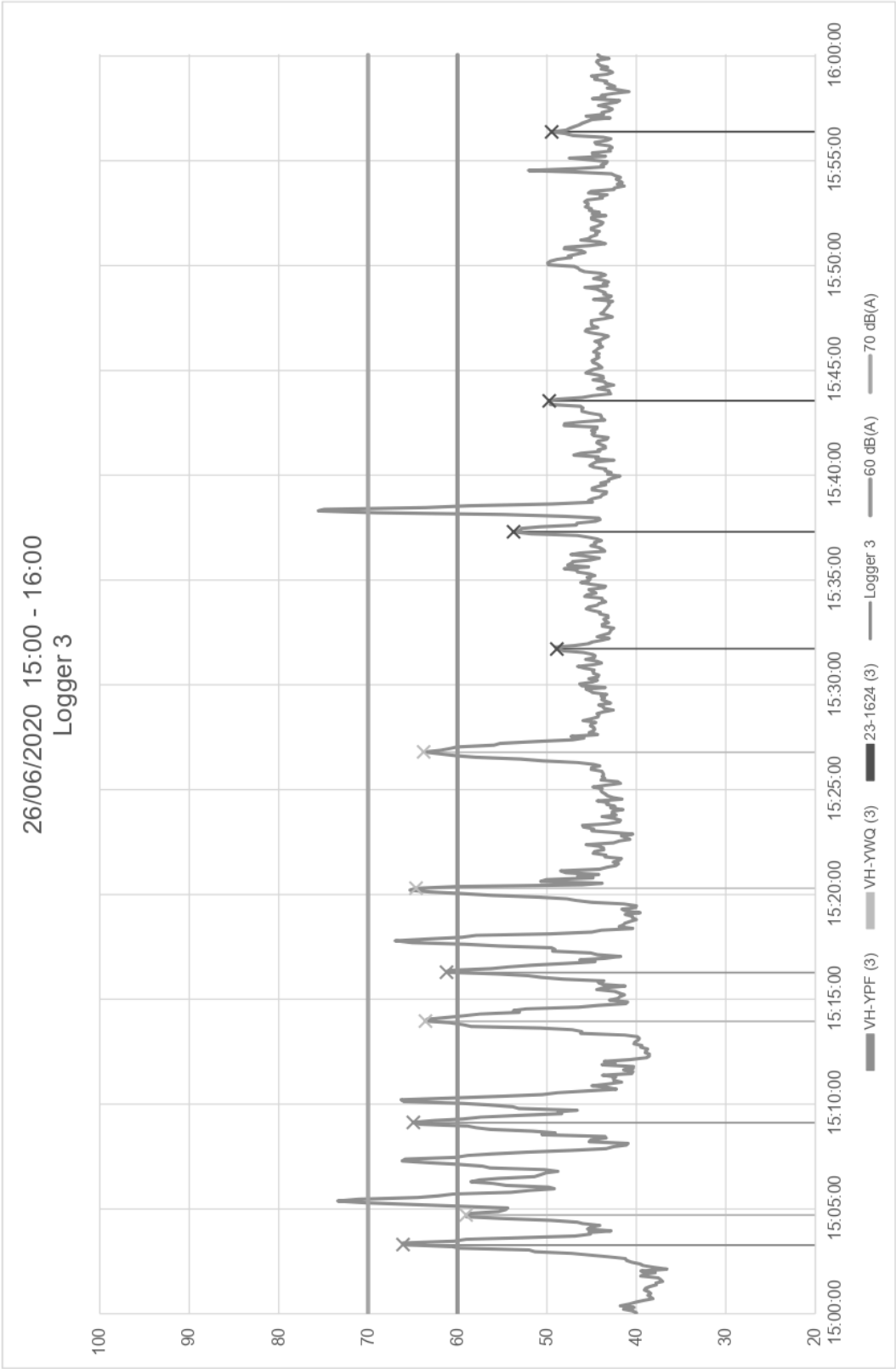
5.2.2 Discussion

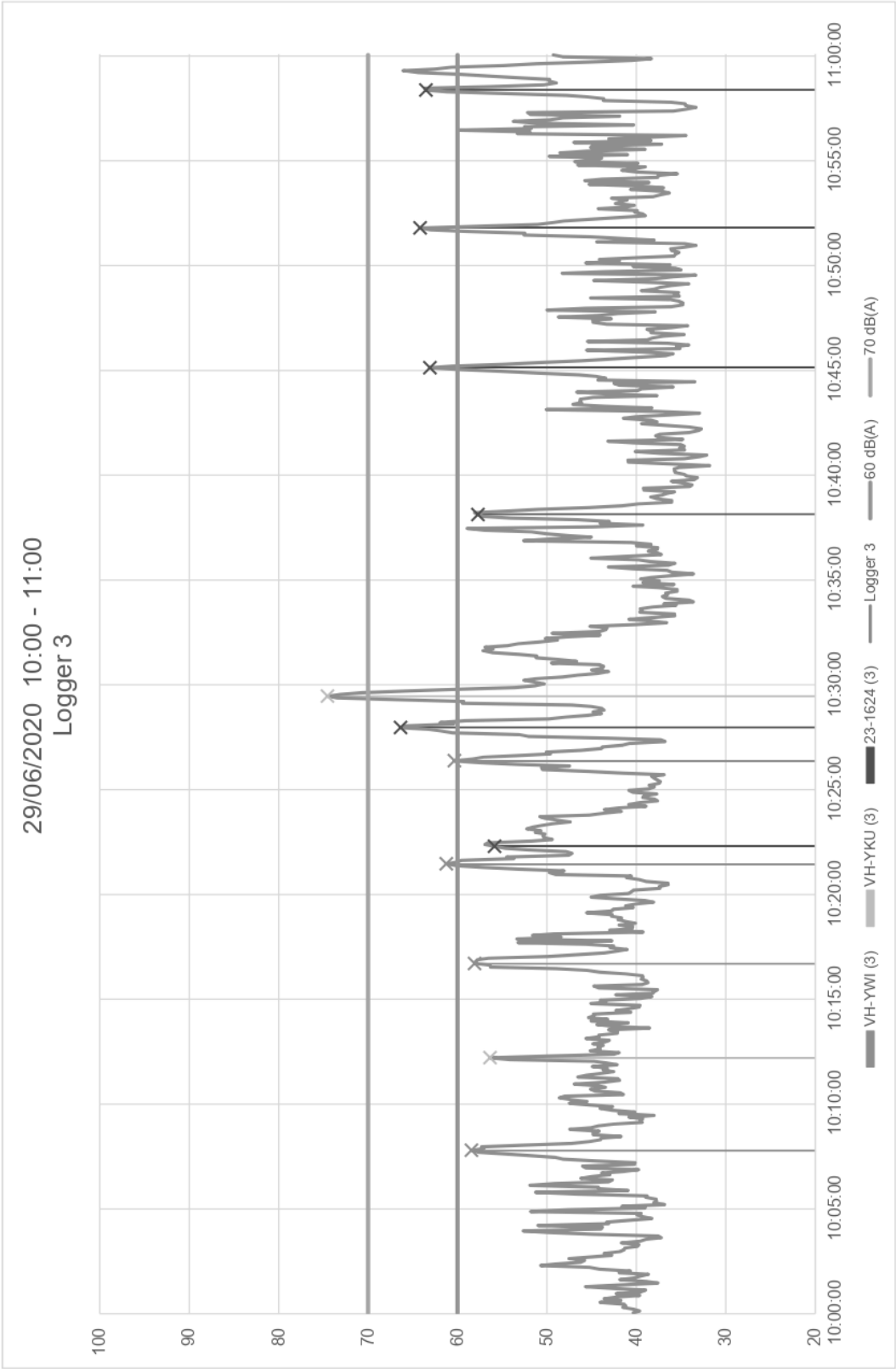
- There were minimal flights over logger 2 during the busy periods (i.e. majority of flights were in the runway 21 direction which does not overfly logger 2). As such, there is only one busy-hour chart for logger 2.
- Noise levels of aircraft overflights at Logger 2 ranged between approximately 56 and 61 dB(A). The majority of aircraft overflights were below 60 dB(A) for the selected busy-hour.
- Peak noise levels at this location shown on the chart with no aircraft overflights ranged between 50 and 68 dB(A).
- This logger was situated on rural council land and as such had no receivers in close proximity.
- Assuming the closest receiver is residential, according to Table 2-2, the measured aircraft noise levels at this location (approximately between 56 and 61 dB(A)) would result in an estimated internal noise level of between 46 and 51 dB(A), which is compliant with the recommended indoor design levels for residential receivers.
- Based on the data for the busy periods identified, it is likely the total number of flights per day at 80 dB(A) or below would not exceed 30, as such it is likely this site would be deemed acceptable (for a residential premises) according to Table 2-3. As this location is property of the local Council, it is not likely any noise sensitive developments will be built in this area.

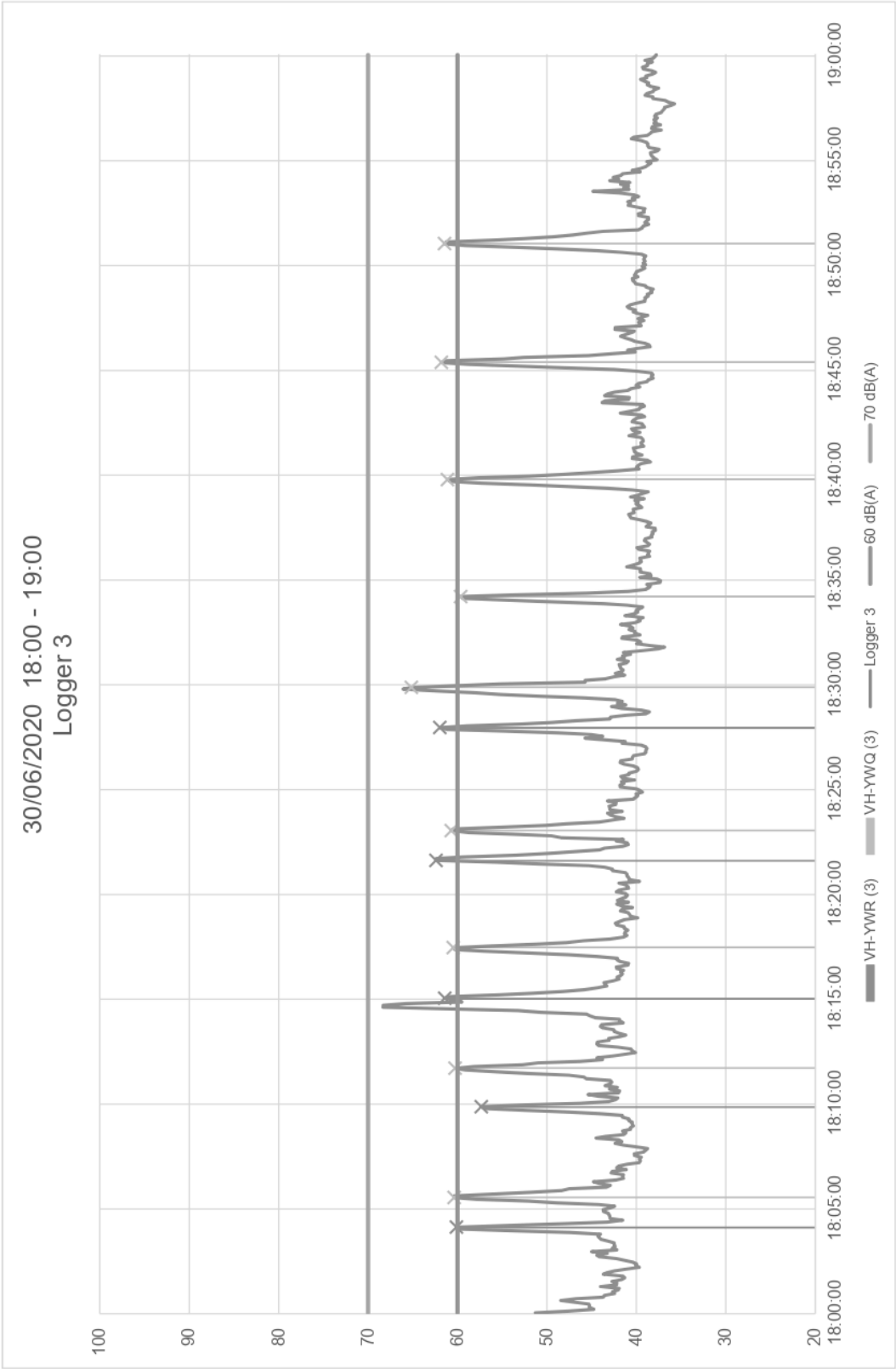


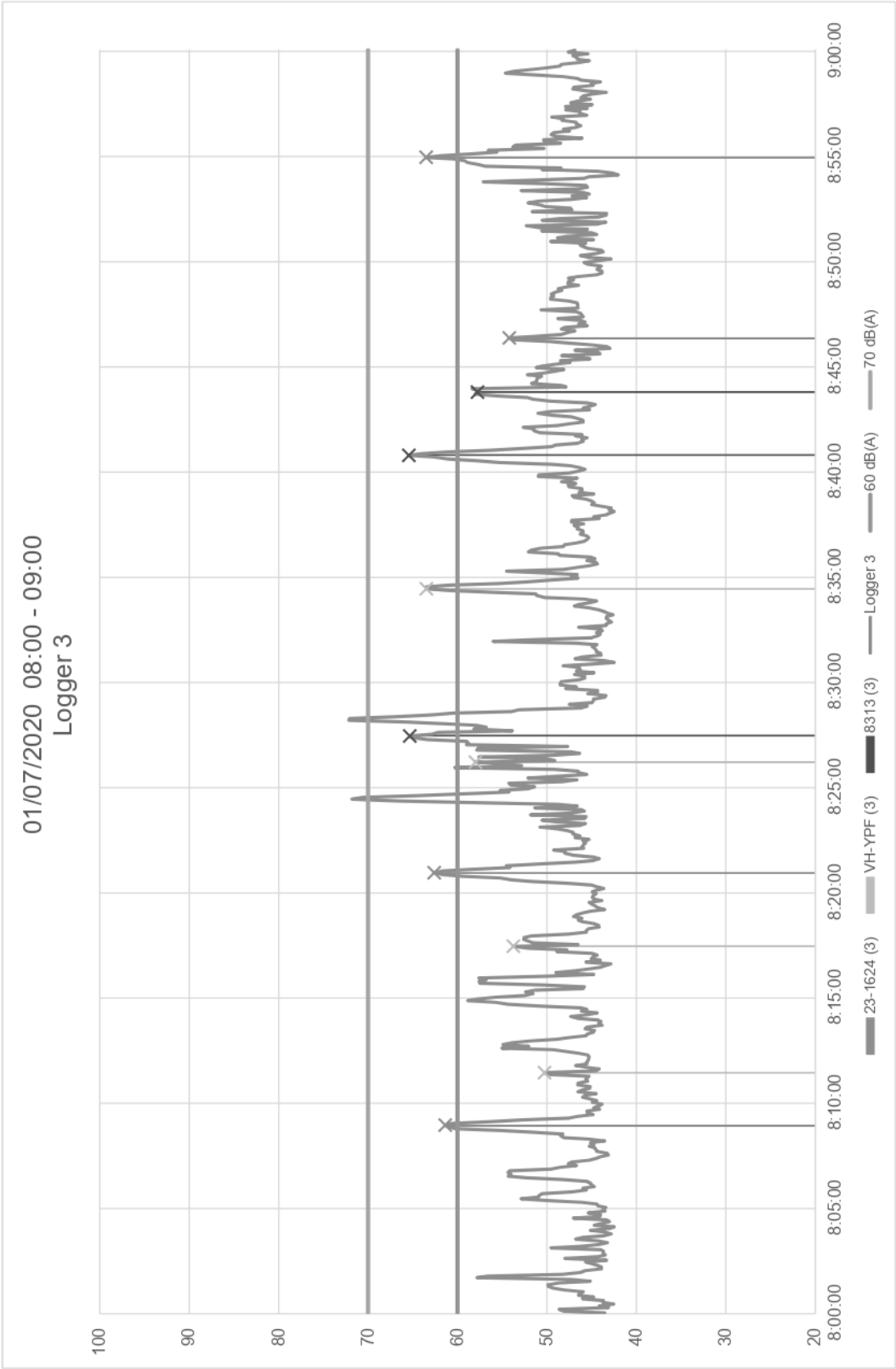


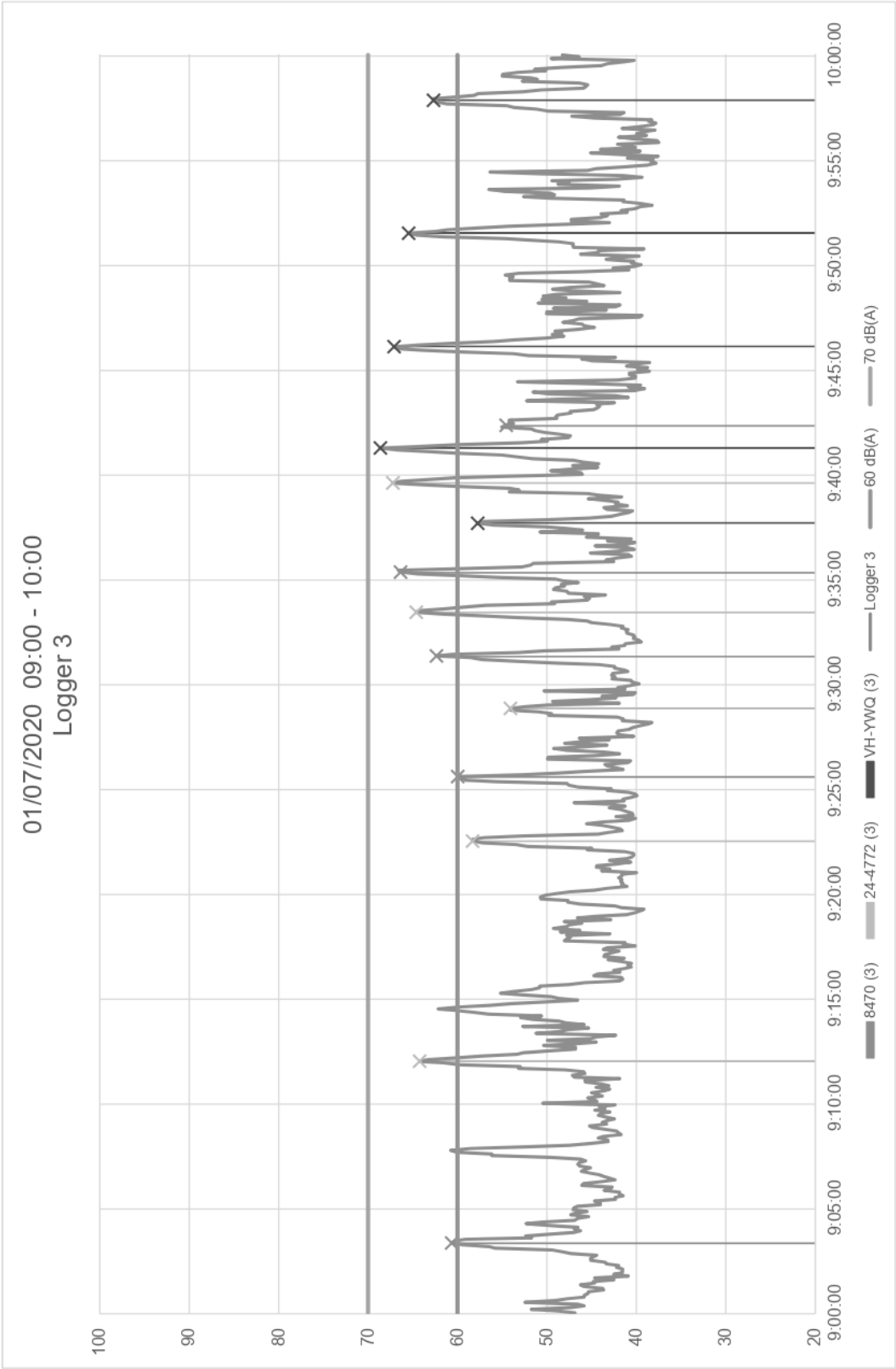


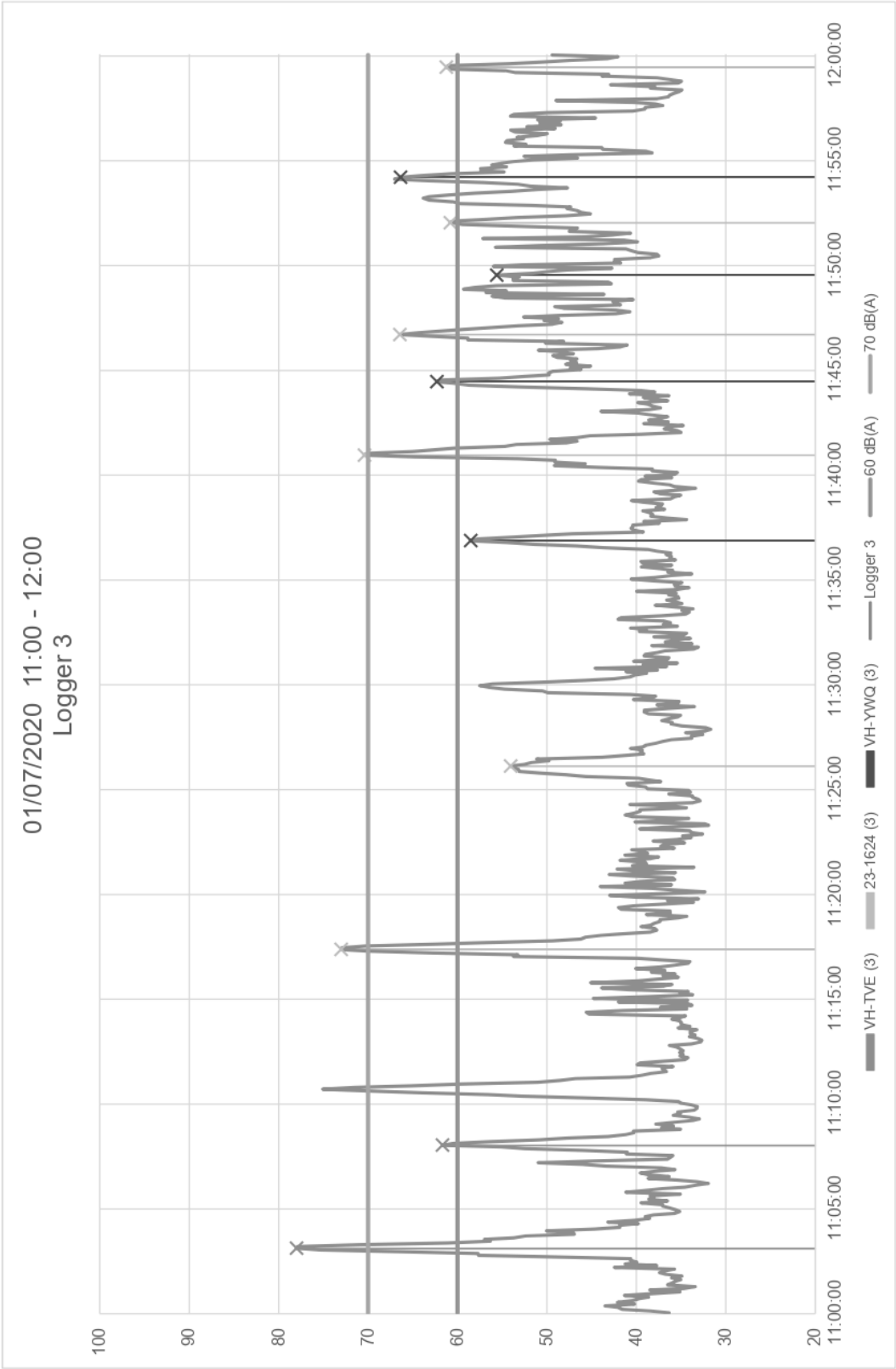


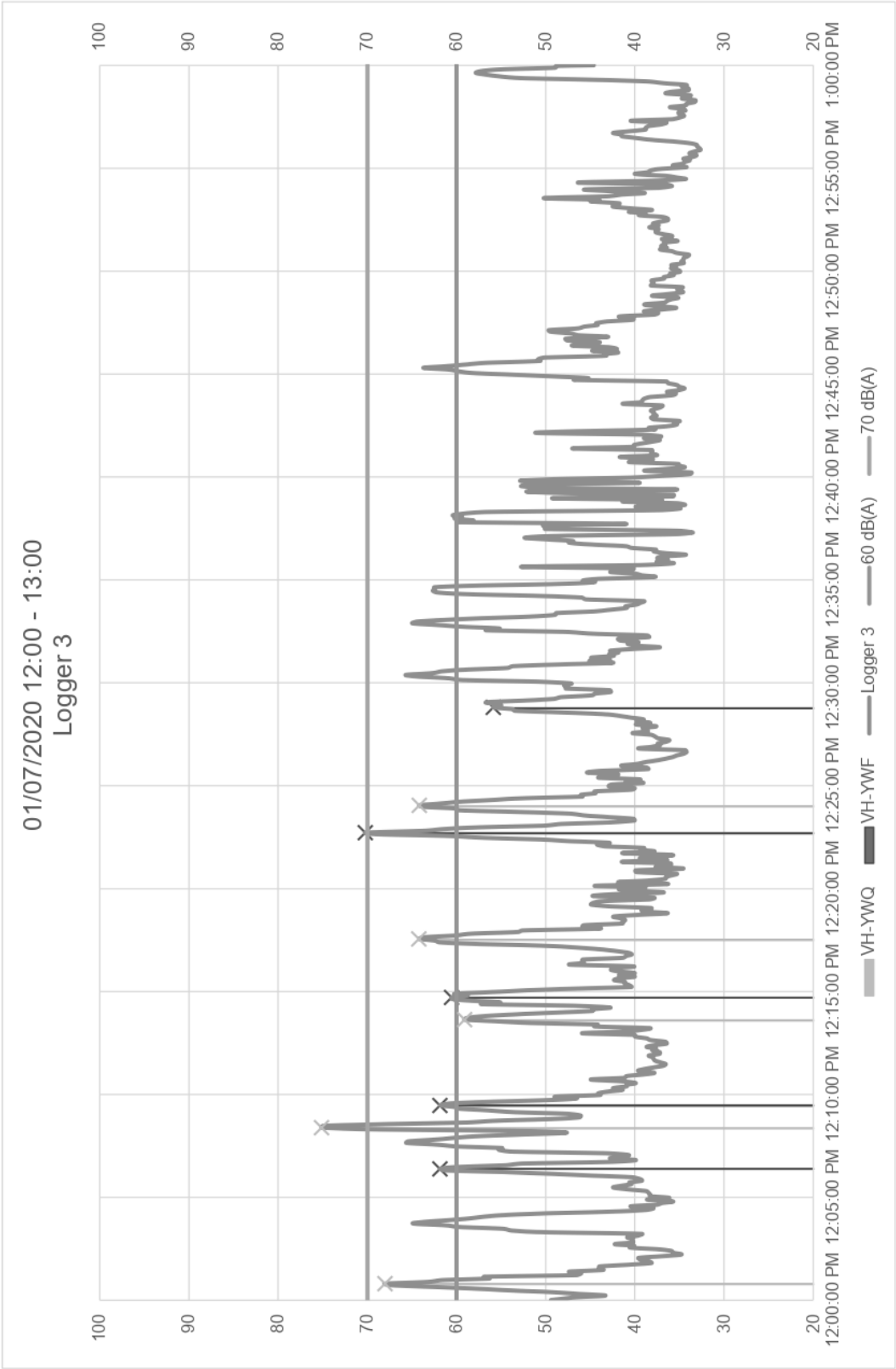






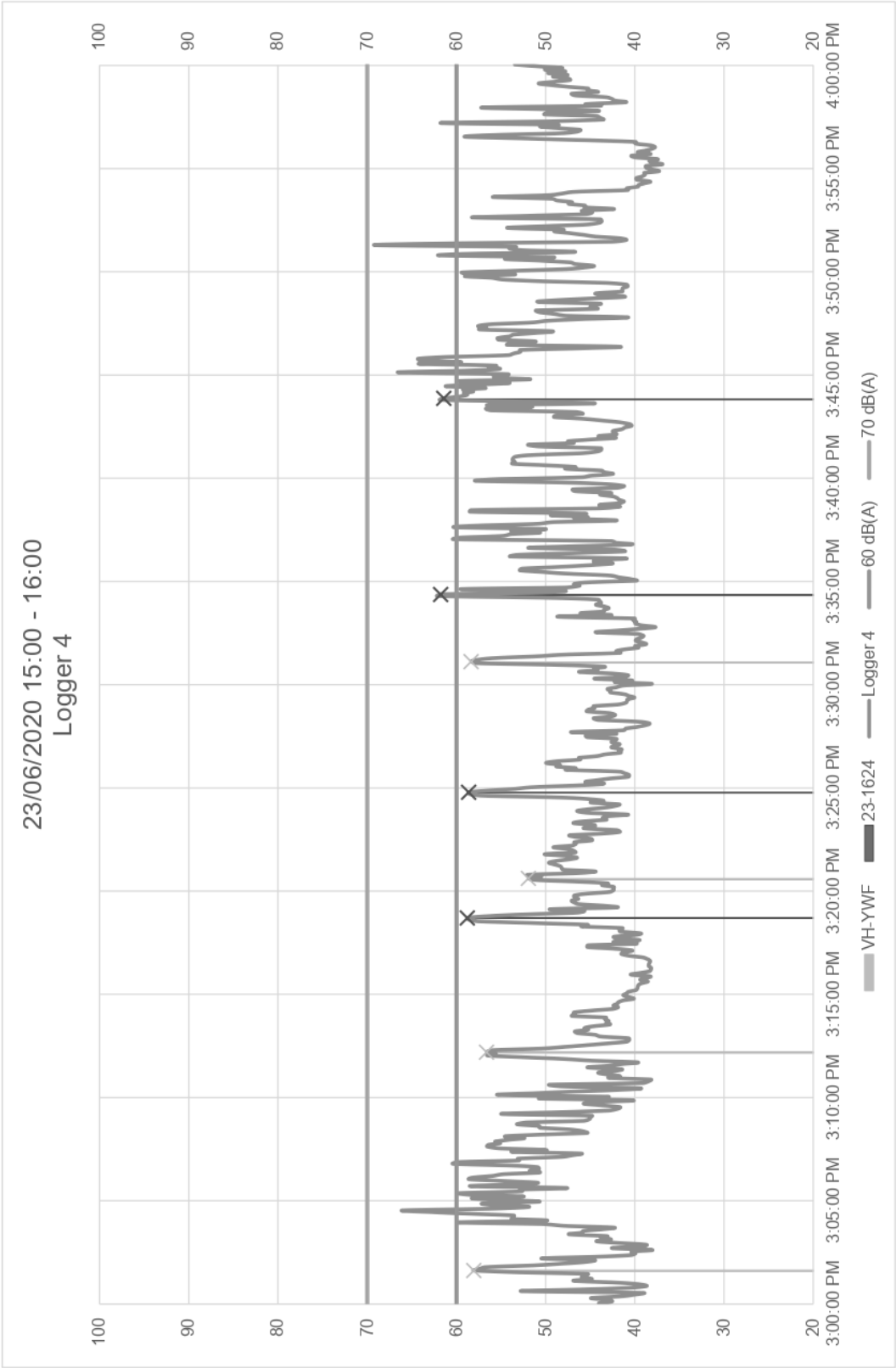


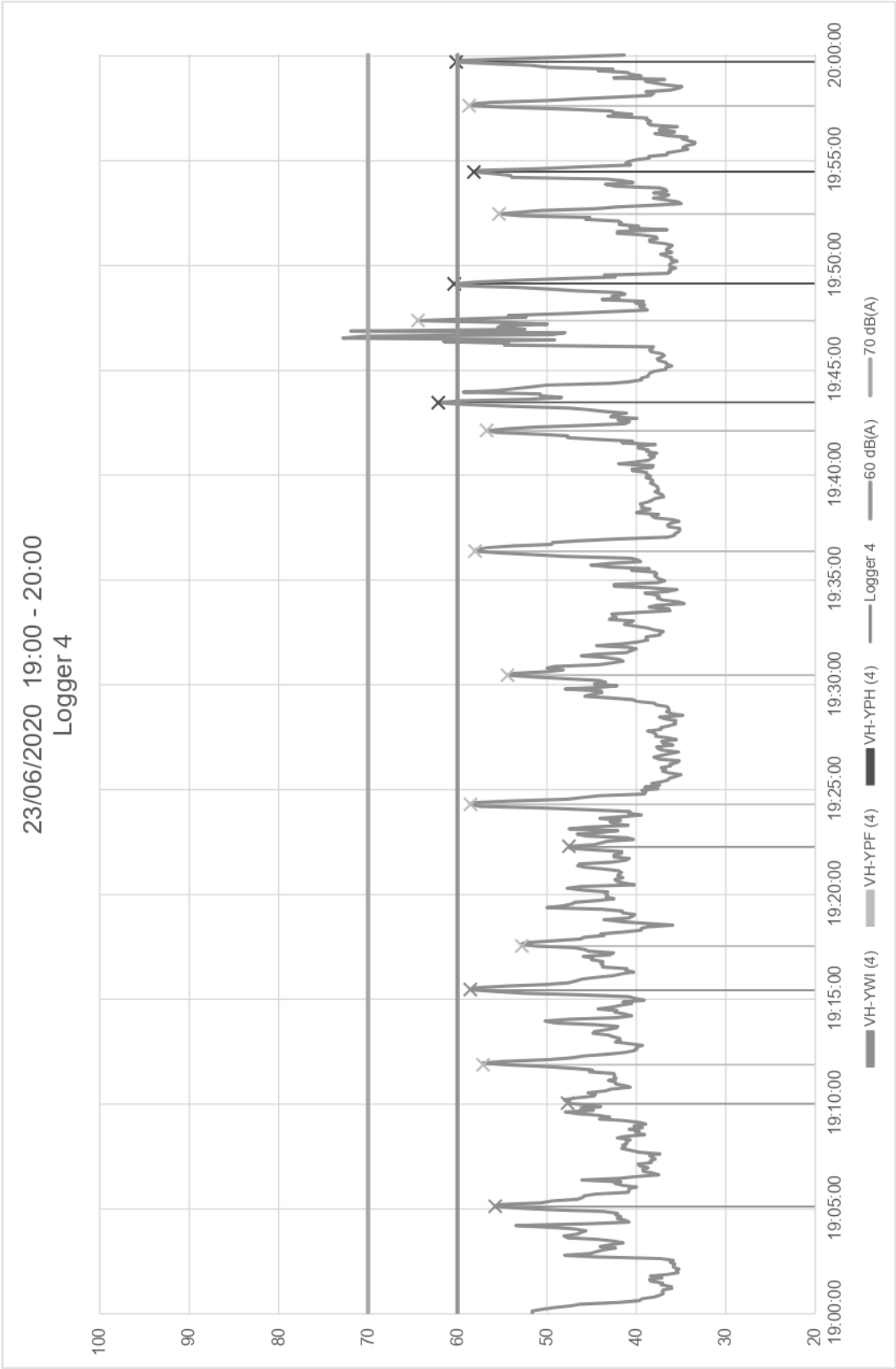


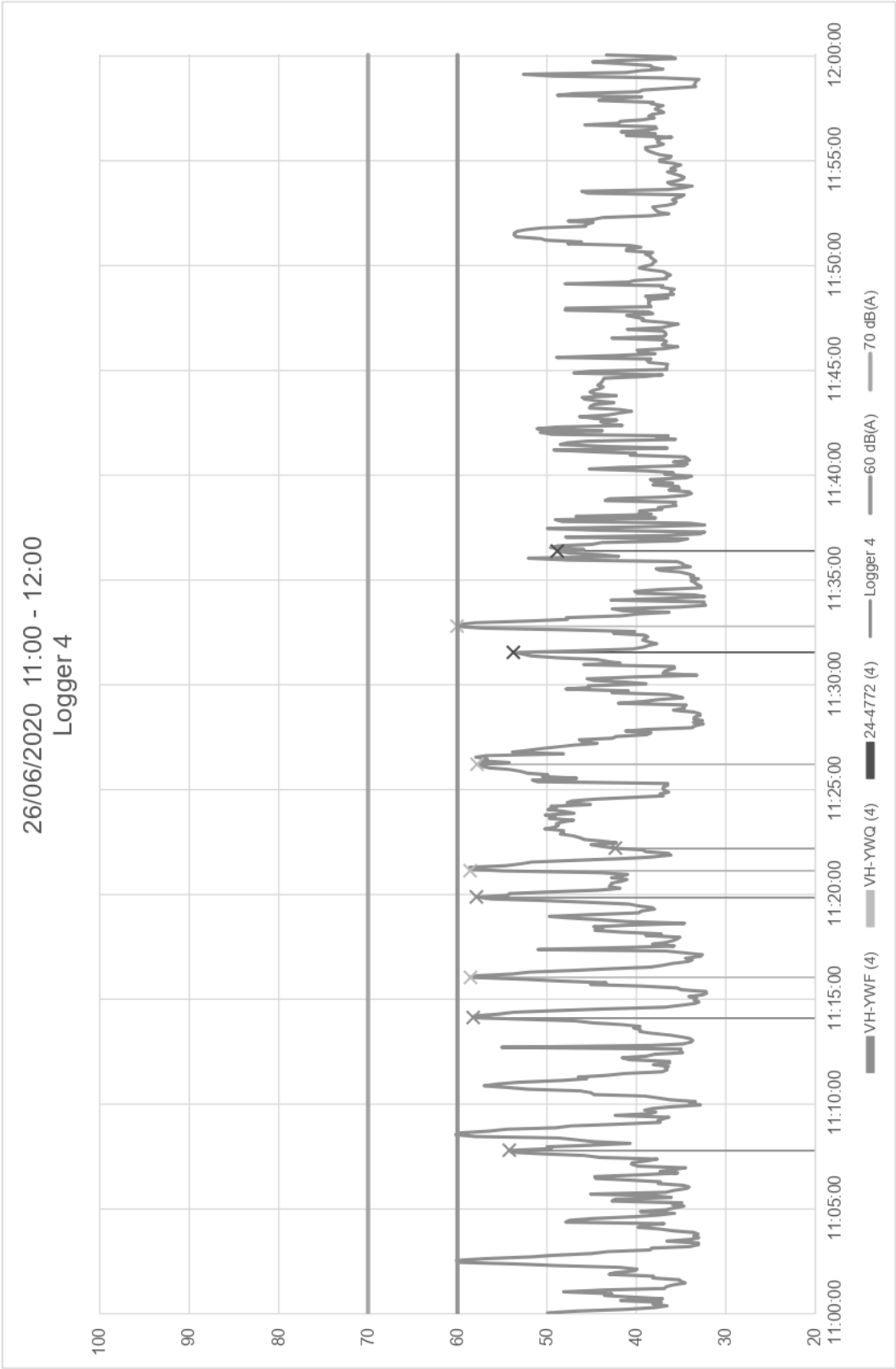


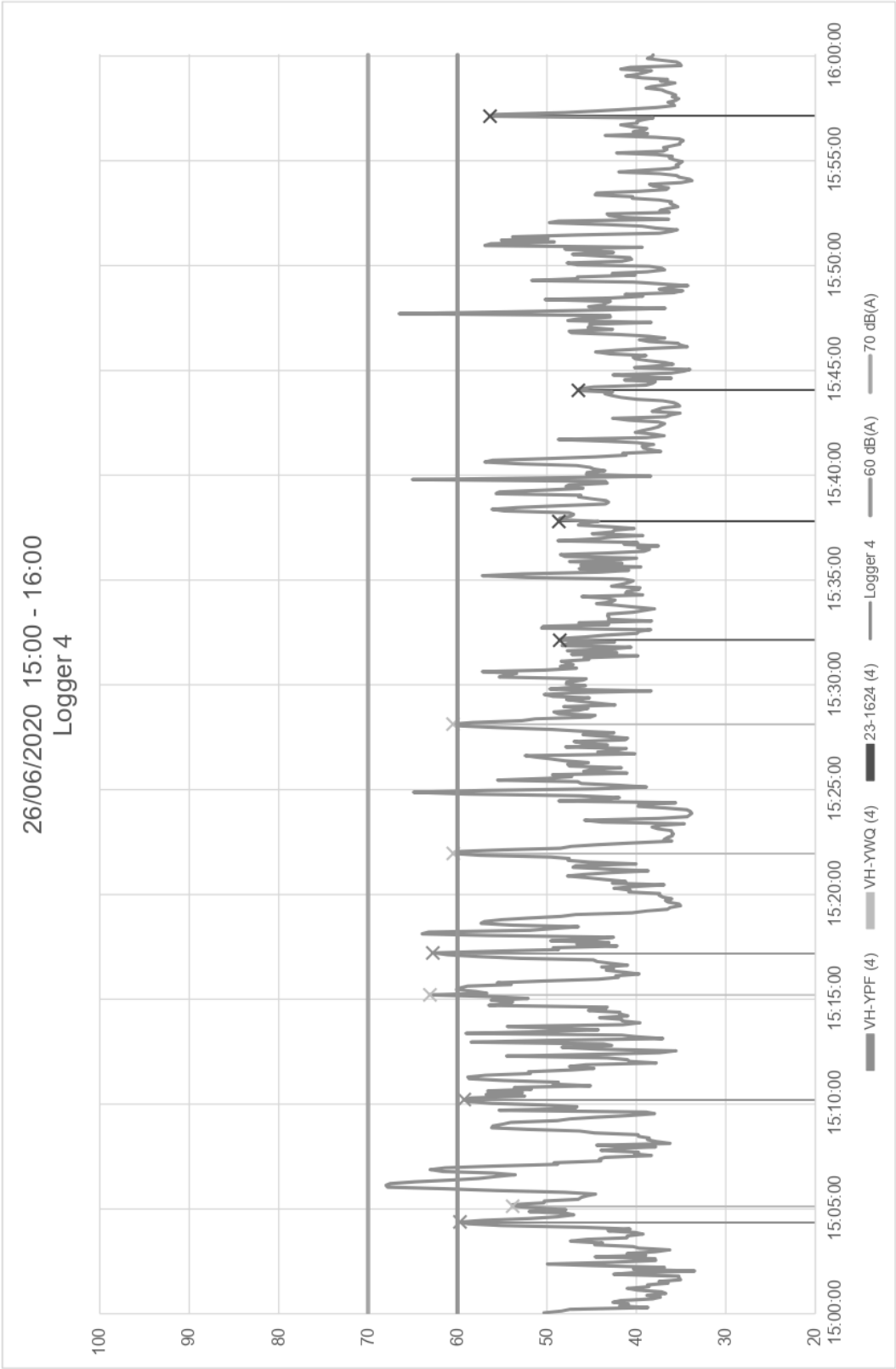
5.3.1 Discussion

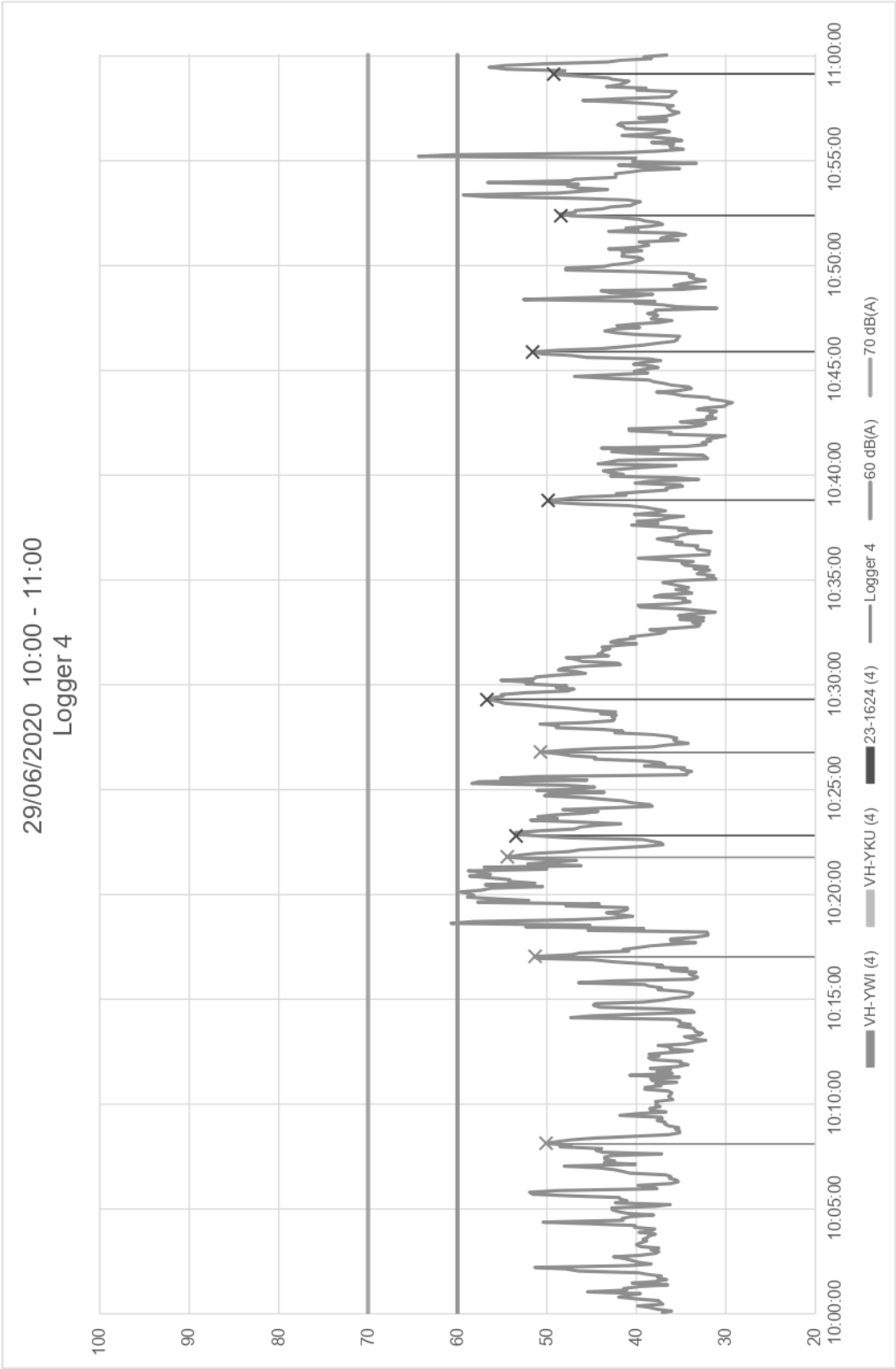
- Similar to Logger 1, Logger 3 is expected to have generally higher noise levels associated with aircraft overflights compared to other logger locations due to the location which is in close proximity to the runway and almost directly under the arrival and departure flight path.
- Noise levels of aircraft overflights at Logger 3 ranged between approximately 50 and 78 dB(A). The majority of aircraft overflights were between 50 and 70 dB(A) for the selected busy-hours. There were only six identified aircraft overflights above 70 dB(A) for all busy time periods presented in the charts.
- Peak noise levels at this location shown on the chart with no aircraft overflights were in the area of approximately 53 dB(A).
- This logger was situated on rural council land and as such had no receivers in close proximity.
- Assuming the closest receiver is residential, according to Table 2-2, the majority of measured aircraft noise levels at this location (between 50 and 70 dB(A)) would result in an estimated internal noise level of between 40 and 60 dB(A), which is generally compliant with the recommended indoor design levels for residential receivers (depending on space).
- Approximately six of the overflights exceeded 70 dB(A) which would result in an exceedance of the recommended indoor design levels. An exceedance of 70 dB(A) would not be uncommon at this location due to the proximity to the runway.
- Based on the data for the busy periods identified, it is possible the total number of flights per day at 80 dB(A) or below would not exceed 30, as such it is possible this site would be deemed acceptable (for a residential premises) according to Table 2-3. As this location is property of the local Council, it is not likely any noise sensitive developments will be built in this area.

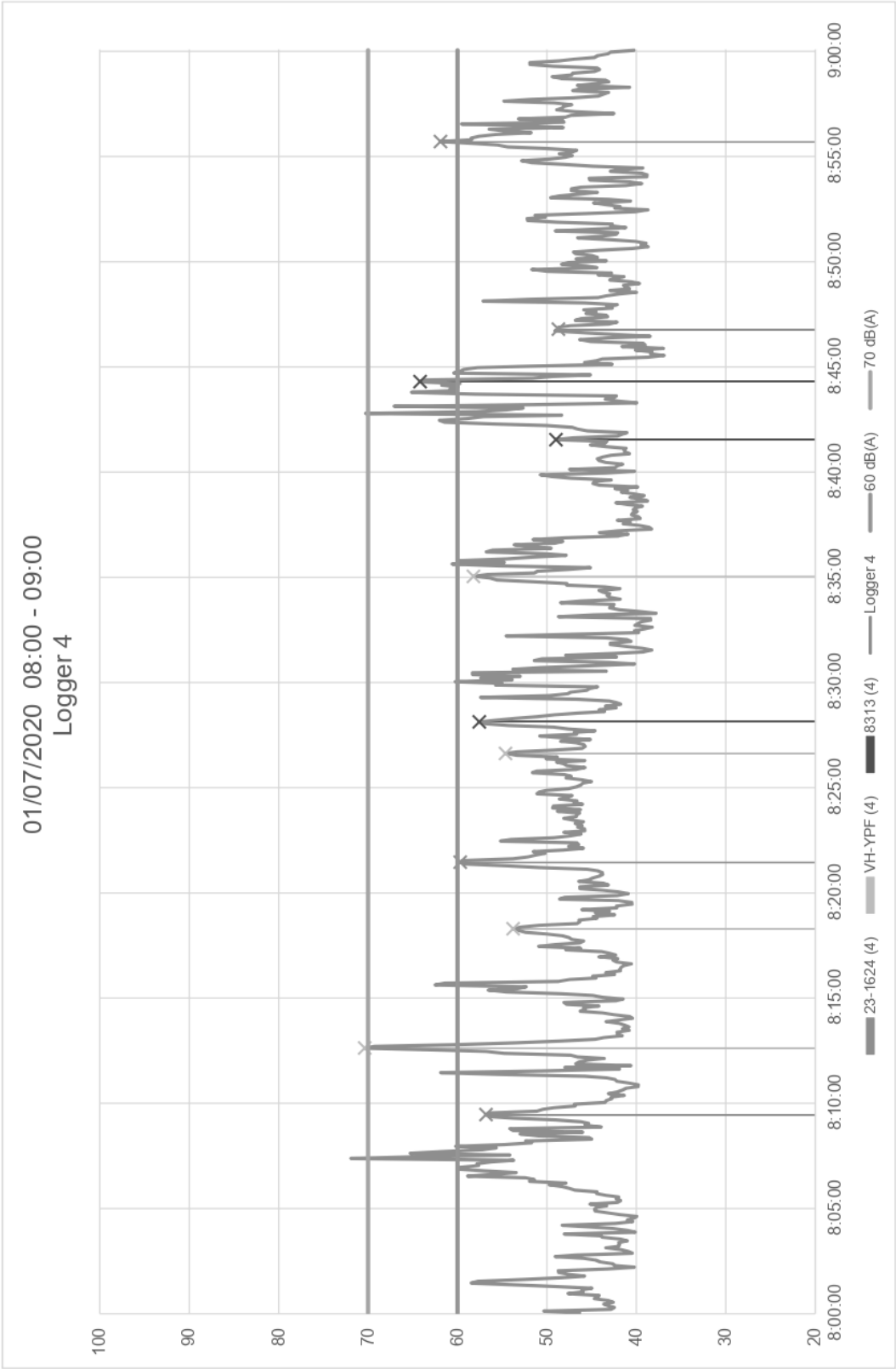


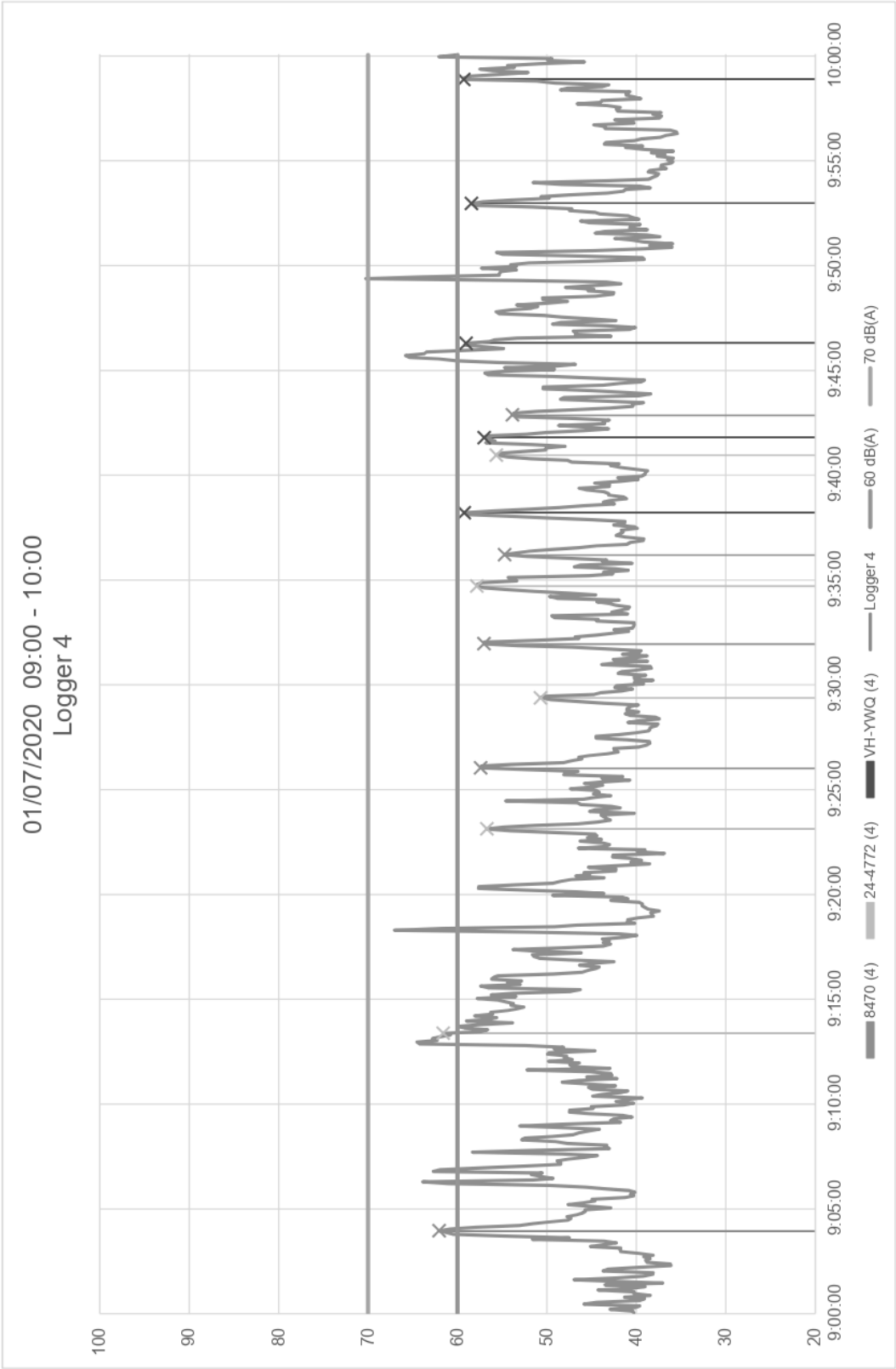


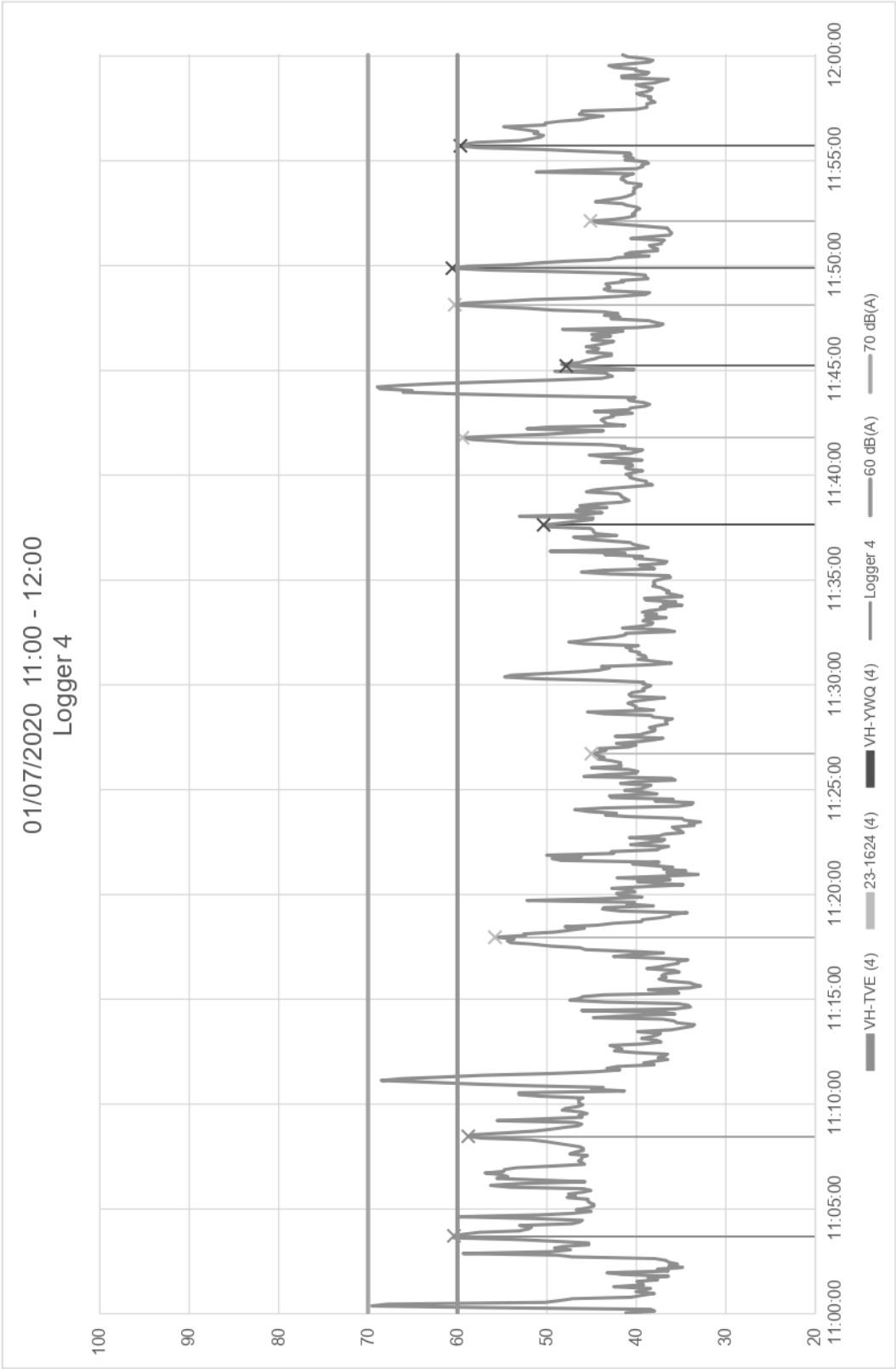


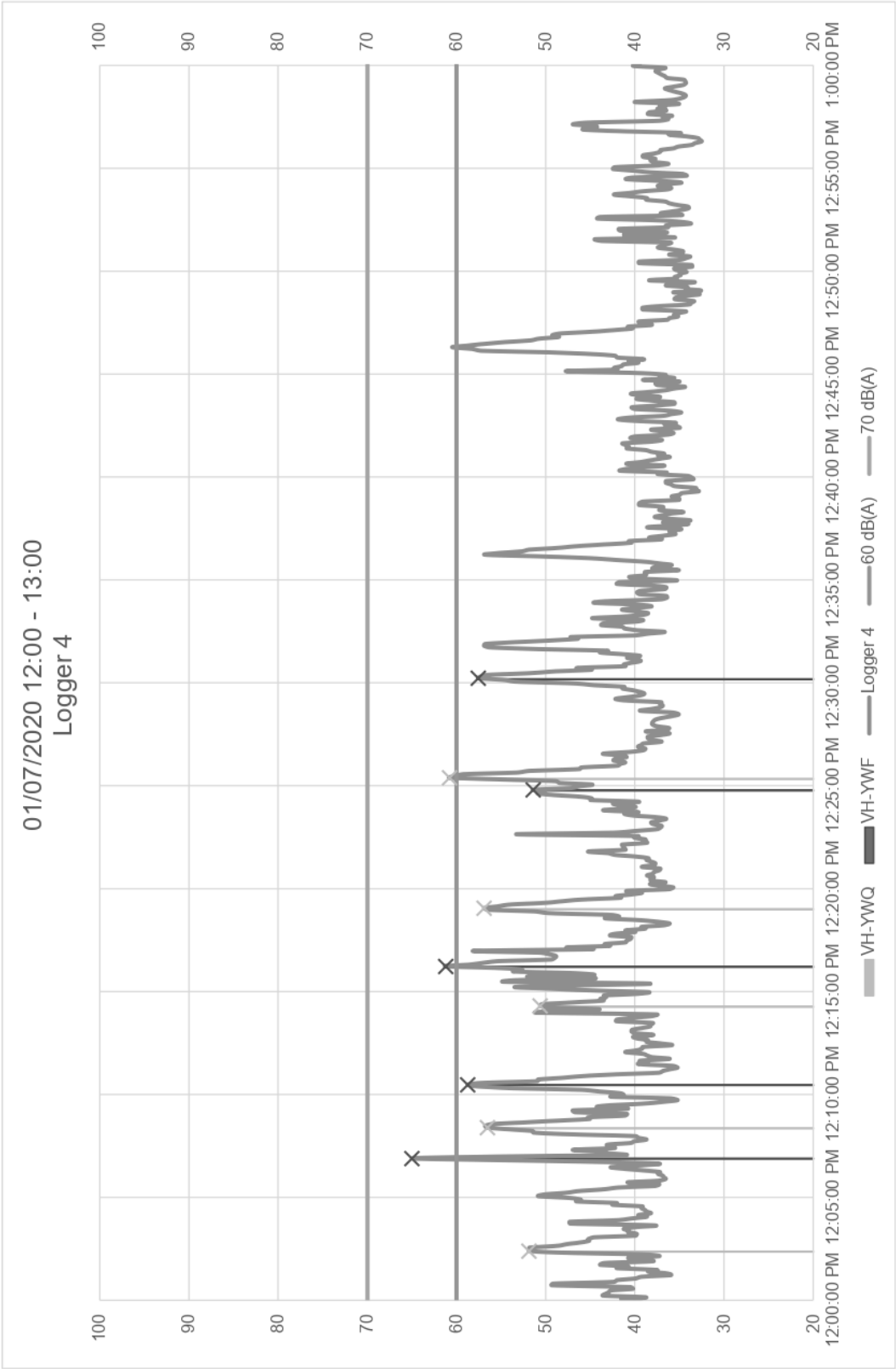






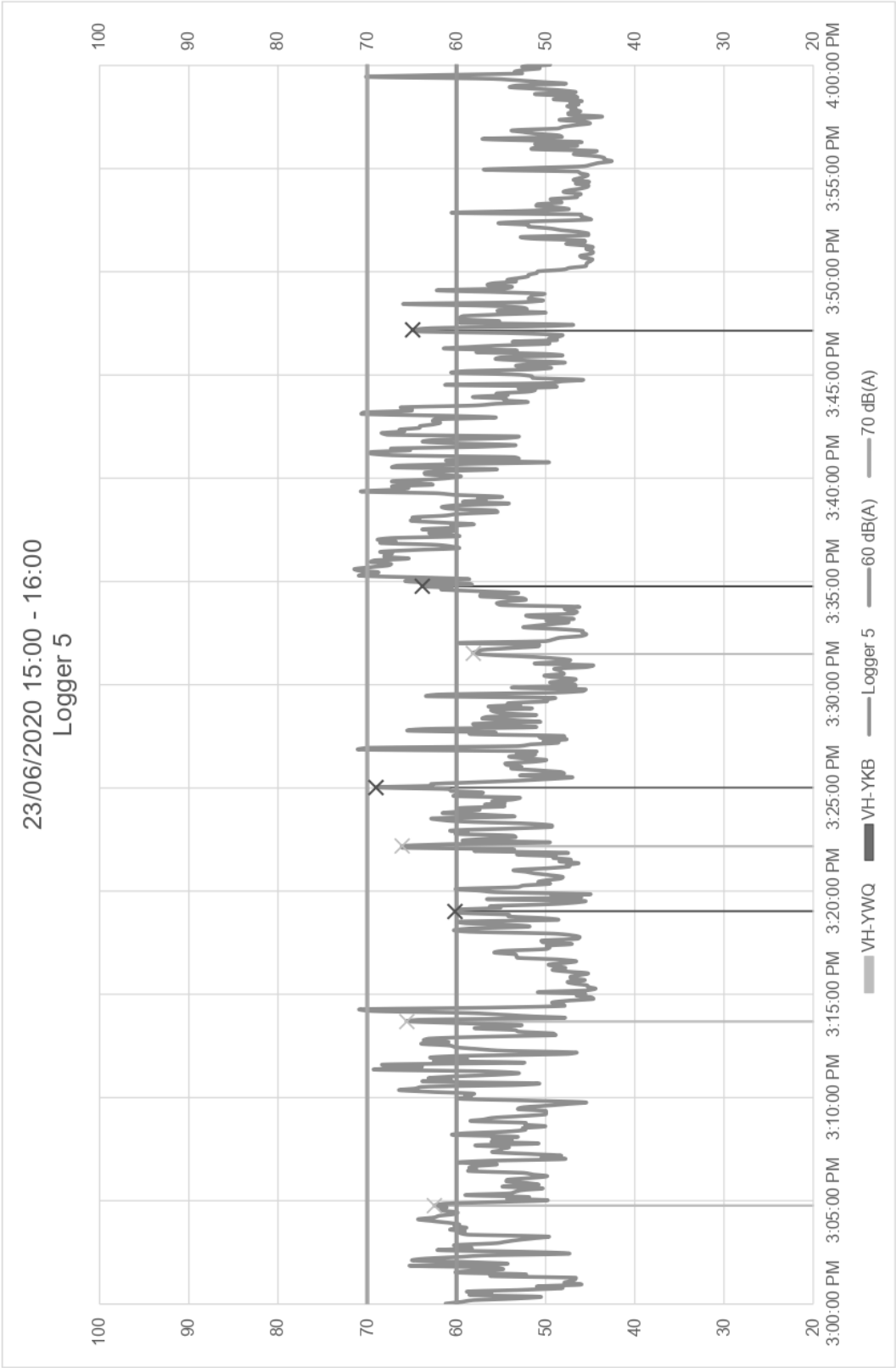


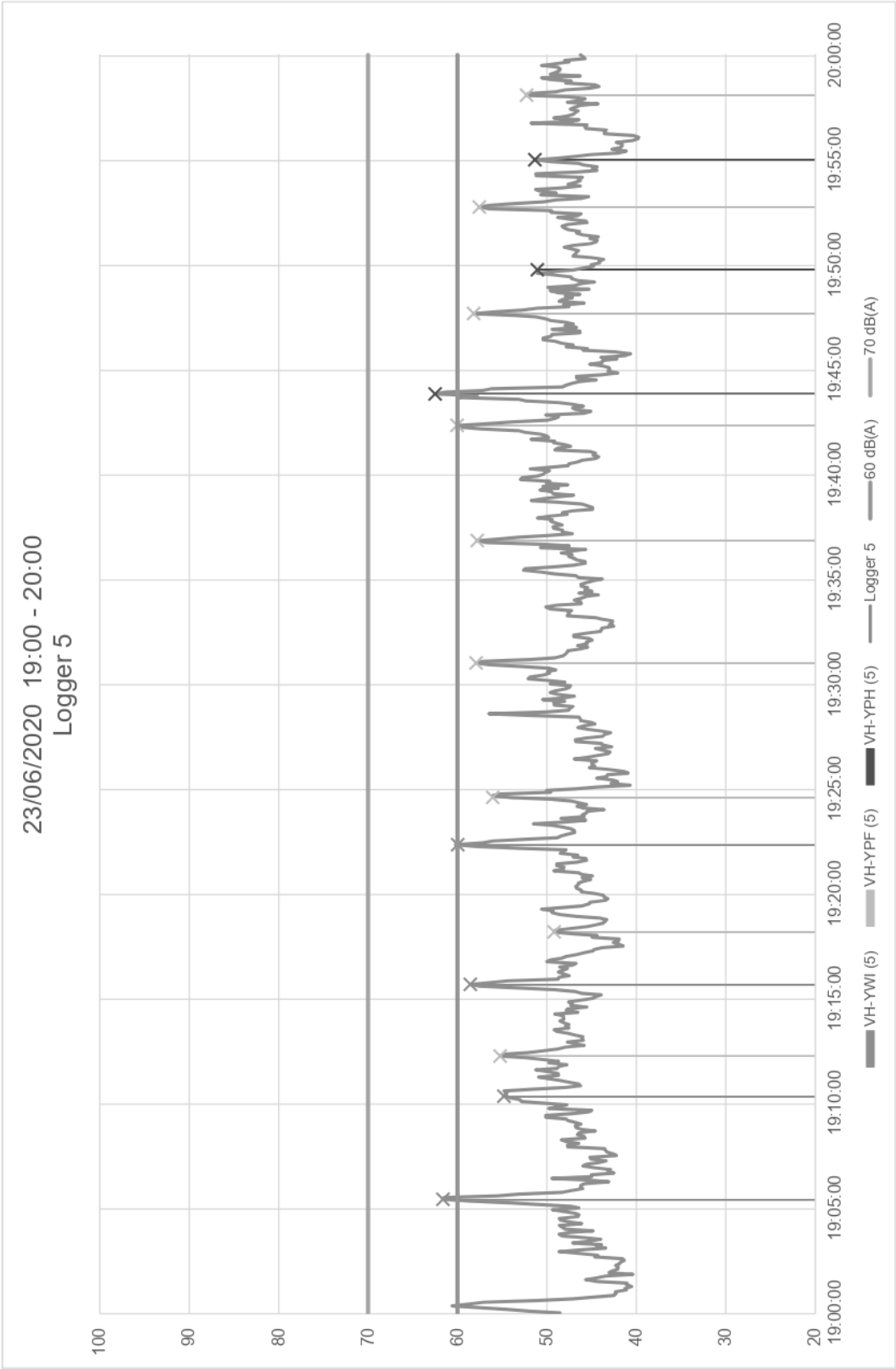


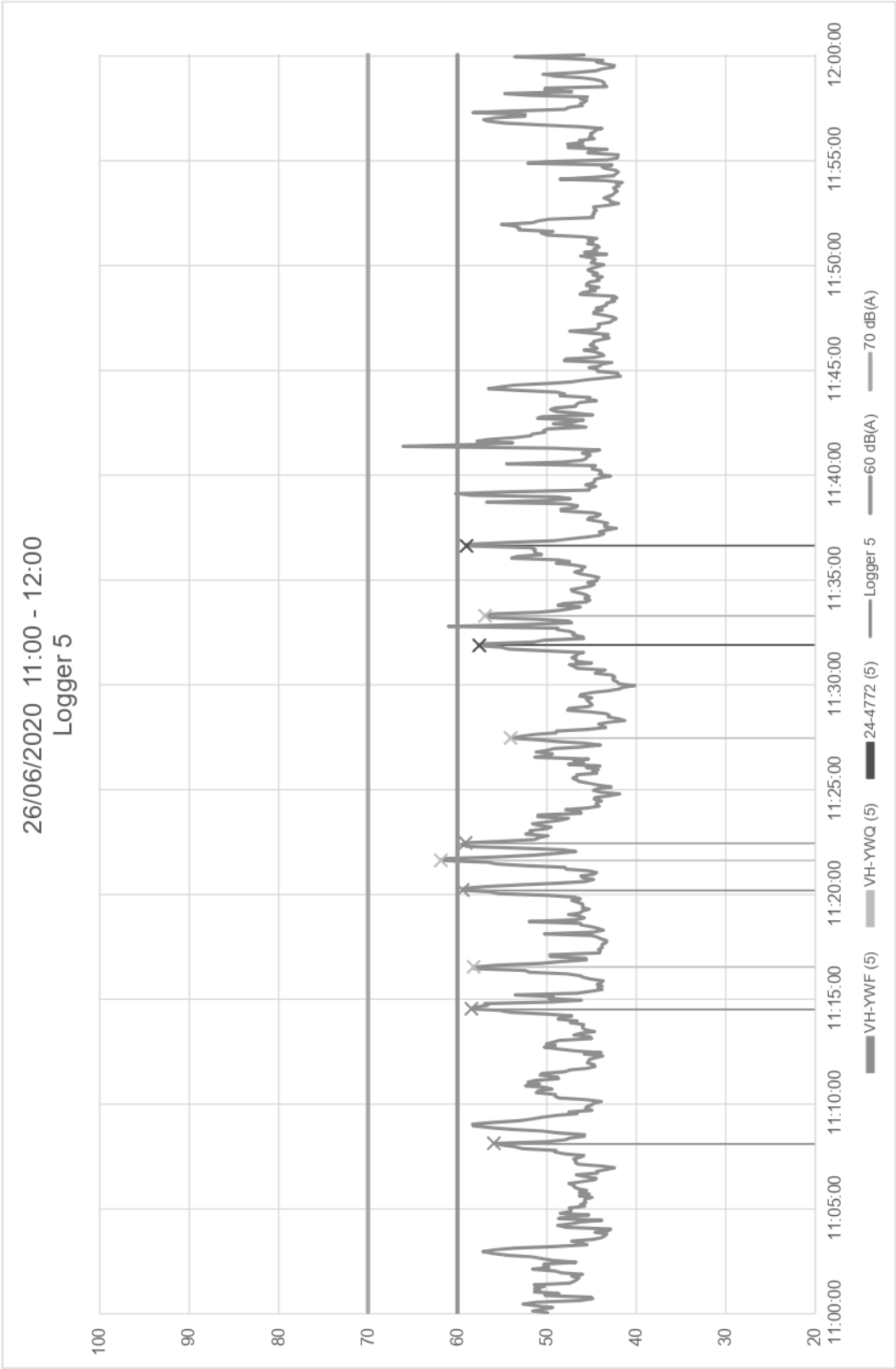


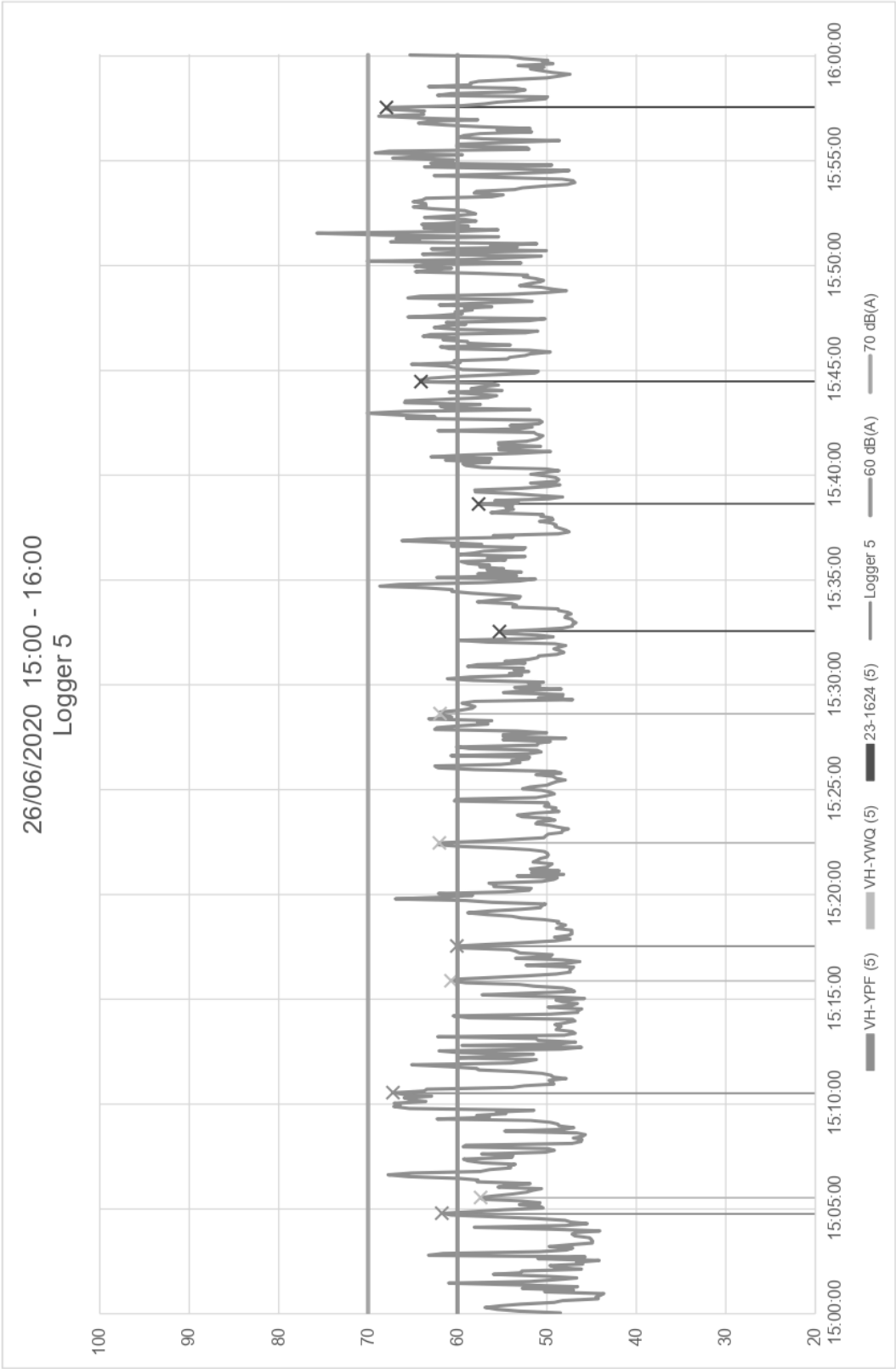
5.4.1 Discussion

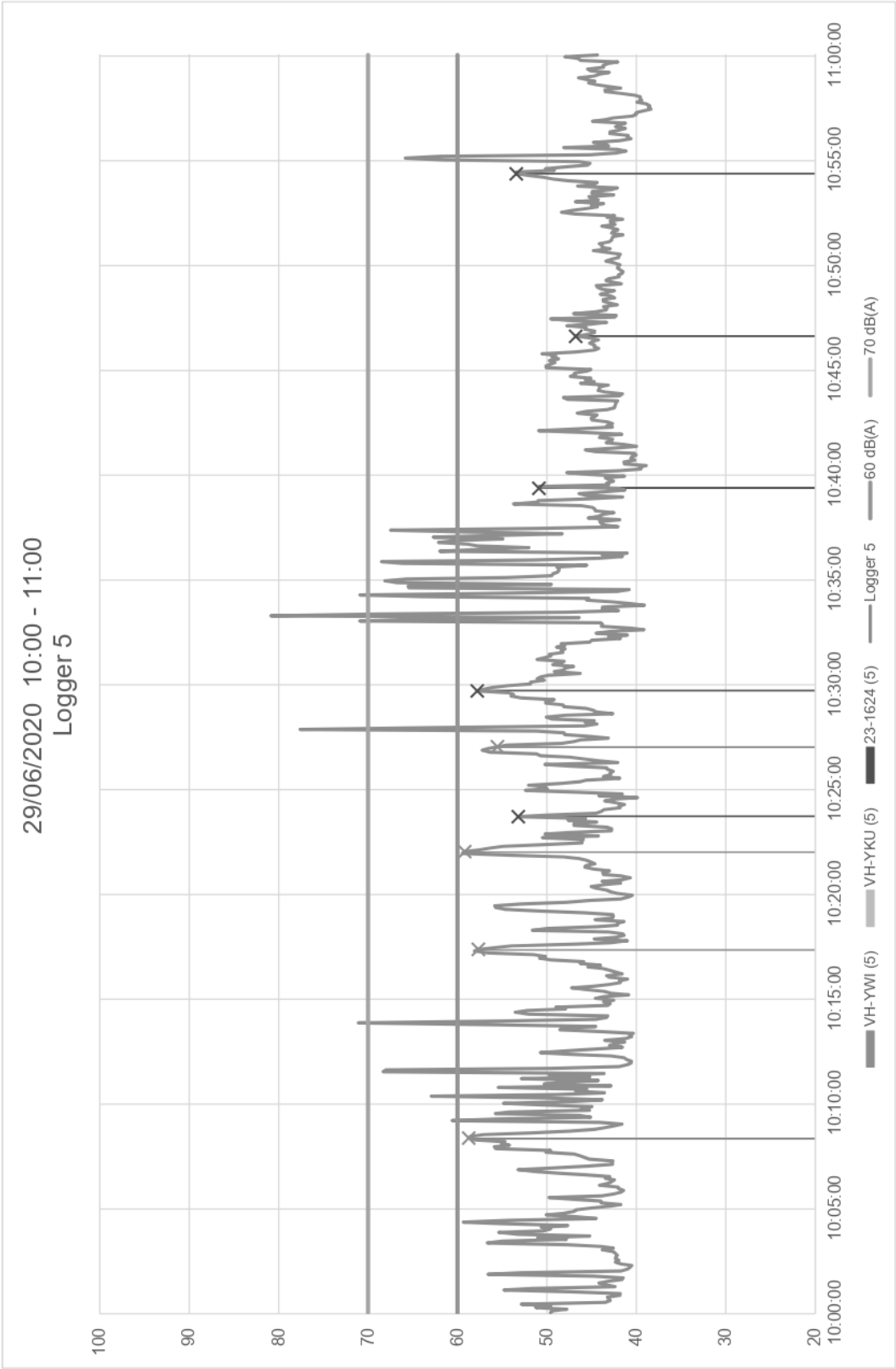
- Noise levels of aircraft overflights at Logger 4 ranged between approximately 45 and 70 dB(A). The majority of aircraft overflights were between 50 and 65 dB(A) for the selected busy-hours. There was only one identified aircraft overflight reaching 70 dB(A) for all busy time periods presented in the charts.
- In many cases, the aircraft overflights at this location were around the same or at a lower noise level than other noise sources in the area. As discussed in Section 3.4.1, this logger location was observed to experience extraneous noise sources such as birds and distant traffic noise from the Oxley Highway.
- Peak noise levels at this location shown on the chart with no aircraft overflights ranged between 50 and 65 dB(A) which also appears to be attributed to birds.
- According to Table 2-2, the measured aircraft noise levels at this location (approximately between 45 and 70 dB(A)) would result in an estimated internal noise level of between 35 and 60 dB(A), which is compliant with the recommended indoor design levels for residential receivers.
- Based on the data for the busy periods identified, it is likely the total number of flights per day at 80 dB(A) or below would not exceed 30, as such it is likely this site would be deemed acceptable according to Table 2-3.

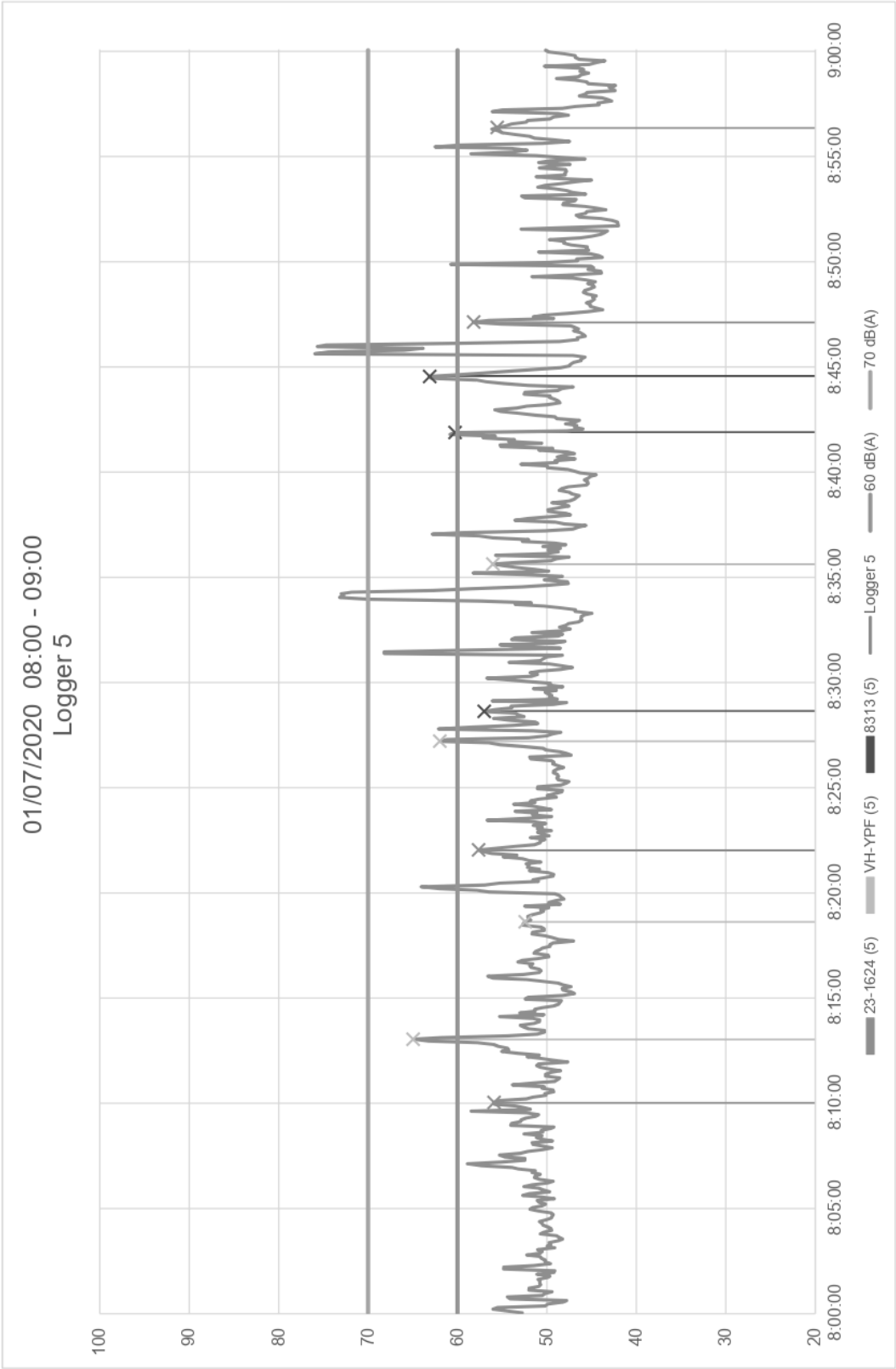


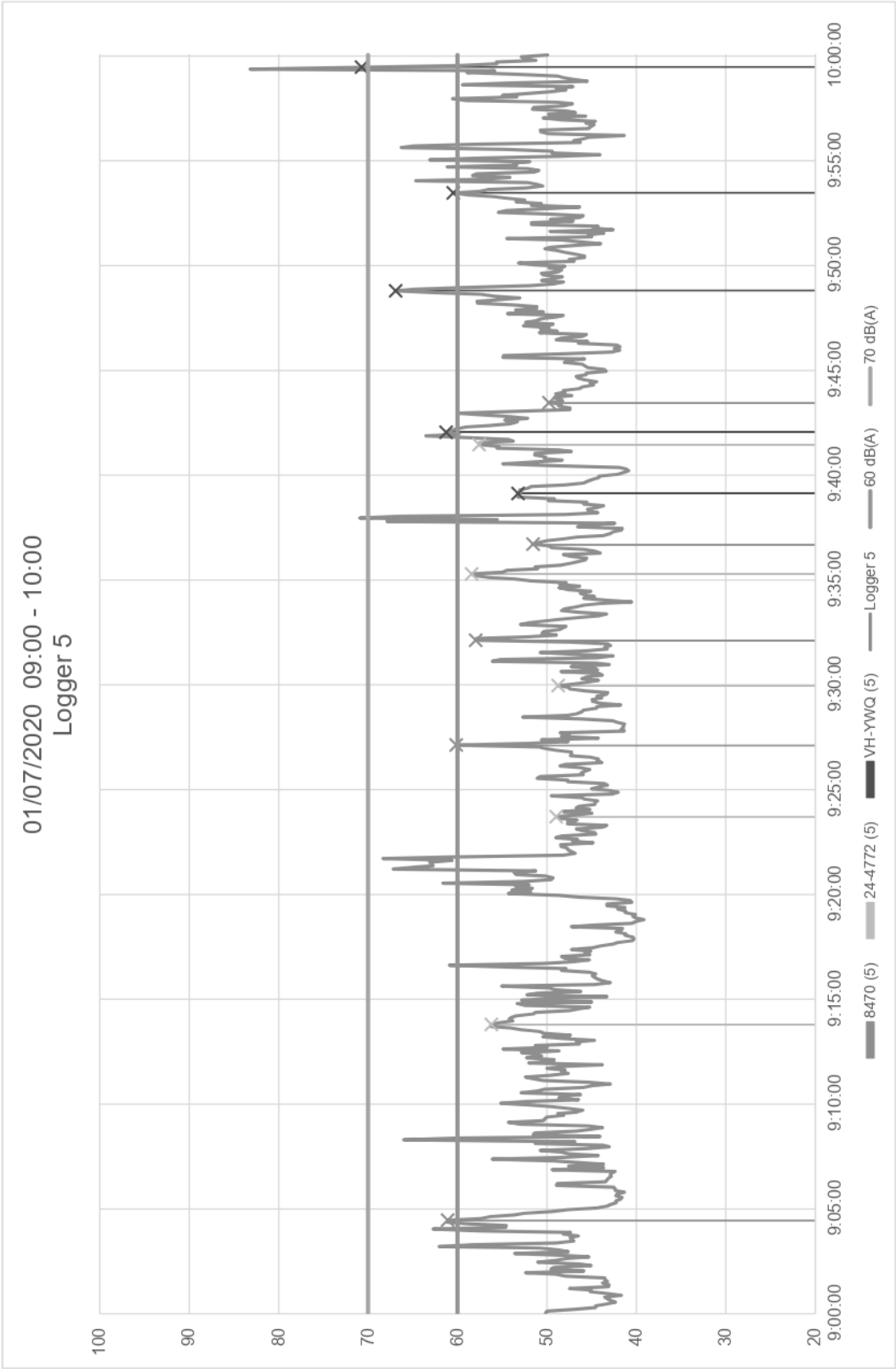


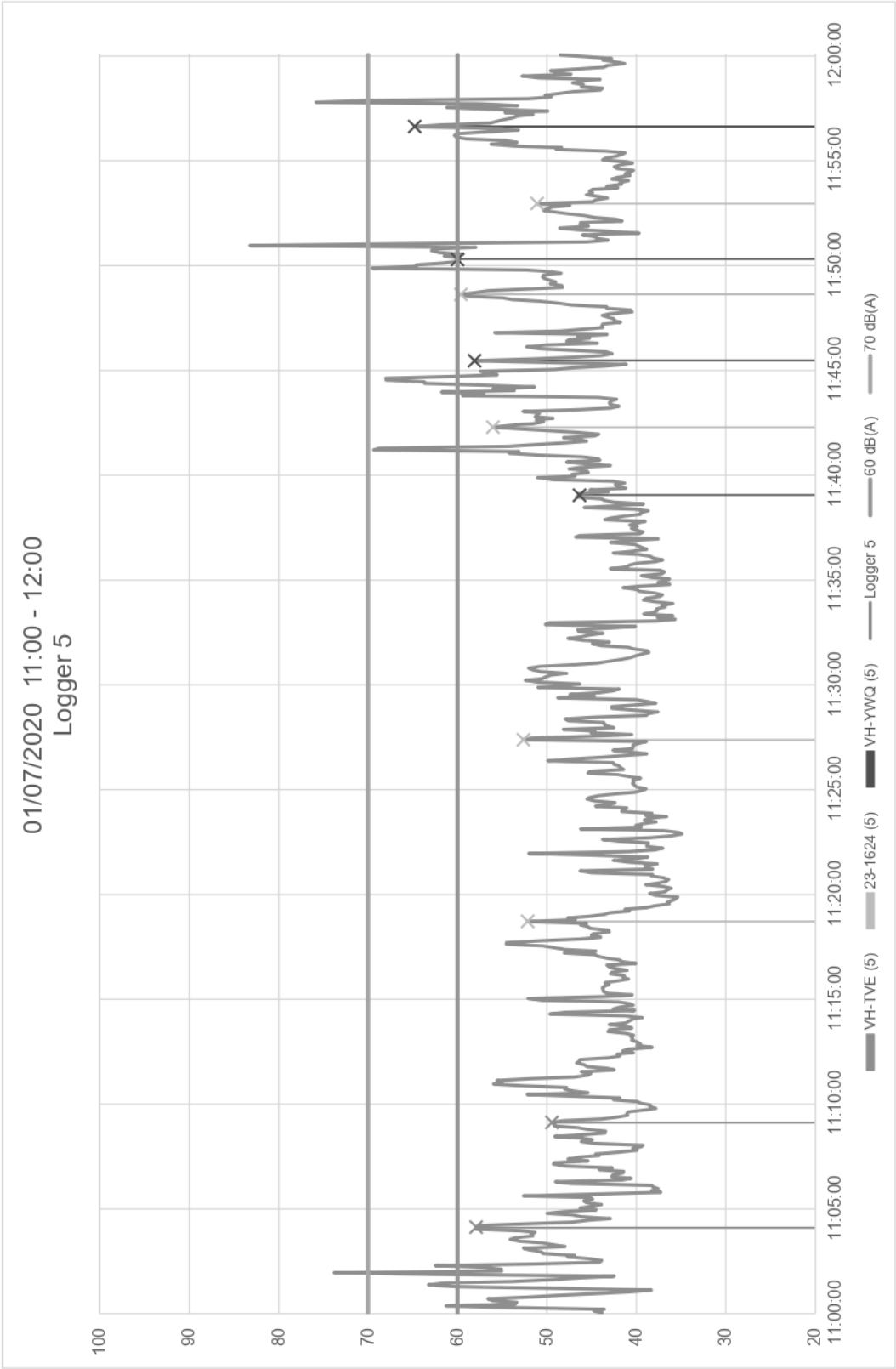


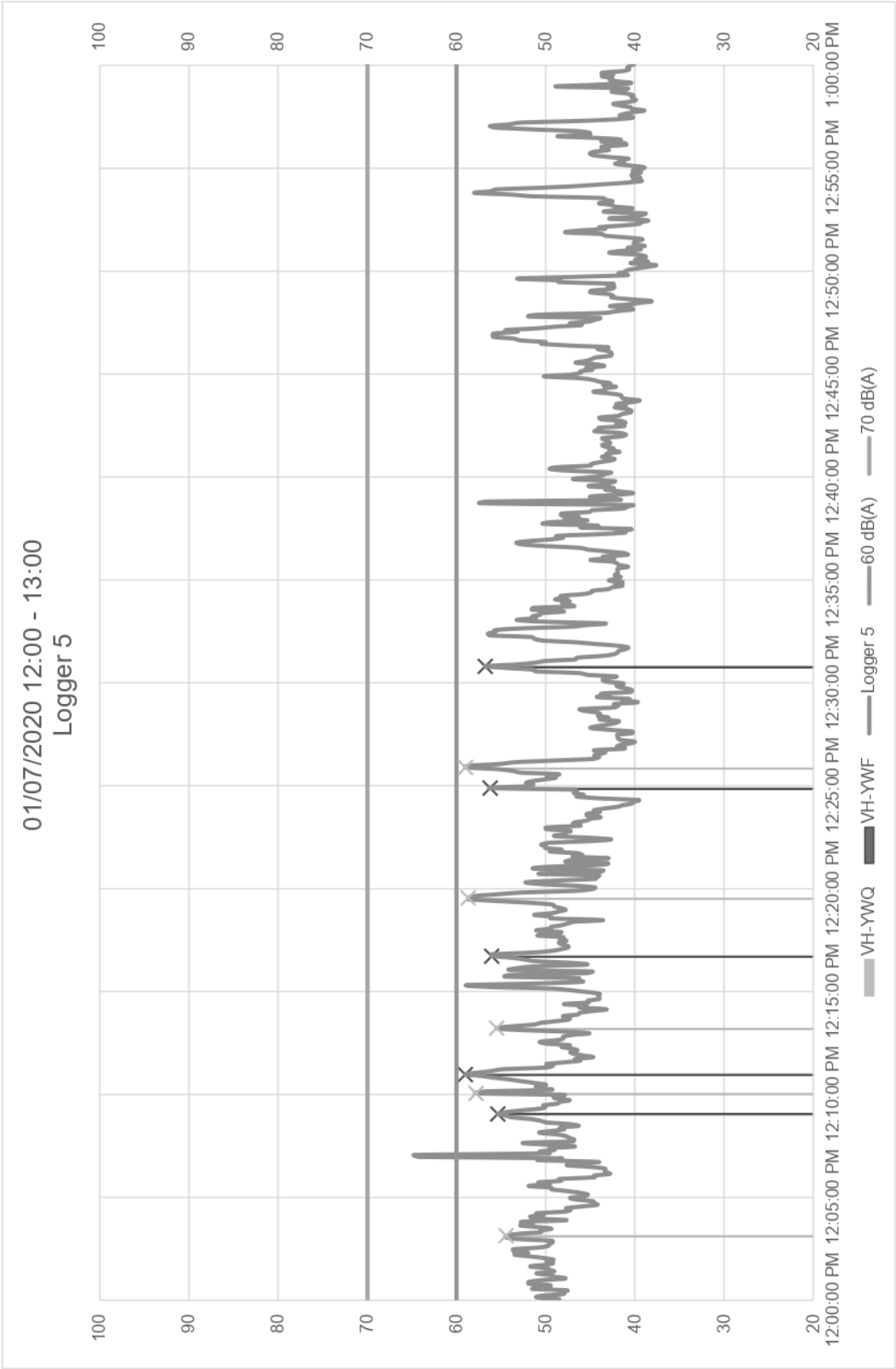






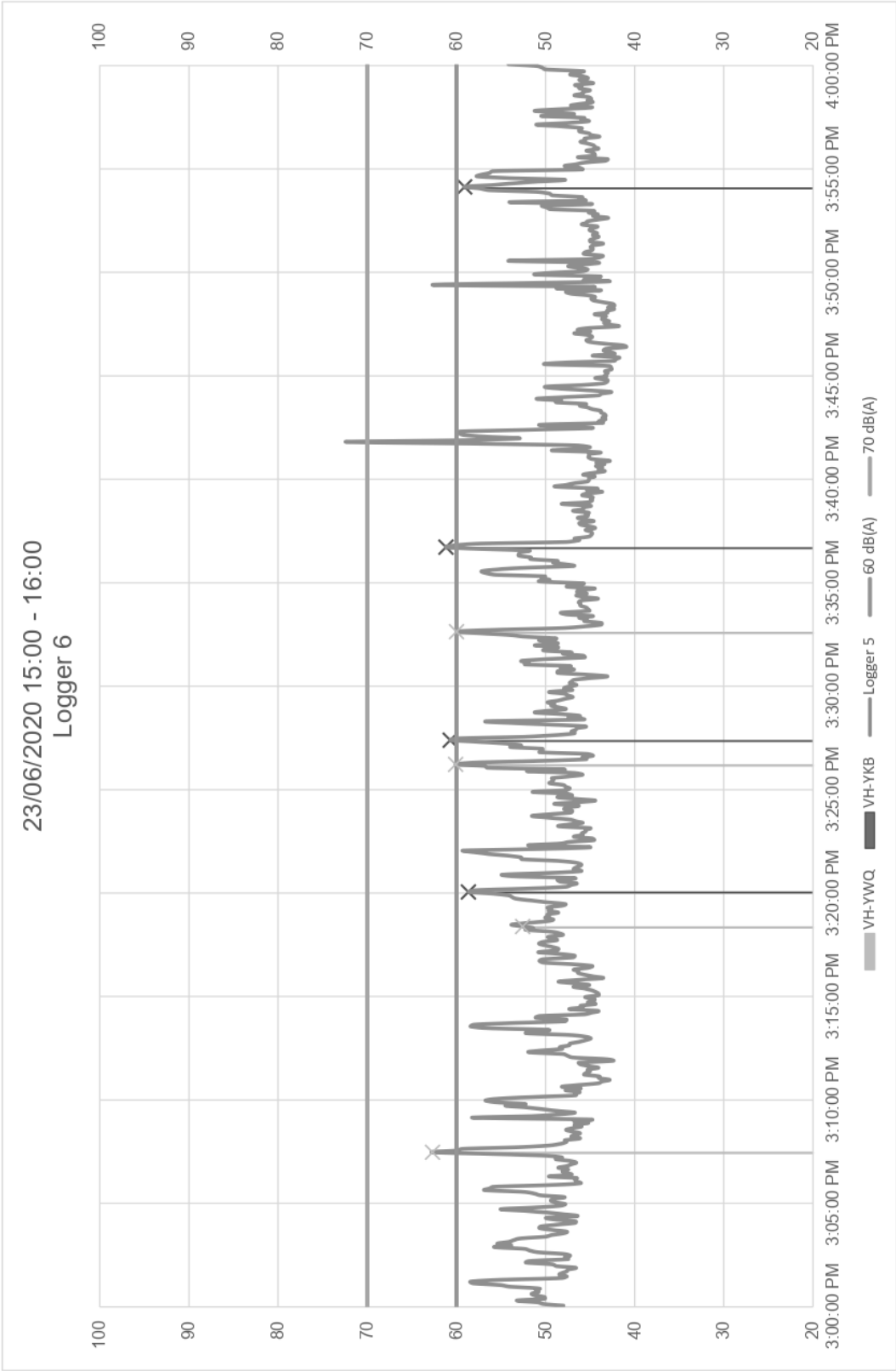


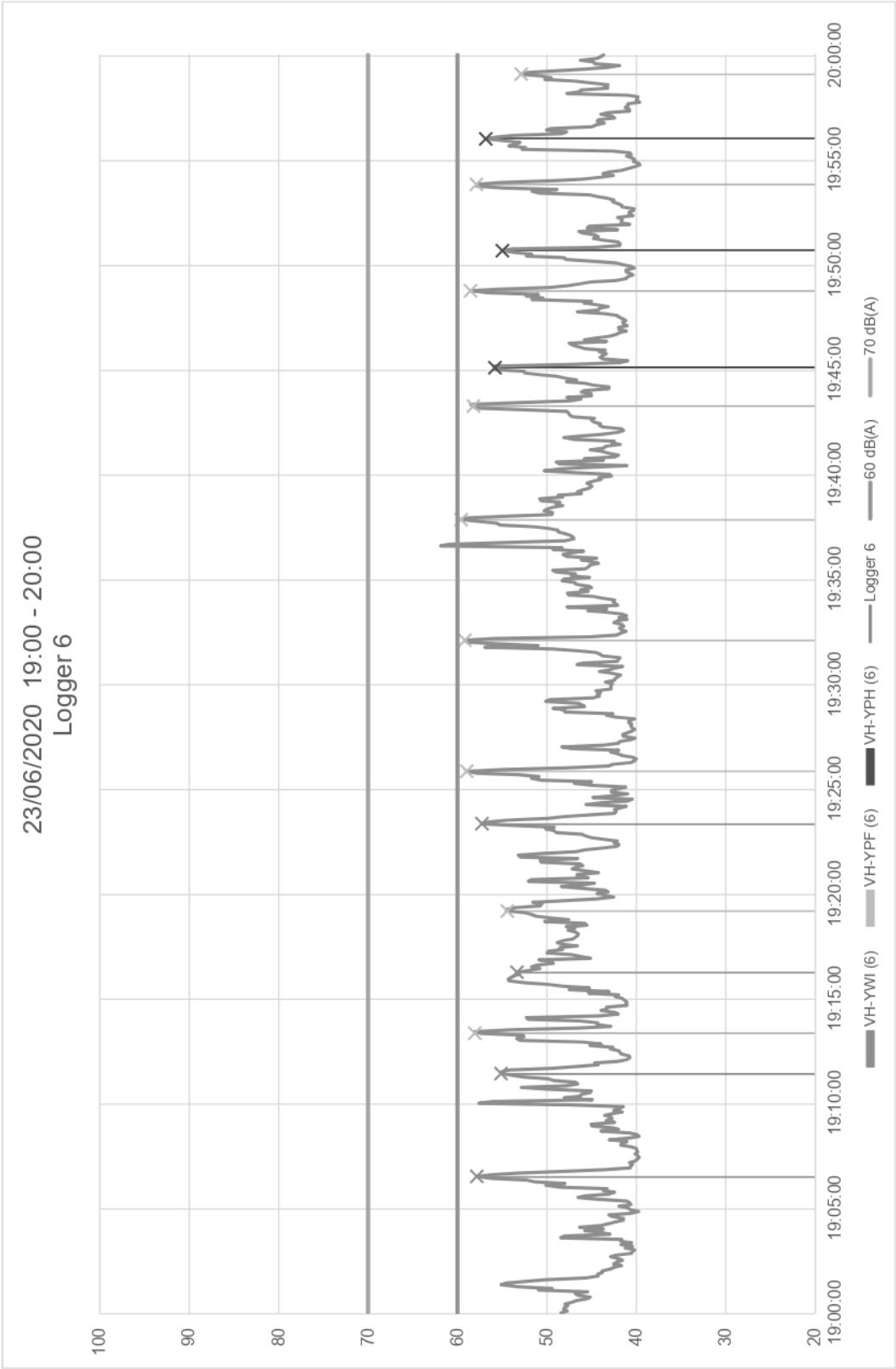


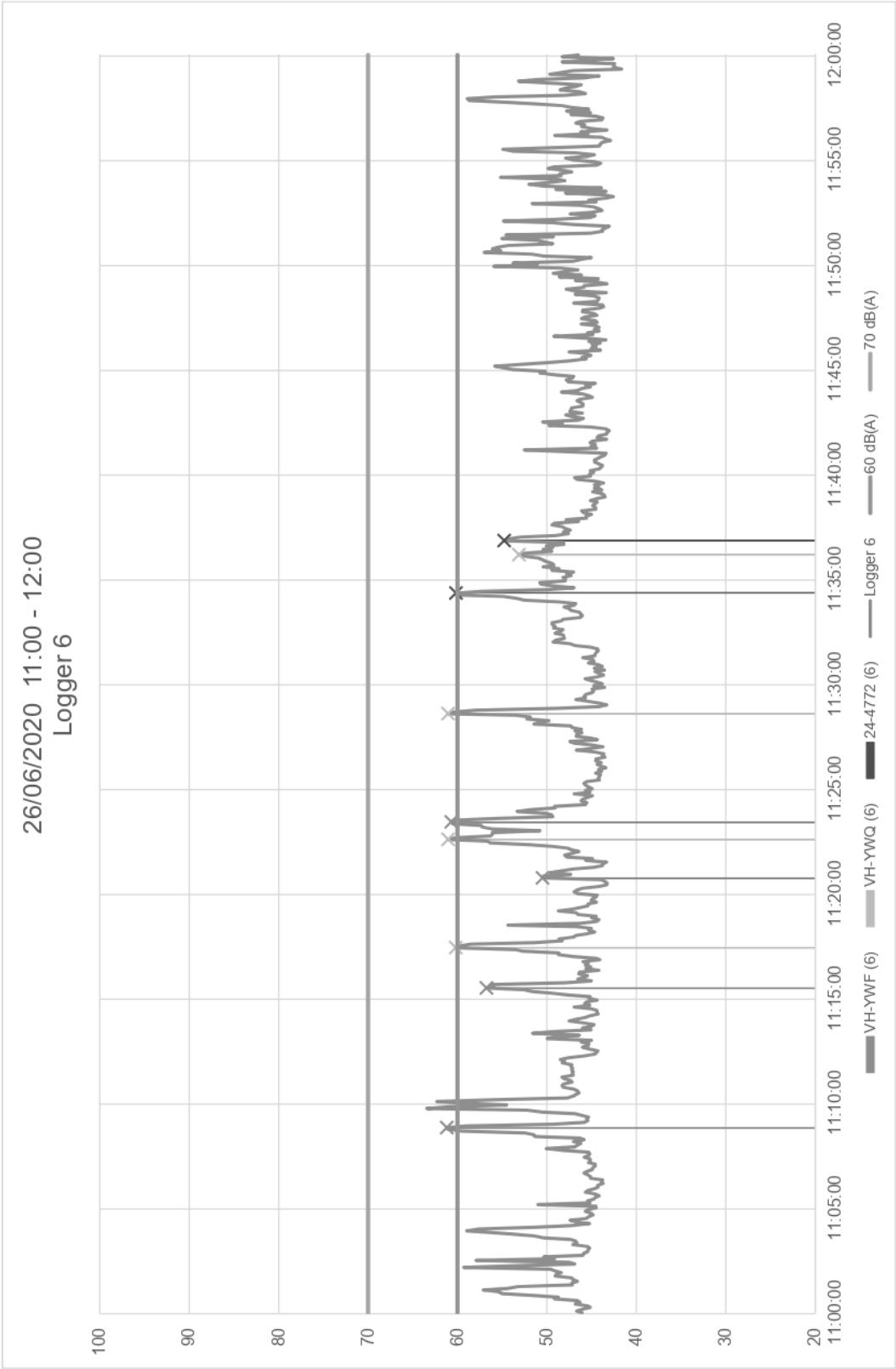


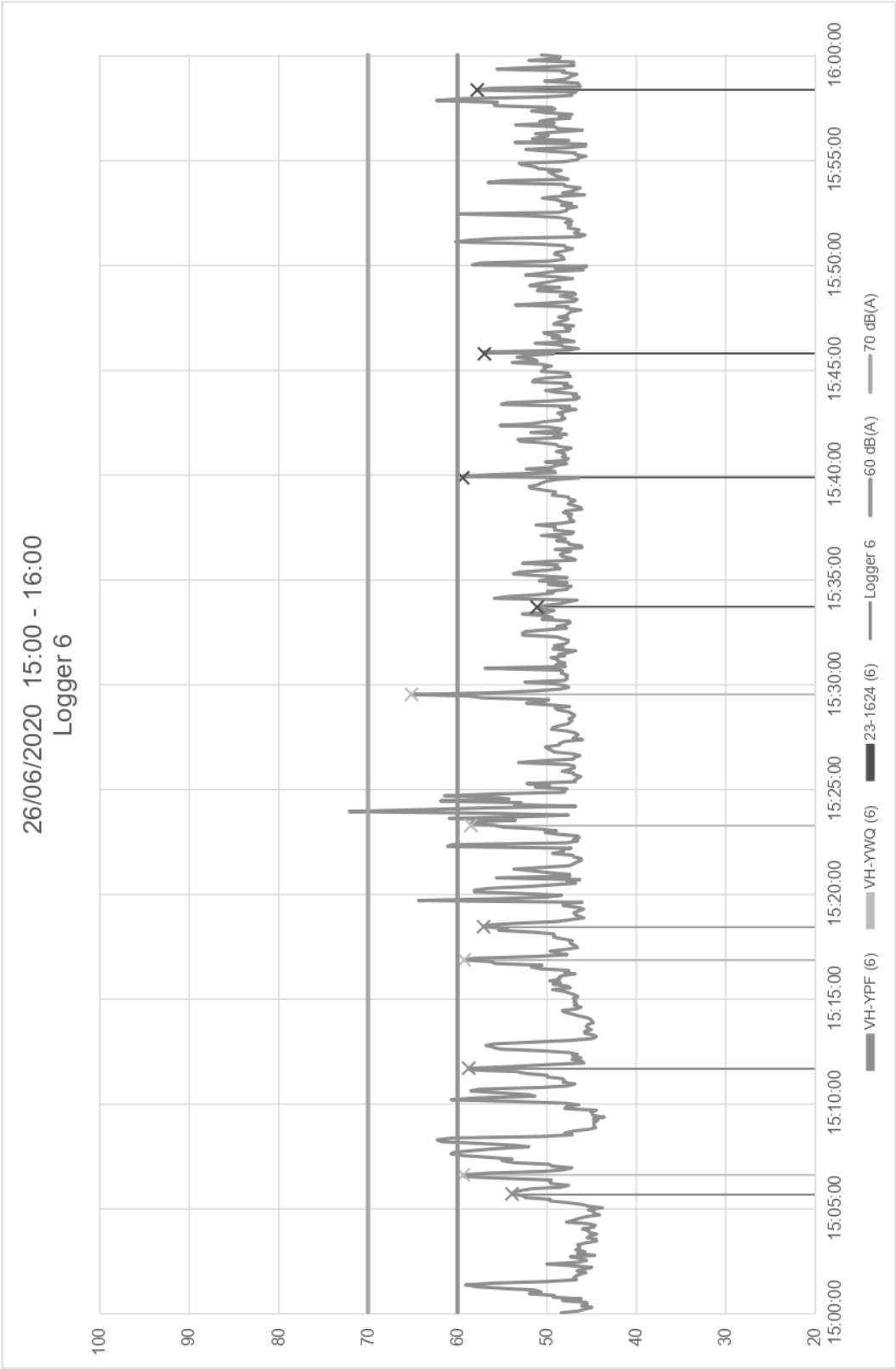
5.5.1 Discussion

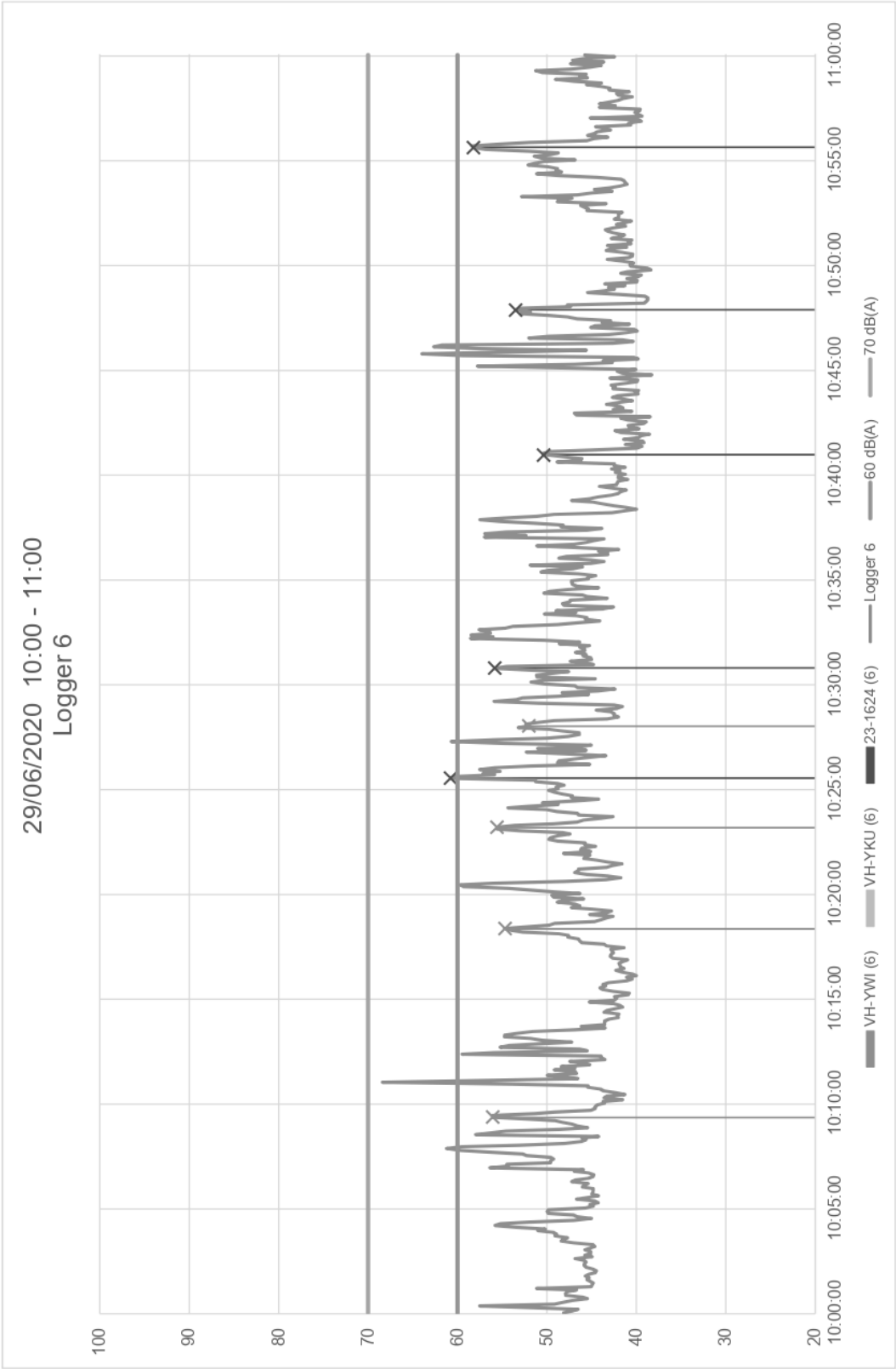
- Noise levels of aircraft overflights at Logger 5 ranged between approximately 47 and 71 dB(A). The majority of aircraft overflights were between 50 and 65 dB(A) for the selected busy-hours, with a large proportion of these being under 60 dB(A).
- There was only one identified aircraft overflight exceeding 70 dB(A) for all busy time periods presented in the charts.
- In many cases, the aircraft overflights at this location were around the same or at a lower noise level than other noise sources in the area. As discussed in Section 5.5.1, this logger location was observed to experience extraneous noise sources such as birds and distant traffic noise and it is highly likely many of the peaks found in the charts for this location was due to bird noise or in some cases residential noise.
- Peak noise levels at this location shown on the chart with no aircraft overflights ranged between 58 and 78 dB(A).
- According to Table 2-2, the majority measured aircraft noise levels at this location (approximately between 50 and 65 dB(A)) would result in an estimated internal noise level of between 40 and 55 dB(A), which is generally compliant with the recommended indoor design levels for residential receivers.
- Based on the data for the busy periods identified, it is likely the total number of flights per day at 80 dB(A) or below would not exceed 30, as such it is likely this site would be deemed acceptable according to Table 2-3.

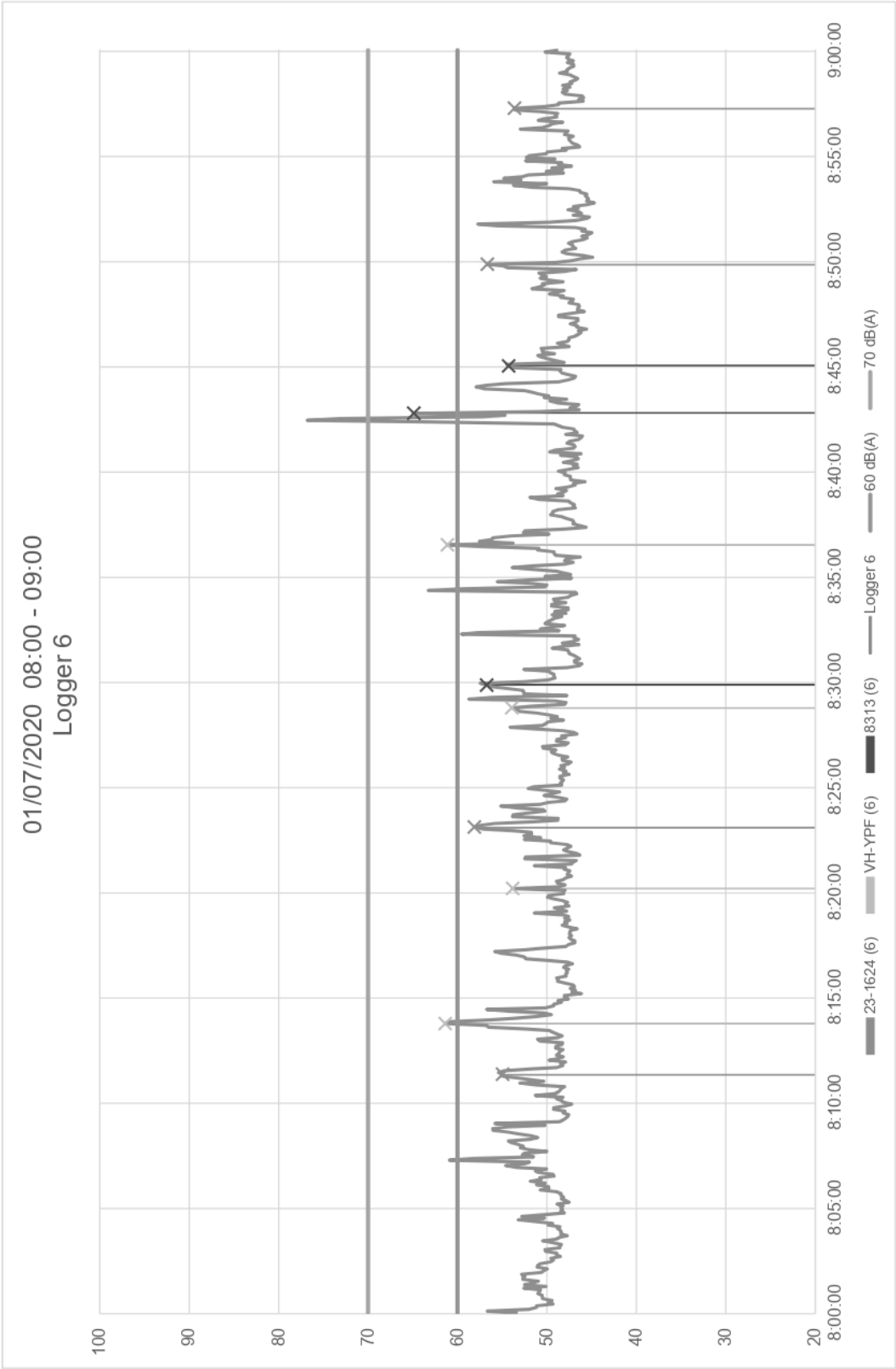


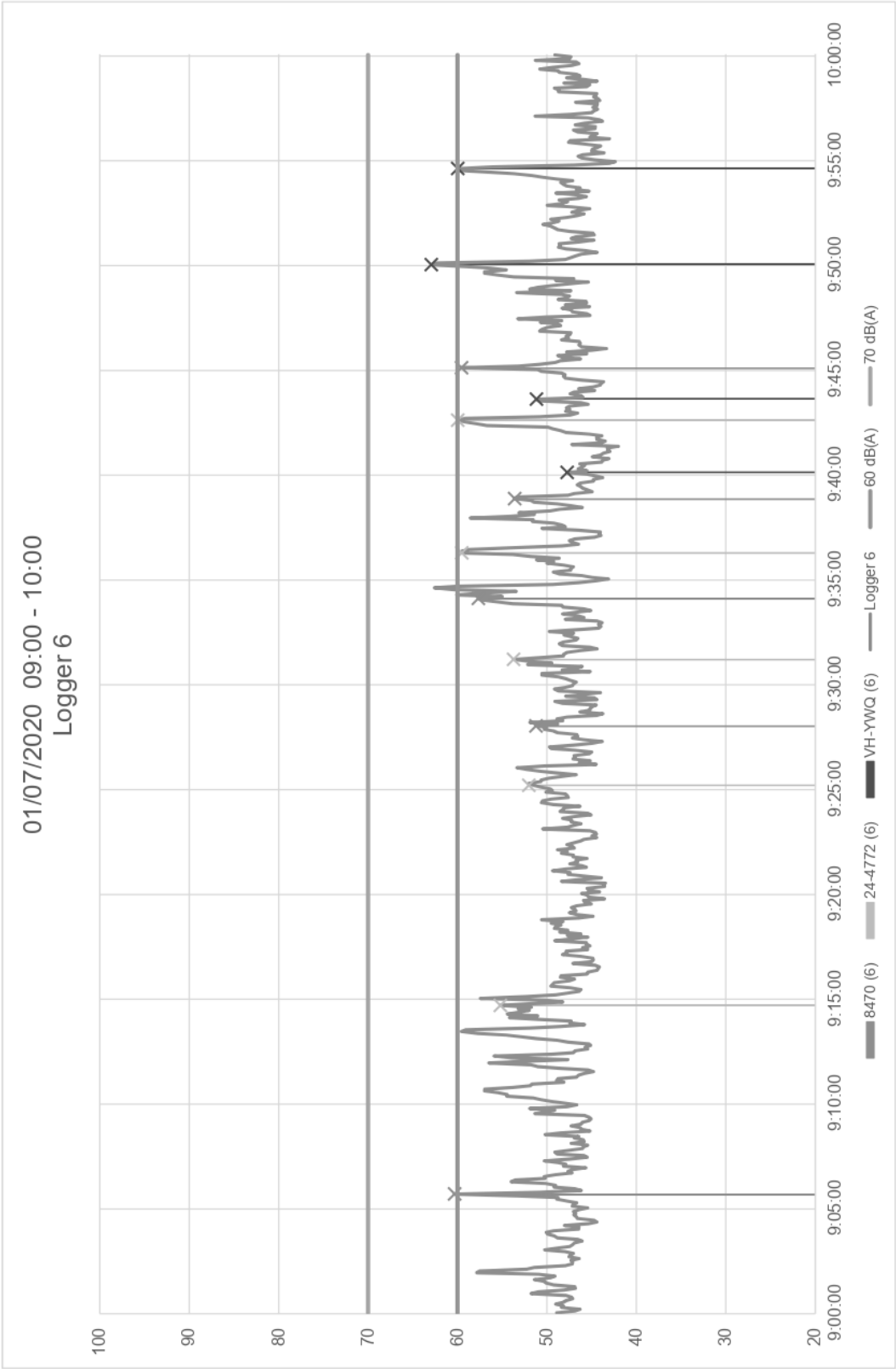


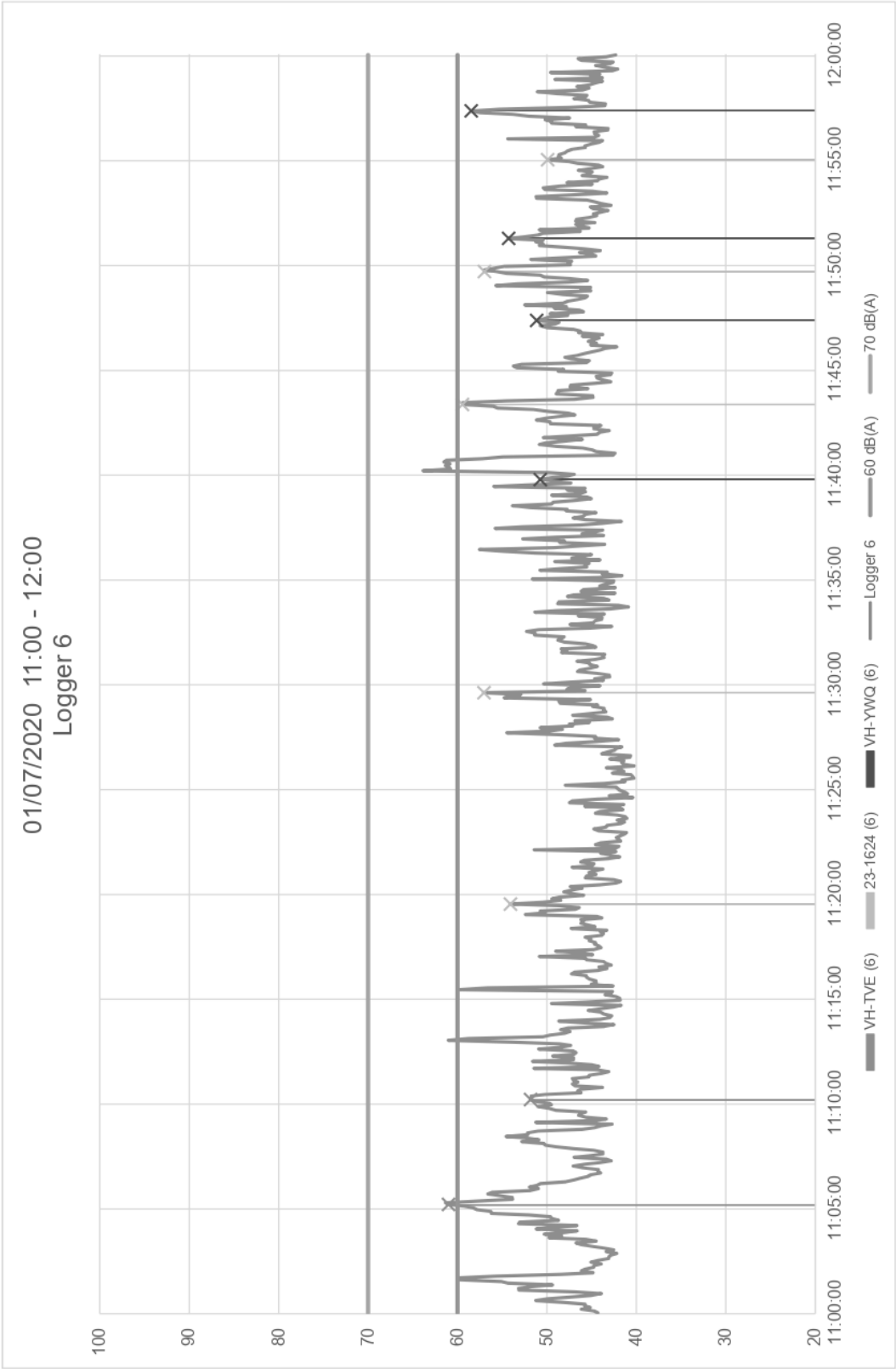


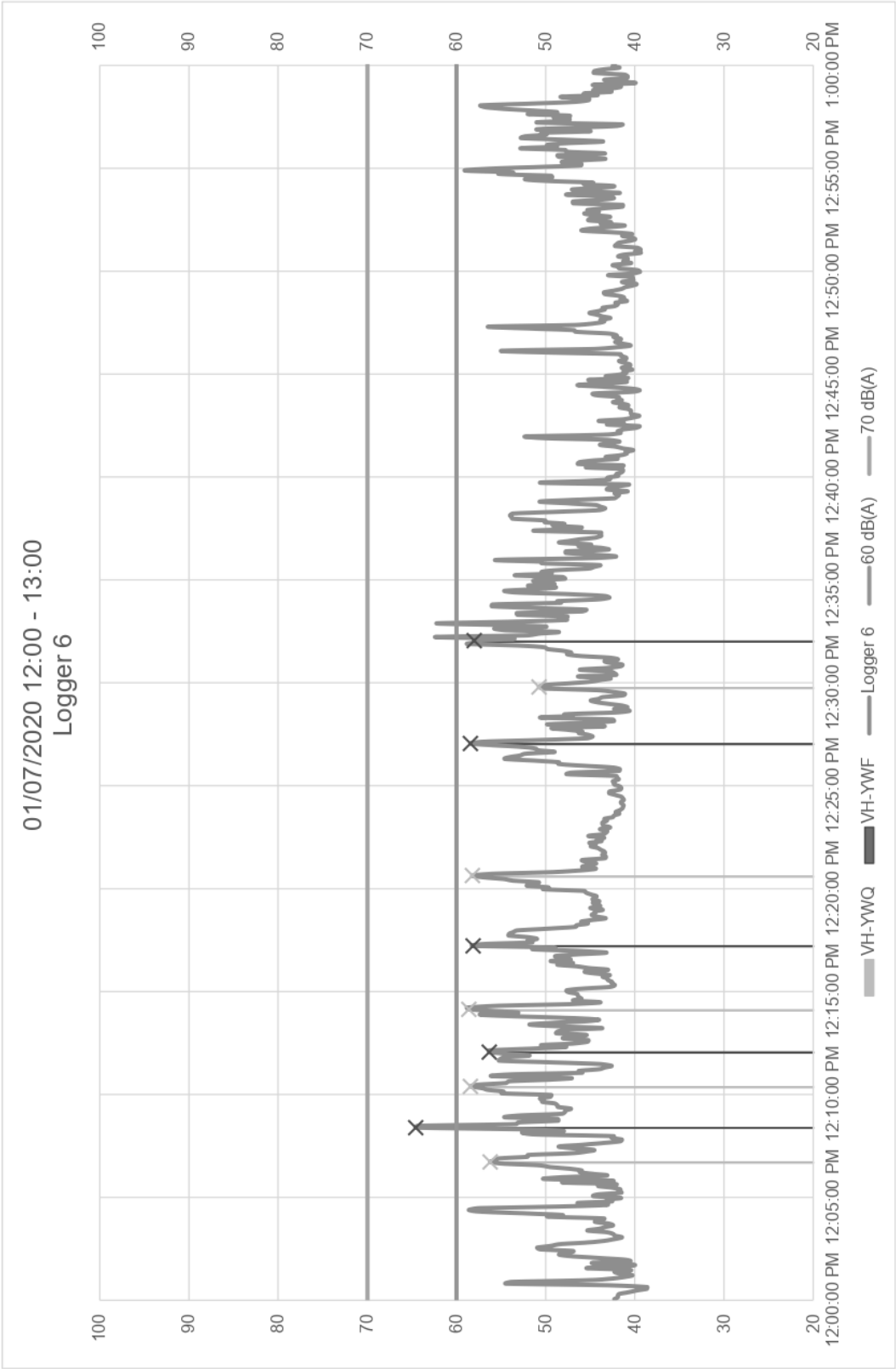












5.6.1 Discussion

- Noise levels of aircraft overflights at Logger 6 ranged between approximately 48 and 65 dB(A). The majority of aircraft overflights were between 50 and 65 dB(A) for the selected busy hours, with a large proportion of these being under 60 dB(A).
- There were no identified aircraft overflights exceeding 70 dB(A) for any busy time period presented in the charts.
- In many cases, the aircraft overflights at this location were around the same or at a lower noise level than other noise sources in the area. Due to the location of this logger, it is highly likely many of the peaks found in the charts for this location were due to typical noise sources occurring around waterways, i.e. boating activities or birds.
- Peak noise levels at this location shown on the chart with no aircraft overflights ranged between 57 and 72 dB(A).
- According to Table 2-2, the majority measured aircraft noise levels at this location (approximately between 50 and 65 dB(A)) would result in an estimated internal noise level of between 40 and 55 dB(A), which is generally compliant with the recommended indoor design levels for residential receivers.
- Based on the data for the busy periods identified, it is likely the total number of flights per day at 80 dB(A) or below would not exceed 30, as such it is likely this site would be deemed acceptable according to Table 2-3.

6. Conclusion

Based on the monitoring results:

- Location 1 aircraft noise levels for the busy periods (i.e. the ten, one-hour periods recording the highest number of aircraft movements over the sample period), identified ranged between 61 and 88 dB(A), with the majority of aircraft overflights below 70 dB(A).
- Location 2 aircraft noise levels for the busy periods identified ranged between 56 and 61 dB(A) with the majority of overflights below 60 dB(A).
- Location 3 aircraft noise levels for the busy periods identified ranged between 50 and 78 dB(A), with only six aircraft overflights identified exceeding 70 dB(A).
- Location 4 aircraft noise levels for the busy periods identified ranged between 45 and 70 dB(A) with the majority of overflights being between 50 and 65 dB(A). Only one overflight reached a noise level of 70 dB(A).
- Location 5 aircraft noise levels for the busy periods identified ranged between 47 and 71 dB(A) with the majority of overflights being between 50 and 65 dB(A).
- Location 6 aircraft noise levels for the busy periods identified ranged between 48 and 65 dB(A) with the majority of overflights being between 50 and 65 dB(A). There were no aircraft overflights exceeding 70 dB(A) for any busy time period presented in the charts.

The results of the noise monitoring indicate the vast majority of aircraft flyovers at each logger location are below 70 dB(A) with a small proportion of movements exceeding 70 dB(A) at some locations. Based on the criteria in Table E1 of AS 2021:2015 (Table 2-3), where noise levels are below 70 dB(A), a residential house is considered acceptable with greater than 30 flights per day. Where noise levels are below 80 dB(A), a residential house is considered acceptable where there are between 15 and 30 flights at this noise level per day.

The results also indicate that measured noise levels identified during the busy periods would generally comply with internal design noise levels outlined in Table 2-2. It should be noted that individual flights at any time may exceed the internal design noise levels depending on many factors such as aircraft type, altitude, and wind conditions.

It should again be stressed that the criteria in both Tables 3.3 and Table E1 from AS 2021:2015 can provide *guidance* on what noise levels are acceptable for a particular building type, however should not be applied for the purposes of assessing noise impact.

It also should be noted that even though the findings of this report show that the majority of measured aircraft noise levels would be generally compliant with recommended internal design noise levels and it is likely that the logger sites would fall under the acceptable criteria for building site acceptability, it is acknowledged that the impact of aircraft noise is subjective and not only depends on the noise level and its characteristics, but also how it is perceived by the person affected. Additionally, research has shown that annoyance responses in low background noise regions is much higher when compared to those in high background noise regions, even when the aircraft noise levels are the same (*Effect of background noise levels on community annoyance from aircraft noise*, 2008). This should be taken into consideration when undertaking community consultation relating to aircraft noise or looking to expand aircraft operations to areas with low existing background noise levels.

Appendices

Appendix A – Representative flight data

A flight training operator at Port Macquarie Airport supplied flight data for their typical training activities during the monitoring period. The noise levels have been reported for each of these flights.

Table A1 Training flight 1


Logger	30/06/2020 12:30 pm – 13:40 pm		Number of events		Picture and description
	Min - max	Average	Between 60-70 dB	Above 70 dB	
Logger 1	-	-	-	-	 <p>The aircraft departed to the area, then returned via a Practice Forced Landing (PFL) and conducted circuits and glides onto both runways 21 and 03.</p>
Logger 2	52.3 – 52.9	52.6	-	-	
Logger 3	58.5 – 73.6	63.4	2	1	
Logger 4	52.1 – 65.6	58.9	1	-	
Logger 5	57.3 – 62.7	60.0	1	-	
Logger 6	58.3 – 59.8	59.0	-	-	

Table A2 Training flight 2


Logger	01/07/2020 11:50 am – 12:30 pm		Number of events		Picture and description
	Min - max	Average	Between 60-70 dB	Above 70 dB	
Logger 1	-	-	-	-	 The aircraft conducted precautionary search and landing training over runway 21.
Logger 2	-	-	-	-	
Logger 3	56.7 – 70.2	63.0	4	1	
Logger 4	50.9 – 65.0	56.9	1	-	
Logger 5	54.1 – 64.8	57.6	1	-	
Logger 6	54.1 – 64.6	57.8	1	-	

Table A3 Training flight 3


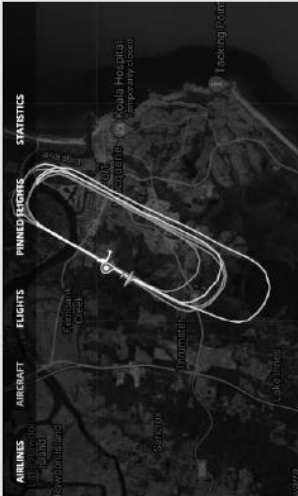
Logger	30/06/2020 19:20 pm – 20:00 pm		Number of events		Picture and description
	Min - max	Average	Between 60-70 dB	Above 70 dB	
Logger 1	-	-	-	-	 <p>Aircraft completed two circuits on runway 21, second approach was a go around from final. Re-joining mid downwind for runway 03. A further five landings conducted on runway 03.</p>
Logger 2	55.9 – 61.5	58.9	2	-	
Logger 3	59.3 – 62.1	60.9	6	-	
Logger 4	58.6 – 59.8	59.2	-	-	
Logger 5	59.0 – 62.0	60.5	1	-	
Logger 6	59.4 – 59.7	59.6	-	-	

Table A4 – Training flight 4

An aerial photograph showing a rectangular wire snare trap set in a field. The trap is constructed from multiple parallel wires forming a large rectangle. The surrounding terrain is a mix of dark and light patches, likely representing different vegetation or soil types.

Table A5 Training flight 4

Logger	30/06/2020 07:30 am – 08:10 am		Number of events		Picture and description
	Min - max	Average	Between 60-70 dB	Above 70 dB	
Logger 1	-	-	-	-	 <p>Aircraft conducted circuits on runway 21.</p>
Logger 2	-	-	-	-	
Logger 3	56.4 – 66.5	63.4	4	-	
Logger 4	51.7 – 61.5	56.1	1	-	
Logger 5	55.4 – 60.2	57.5	1	-	
Logger 6	58.7 – 61.6	60.2	3	-	

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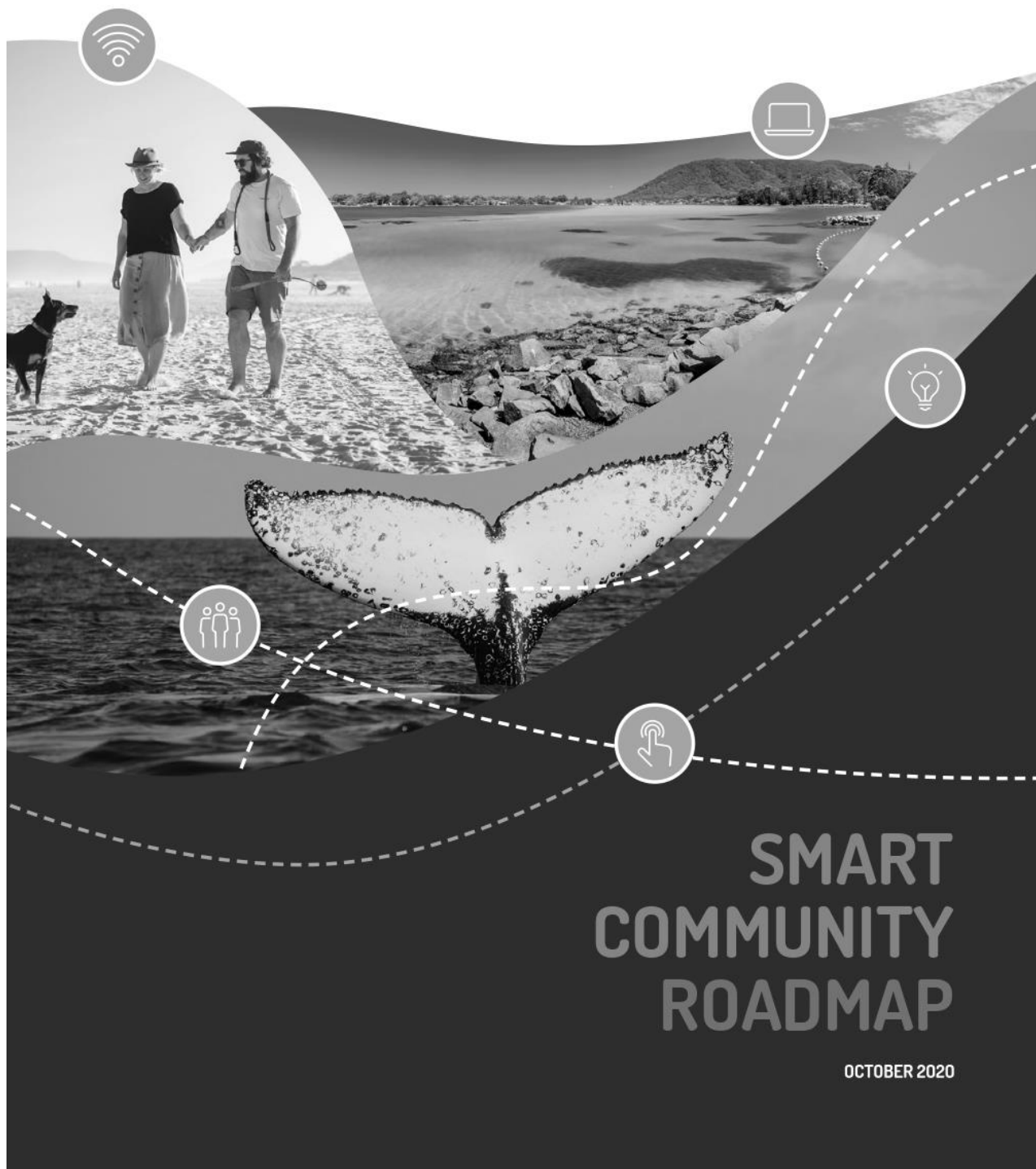
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Document Status

Revision	Author	Reviewer		Approved for Issue		
		Name	Signature	Name	Signature	Date
0	E Potoczny	C Evenden		A Fletcher		21/08/2020
1	E Potoczny	A Fletcher		A Fletcher		7/10/2020

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Acknowledgement of Country

Port Macquarie-Hastings Council acknowledges the close connection between Aboriginal people and the land and works with traditional owners, Birpai Aboriginal people, to promote the natural landscape and their heritage. The Birpai welcome you to their country.

FOREWORD

In a year that has had all of us relying on technology to live, work and connect, it seems appropriate to be launching the Port Macquarie-Hastings Smart Community Roadmap. Our community is seeing firsthand how innovation, data and technology can be leveraged in times of growth and in times of crisis.

The development of the Smart Community Roadmap confirms our commitment to a smart, sustainable, liveable and inclusive future community.

The Roadmap has been developed in partnership with our community. It provides us with a starting point and sets the direction for smart community development in the Port Macquarie-Hastings region. It will guide the integration of smart community initiatives into Council strategies and projects and serve as one of the key tools to educate, inform and develop capacity within Council and the community.

Port Macquarie-Hastings is well-positioned to make the most of emerging smart community opportunities, particularly with the development of our Think 2050 Community Strategic Plan.

I look forward to our journey as we build, develop, evolve and innovate into the future; guided by the Smart Community Roadmap.

Peta Pinson
Mayor



INTRODUCTION

Port Macquarie-Hastings Council is committed to the development of a 'smart community' to improve local services, increase local opportunities and enhance economic, social and environmental outcomes.

This Smart Community Roadmap will guide Council and the local community towards a smarter future, leveraging innovative thinking, digital technology, data and human expertise. The Roadmap unpacks the smart community concept and demonstrates the benefits and opportunities from smart community investment. It illustrates where we are today as a smart community, where we are going, and how we aim to get there.

The Smart Community Roadmap is closely aligned with Council's existing corporate strategies and plans, including the development of the Think 2050 Community Strategic Plan. It integrates key insights from comprehensive stakeholder engagement to reflect local community and industry needs.

What is a Smart Community?

Smart Community Explained

A smart community is a city, region or community that leverages digital technology, data and innovation to improve liveability, sustainability, collaboration and economic opportunities.

A smart community is more than just somewhere to live. A smart community puts people at the centre of planning and development and works actively to deliver high-quality services to everyone who lives, works or invests in the region.

Smart City vs. Smart Community

The term 'smart city' is used across the globe to refer to cities and municipalities that use technology intensive solutions (such as the Internet of Things, smart sensors and open data) to deliver value to their people.

While this approach has been used with success in cities around the world, Port Macquarie-Hastings Council has identified 'smart community' as a term that better encapsulates the broader innovation culture, positive lifestyle and human connection that Council seeks to foster within our community.





Smart Community Best Practice

A defining aspect of a smart community is that technology and innovative practices are deployed to address a clear problem, objective or outcome.

While each smart community will take a unique approach to reflect its core priorities, there are common principles that represent best practice in building a smart community. The following best practice principles are integrated throughout this Roadmap and embedded into our approach to smart community implementation.

Support Digital Democracy

The use of digital technology to modernise democratic processes and facilitate participation in debate and decision-making.

Leverage Leadership and Governance

The framework of roles, responsibilities and oversight that ensure smart community action, performance, risk management and accountability.

Employ Prioritisation Frameworks

Developing a rigorous and systematic method of assessing and prioritising potential projects – best practice demands a people first approach and a formal process to assess, rank and prioritise smart community options.

Foster Collaboration

Develop processes and places for Council-community co-design and intra-community collaboration, to support better service delivery and policy design, business innovation and economic dynamism.

Facilitate Innovation

Establish an innovation framework to promote, support and drive new ways of doing business that leverage smart technology and innovative practices/processes.

Have a Smart Community Plan/Roadmap

Taking a strategic approach to smart tech deployment, aiming to focus aspirations, coordinate effort, and prioritise investment.

Embed Digital Standards

The principles that guide the design and implementation of technology, and the storing, protecting and processing of data that guarantees privacy, security, interoperability, scalability, and performance.

Identify and Test New Business Models

The digital revolution is accompanied by a great number of innovative business models that offer new arrangements for funding, financing and operating smart community projects.

Modernise Regulation and Policy

Proactively modernise legislation, regulation and business processes to complement new technology, enabling digital benefit, and reducing digital risks.

Set Goals and Monitor Progress

Measuring smart community success requires robust frameworks for identifying objectives, setting targets, applying metrics for measurement, and driving continuous improvement.



Smart is the way of the future.

CASE STUDY

Smart Environmental Sensors & Water Meters

With Port Macquarie-Hastings recently experiencing significant drought resulting in strict water restrictions across the region, Smart Water Meters can offer insight into the water usage of Council and in homes. When combined with data gathered from smart environmental sensors in green spaces, gardens and public ovals, Smart Meters assist Council and community to enhance their water-use efficiency, and increase community awareness about water usage.



Why does Port Macquarie-Hastings need to be a smart community?

Being a smart community means making the most of new technology, big data and innovation. Smart communities are geared towards improving local liveability, sustainability and economic opportunity.

By harnessing the benefits of smart technology, data and innovation, Port Macquarie-Hastings will:

1. Build a more diverse and resilient economy
2. Enhance its reputation as an attractive, vibrant and welcoming community
3. Maintain the competitive edge needed to attract and support local businesses and industries

Through a strategic and deliberate approach to smart community development, Port Macquarie-Hastings Council will:

1. Improve operational efficiencies, service delivery and sustainability outcomes
2. Optimise data-driven decision making and planning outcomes

Lessons learned through recent challenges, such as drought, bushfires, and COVID-19, will be integrated into our smart community thinking. Smart community approaches will be used to achieve the resilience, connectedness and responsiveness needed to drive economic recovery and protect our regional communities in the future.

SMART COMMUNITY LANDSCAPE

Development of the Port Macquarie-Hastings Smart Community Roadmap was informed by the local community, and reflects the unique needs, priorities and opportunities that exist in our region. Additionally, The Roadmap also considers the broader strategic landscape in which it will operate.

Strategic Context

The table below outlines the broader context for the Smart Community Roadmap.

GLOBAL	ISO Smart City Standards	In 2017, the International Organisation for Standardisation (ISO) released international smart city standards. These standards present best practice guidelines for smart city success and key targets and objectives for smart development.
NATIONAL	Australian Government Smart Cities Plan	In 2016, the Australian Government released a 'Smart Cities Plan' that outlines the need for Australian cities and communities to remain productive, accessible and liveable. The Plan guides local government and business across Australia in building, from the ground up, an innovative, agile and prosperous nation.
STATE	NSW Government State Infrastructure Strategy 2018-2038	The NSW Government State Infrastructure Strategy outlines key recommendations for smart city/community development across NSW. The Strategy articulates the necessity of smart community opportunities to foster collaboration, enhance digital connectivity, and increase resource-use-efficiency across regional NSW.
	NSW Smart Places Strategy	In August 2020, NSW became the first State to release a Smart Places Strategy. The Strategy aims to streamline economic and technology planning across all levels of Government, and inform ongoing smart development for Councils across NSW.
LOCAL	PMHC Think 2050 (Community Strategic Plan)	Engagement for the Community Strategic Plan (CSP) was launched in late 2019, and aims to gather insights from the entire community to set a direction and vision for the future of the region. The CSP will sit at the very top of Council's strategic planning framework, and will provide long-term direction not only for Council, but for the people, businesses and visitors to Port Macquarie-Hastings.
	PMHC Local Strategic Planning Statement (LSPS)	Sitting alongside the Community Strategic Plan the LSPS sets the direction for our community's social, environmental and economic land use needs for the next 20 years. Council is currently developing its first LSPS.



Other Council Strategies, Plans and Policies

Other key Council documents that provide context and meaning to this Smart City Roadmap include:

- > Economic Development Strategy
- > Local Environmental Plan
- > Operational Plan 2019–2020
- > Community Inclusion Plan 2020–2021
- > Cultural Plan 2018–2021
- > Delivery Program 2017–2021
- > Urban Growth Management Strategy
- > Local Area Specific Plans
- > Long Term Energy Strategy
- > Long Term Financial Plan
- > Biodiversity Strategy
- > Koala Management Plan
- > Customer Experience Strategy
- > Digital Technology Roadmap
- > Disability Inclusion Action Plan 2017–2021
- > Port Macquarie-Hastings Destination Management Plan 2020–2024
- > Recreation Action Plan 2019–2025
- > Procurement Strategy

SMART COMMUNITY CONTEXT

This Snapshot outlines unique strengths, challenges and opportunities for Port Macquarie-Hastings, based on data relevant to smart community development.

Community

Understanding our region's demographics is key to tailoring smart community outcomes to the specific needs and problems experienced by our community. It ensures only high value initiatives are pursued.

Education

Understanding the skills, knowledge and qualifications that can be leveraged in our region ensures only realistic and manageable initiatives are prioritised.

Connectivity

Understanding our residents' access to high-speed internet and ability to engage with online services is vital for creating an equal, accessible and inclusive smart community.

Income

Understanding income and socioeconomic trends within our region ensures smart community initiatives are targeted to areas of greatest need.

Employment

Understanding employment trends and local labour market dynamics enables smart community programs to focus on driving jobs growth and workforce participation.

Local Economy

Understanding local economic trends and business entry/exit rates enables planning for change and allows a tailored approach to developing a culture of innovation.

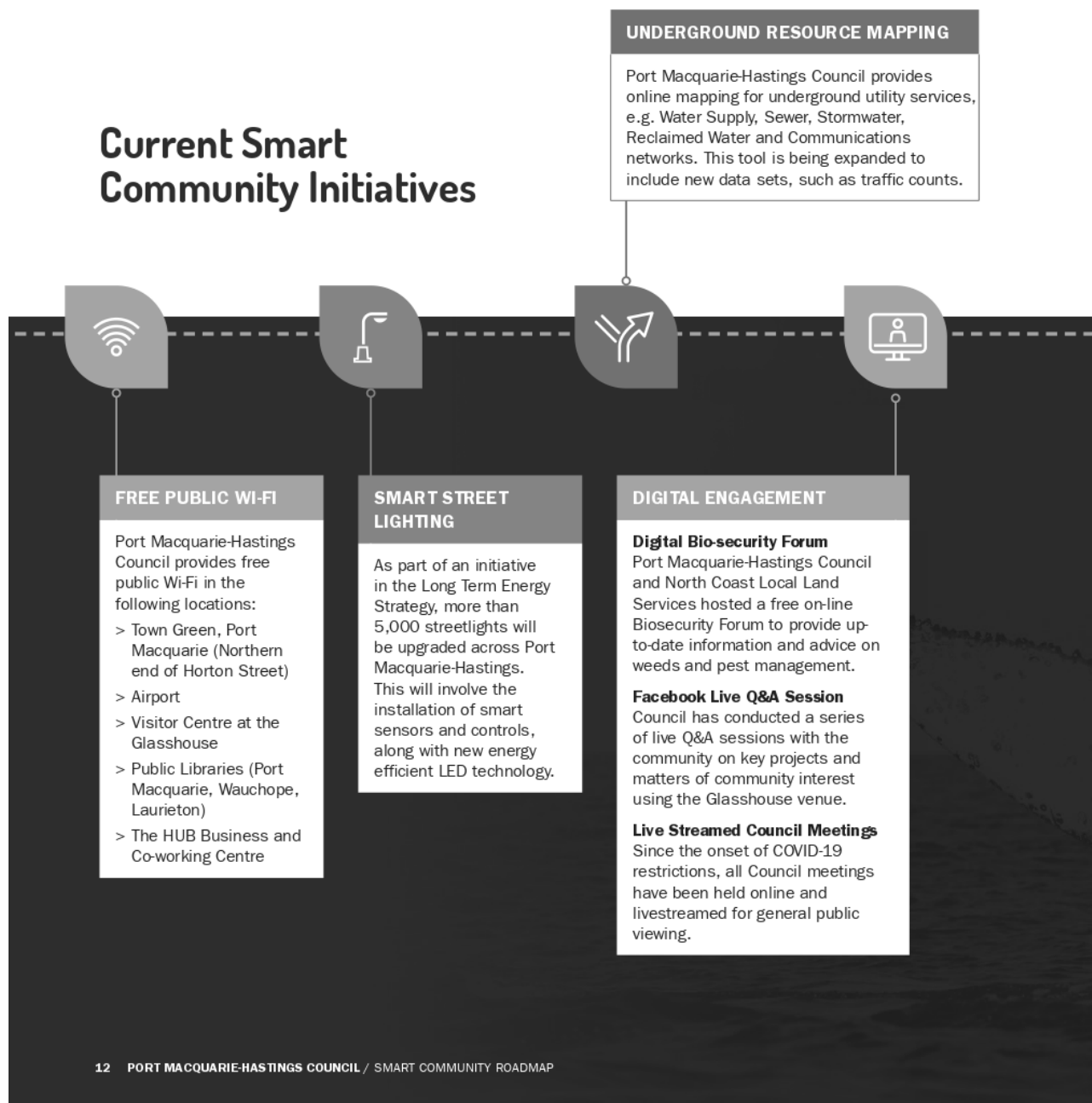




THE ROAD SO FAR

Port Macquarie-Hastings Council has already started this smart community journey, delivering a number of smart projects, services and initiatives, as highlighted below.

Current Smart Community Initiatives



THE HUB BUSINESS AND CO-WORKING CENTRE

The HUB business and co-working centre provides a shared space where start-up, home based, micro businesses, teleworkers and creatives can operate. The HUB offers high-speed internet in a studio-like environment, with outdoor working options and shared amenities. It is an initiative led by the Economic Development Team to create jobs, foster innovation and grow the economy.

Council launched the Hub as a trial in 2018 and subsequently supported a successful Charles Sturt University funding bid for a purpose-built business innovation centre at the University's Port Macquarie Campus. It is due to open in 2021 and the existing Council service will transfer to this facility.

SPRAYRITE: WEED SPRAY APPLICATION TOOL

Sprayrite is a simple downloadable tool built with Microsoft Excel formulas that assists users with treating weeds over large areas by calculating the correct ratios of water-soluble products. The tool is being launched on multiple app platforms and promoted to landholders, Biosecurity Officers and other NSW Councils.

The tool replaces manual calculation to determine the time, cost and usage rates required to apply herbicides, pesticides and fertilisers to large areas. This tool improves dosage accuracy and prevents waste from overspray or excess product being mixed and requiring disposal.



These initiatives represent the **strong smart community** foundation that Council can build upon through the enactment of this **Smart Community Roadmap**.

SMART LIBRARY INITIATIVES**Imaginarium**

Imaginarium is a free-to-use studio facility at Port Macquarie Library. Community members can record songs, make videos or simply tell stories. The studio features a wide range of recording equipment and software ideal for creative minds keen to experiment or groups wanting to preserve important events.

3D Printing Facilities

The Port Macquarie Library provides 3D Printing services to the community, with two MakerBot 3D printers – the Replicator Desktop and the Replicator Mini.

The Portal

The Portal is a dedicated virtual reality room where community members can experience high definition virtual reality. Using the Oculus Rift VR headset, users can explore other worlds, swim with sharks, climb mountains, or even walk in space. The Portal is free to use for library members.

Library App

The Library Service App allows community members to search, reserve and borrow books, magazines, movies and music.

Computer Help Services

The Port Macquarie Library offers a number of training and education resources to help people navigate the internet and digital devices.

BUILDING COUNCIL'S SMART COMMUNITY MATURITY & CAPACITY

The development of a smart community requires coordinated effort and collaboration across the entire Port Macquarie-Hastings community.

As the stewards, coordinators and administrators of the Smart Community Roadmap, it is vital Council develops our maturity and capacity as a smart organisation.

To understand the key areas for Council to leverage and improve as a smart organisation, an internal assessment of our smart community maturity and capacity was conducted in May 2020. This maturity assessment revealed we are in the beginning stages, which is common across most local government areas in Australia.

As a smart organisation, our current strengths include:

- > awareness of smart technology and understanding how it can be applied
- > leadership and capability, with increasing experience delivering smart community projects
- > collaboration with an increasing number of external organisations and industries

Key areas we will focus on to build smart community maturity include:

- > Governance structures
- > Smart community prioritisation processes
- > Smart procurement guidelines
- > Council innovation culture
- > Internal collaboration frameworks
- > Data management and analysis skills





The Port Macquarie-Hastings
Smart Community Roadmap
reinforces **our long-term
commitment** to make the
most of **technology, data
and innovation**, delivering
tangible benefits to our
community.

COMMUNITY ENGAGEMENT

To guide the development of the Smart Community Roadmap, Port Macquarie-Hastings Council engaged with the local community and Council staff through online surveys and interactive digital workshops.

Community Survey Priorities & Concerns

The online community survey identified priority actions and concerns to be considered in this Smart Community Roadmap. A summary of key survey results is presented below.

<p>Which smart community initiatives offer the most value for Port Macquarie-Hastings?</p> <ol style="list-style-type: none"> 1 Smart resource management (e.g. waste, water, energy) 2 Smart environmental/biodiversity management and monitoring 3 Business and innovation programs 4 Smart buildings/developments/precincts 5 Wi-Fi and other digital networks 	<p>What are your concerns about the integration of smart community and digital technology?</p> <ol style="list-style-type: none"> 1 Digital literacy 2 Impact on human interaction 3 Inability to access and use technology 4 None 5 Cost
<p>Which local services should be improved through smart technology?</p> <ol style="list-style-type: none"> 1 Energy management 2 Transport and parking 3 Waste and waste-water management 4 Planning and development 5 Tourist and visitor services 	<p>What are the main barriers to smart community development?</p> <ol style="list-style-type: none"> 1 Low smart community culture 2 Red tape 3 Low access to capital/funding 4 Low digital inclusion and literacy 5 Few innovation pathways

Stakeholder Engagement Summary

Based on information gathered from online/digital workshops, and online surveys with Council staff and the broader community, the following key themes were identified.

ENVIRONMENTAL SUSTAINABILITY

Protecting our Natural Beauty

Smart resource management, environmental sustainability and enhanced management of natural assets are high priorities for the people of Port Macquarie-Hastings. Smart technology, such as smart water meters, environmental sensors and smart lighting, can be used to increase environmental awareness and help to protect the natural beauty of the region.

COMMUNITY CULTURE

Embracing Change

Enhanced community participation, collaboration, and co-design of smart projects/initiatives are central aspects of a successful smart community. A common theme from engagement was the drive for enhanced community input and involvement in smart community development, through innovative engagement, dedicated training programs, and regular updates.

CONNECTIVITY

Promoting Equity, Inclusion & Accessibility

One of the most common themes from engagement was the desire for an inclusive, welcoming, and accessible smart community. Smart tech knowledge, digital literacy, digital equity and modern democracy were all priorities for the people of Port Macquarie-Hastings.

COUNCIL CAPACITY

Delivering Enhanced Services

Throughout engagement, the targeted enhancement of Council capacity to deliver smart services was a common suggestion from stakeholders. Council service improvement through smart, online and digital technology, and increased data management capability go hand-in-hand when developing smart community capacity.

INNOVATION

Supporting Local Business

Support for local business was a consistent theme from engagement, with the effects of the COVID-19 pandemic at the forefront of people's minds. Support for local business through innovation, economic diversification, and calculated smart technology deployment is a proven method for developing a resilient regional economy and achieving sustainable smart community success.

SMART COMMUNITY REFORMS

Clarity in Change

Targeted reform and dedicated change management are critical enablers of smart community success. Stakeholder engagement identified the opportunity for various reforms, including regulatory modernisation, smart procurement, and digital governance. Smart community change and reform will require leadership from Council, community, local businesses and beyond.

TRANSPORT & MOBILITY

Improving Regional Accessibility

Mobility and accessibility are key priorities for the residents of Port Macquarie-Hastings. Our community is excited by smart technology being used to enhance transport options (e.g. smart parking, integrated public transport systems, smart wayfinding). Data gathered from these initiatives will enable improved transport/mobility planning and decision making.

UNIQUE LIFESTYLE

Leveraging Regional Assets

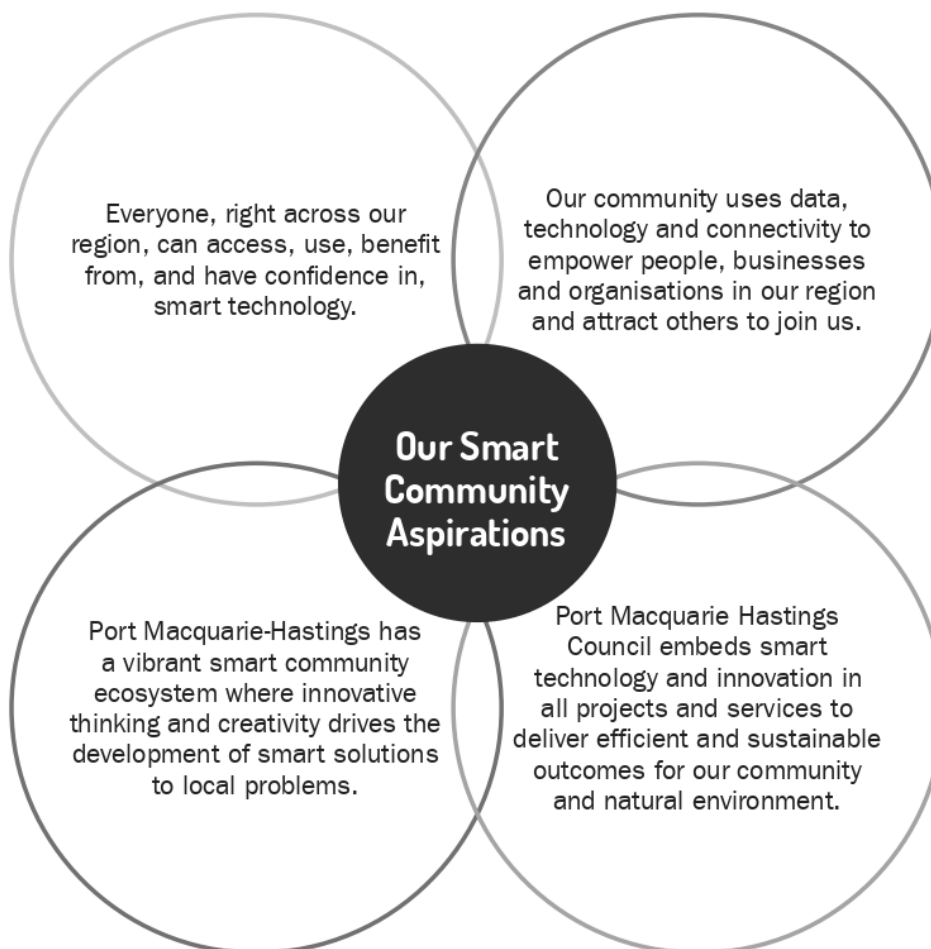
One of the key strengths of the Port Macquarie-Hastings region, as noted in engagement, is the unique natural environment and distinct lifestyle. The people of Port Macquarie-Hastings believe that smart technology, digital engagement and online software/dashboards can be used to leverage these unique strengths, particularly to support and enhance the visitor economy.

OUR PRIORITY OBJECTIVES

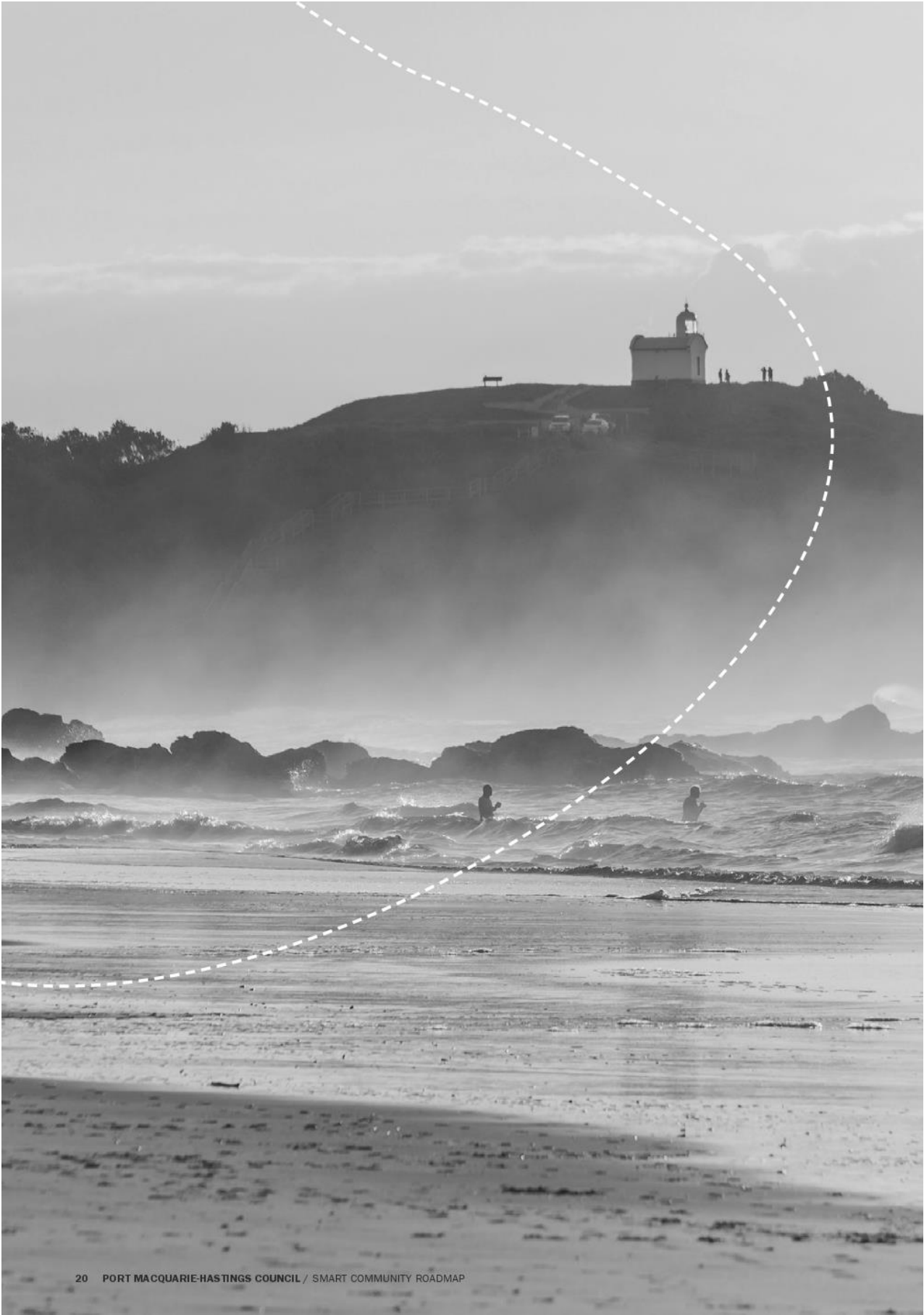
Where We Are Going

To create a smart community and realise the benefits of technology, data and innovation, we must have clear direction and intention.

The diagram below outlines our smart community aspirations for Port Macquarie-Hastings, and the road ahead. These aspirations and priority focus areas are informed by community engagement, Council's smart community maturity and best practice in smart community development.







PRIORITY FOCUS AREAS

The table below presents the priority focus areas that map how we will move Port Macquarie-Hastings from its current position to become a leading smart community over the next decade and beyond.

The route described will be reviewed and revised over time to ensure it continues to guide and assist the Port Macquarie-Hastings community as the landscape changes.

PHASE	STARTING 2020-2022	BUILDING 2023-2025	ACCELERATING 2026-2029	LEADING 2030 onwards
DESCRIPTION	Gearing up and laying the digital foundations	Delivering value through smart/digital projects and programs	Making digital 'business as usual' in Council and the community	Setting new benchmarks in smart tech deployment and outcomes
FOCUS OF ACTION	<ul style="list-style-type: none"> > Increasing smart tech awareness > Investing in skills and capacity > Identifying opportunities, gaps and risks > Assessing priorities > Developing plans and governance > Establishing smart tech foundations and standards > Progressing key projects and pilots 	<ul style="list-style-type: none"> > Creating partnerships and networks > Increasing the number and scale of smart tech projects > Investigating opportunities for 'smart' regulatory reform > Evaluating projects and outcomes > Increasing the collection and use of big data > Integrating smart tech considerations into key plans and processes 	<ul style="list-style-type: none"> > Encouraging smart tech innovation > Promoting community co-design of smart tech projects > Integrating digital/smart dimensions into all local projects and programs > Modernising regulations and processes to complement smart tech > Showcasing success and building our 'smart community' brand 	<ul style="list-style-type: none"> > Developing and testing leading-edge smart tech services and solutions > Exporting smart tech expertise and products > Shaping the forward smart tech policy agenda (nationally and beyond) > Leveraging the leadership position of the region to attract new investment and industry

DRIVING FORWARD

Our smart community growth and development will be guided by six smart community principles. These principles are informed by international best practice, key insights from stakeholder engagement, and the current maturity and capacity of Council as a smart organisation.

Smart Community Principles



Collaboration & Participation

Our smart community will maximise community input, facilitate cross-sector partnerships and ensure all residents are able to collaborate, benefit and contribute to smart initiatives.



Accessibility & Transparency

Our smart community will ensure all projects, initiatives and activities are accessible and inclusive. Council will be open and transparent about the risks and ongoing benefits of smart community projects.



Liveability

Our smart community will focus on the needs of our people. The unique lifestyle and amenity of our region will be emphasised, promoted and enhanced through smart community initiatives.



Environmental Sustainability

Our smart community will promote sustainability and efficiency and protect our natural assets.



Innovation

Our smart community will embrace new ideas and cultivate a culture of entrepreneurship and active engagement with change.



Economic Resilience

Our smart community will use innovative thinking and smart technology, systems and processes to support local business, attract talent, and enhance the economic diversity and resilience of our region.

Positioning Council & Community for Success

Advancing our smart community relies on a clear, strategic approach and forward roadmap. Our approach to smart community success is founded on five critical dimensions, as noted below.



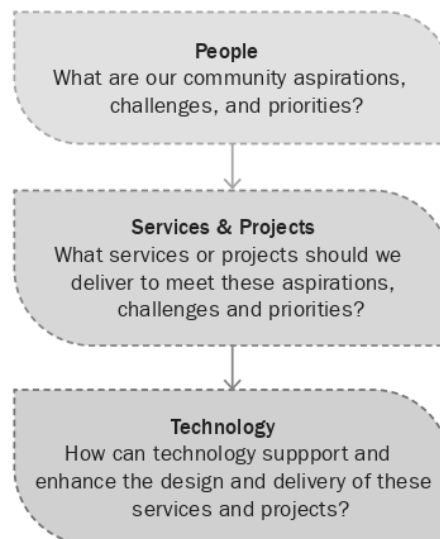
PRIORITISING SMART COMMUNITY PROJECTS

With a multitude of opportunities for smart community investment, effective project prioritisation is a key element of this Roadmap. Council is committed to enacting robust prioritisation processes and methods to identify and deliver high-value smart community initiatives.

Best practice in smart community project prioritisation demands a people-first approach. This approach aims to eliminate the risk of 'technology for the sake of technology'. It also ensures that smart tech solutions address local challenges and priorities.

This people-first framework is founded on a three-step thought process, which connects people to services/projects and then to technology. This process is summarised in the diagram to the right.

By starting the prioritisation process with community-specific needs and concerns, Port Macquarie-Hastings Council will always have clear rationale for future smart tech projects and services. The ultimate intent is to maximise the community value of technology, data and innovation for Port Macquarie-Hastings.



NEXT STEPS

This Roadmap will guide our smart community approach for the coming years – as we move forward from the starting and building phases, to the accelerating and leading phases.

As we focus on the ‘starting phase’ in the short-term, our immediate efforts will be targeted to:

- > Ensure integration of smart community principles and priorities in critical strategic documents and projects currently under development. These will include: 2050 Community Strategic Plan, Customer Experience Strategy, Integrated Water Cycle Management Strategy, Regional Integrated Transport Strategy and the Economic Development Strategy.
- > Foster and promote education and knowledge sharing that will encourage and support smart community approaches in our community and Council.
- > Continue to foster existing smart community partnerships and explore new opportunities for collaboration.
- > Actively seek NSW and Australian Government funding to support various projects that will help build a smart community.

PORT MACQUARIE-HASTINGS COUNCIL / SMART COMMUNITY ROADMAP 25

FUTURE OPPORTUNITIES

Using the prioritisation framework outlined in this Roadmap, future smart community initiatives will be based on local priorities, the capacity of Council and community, the status of the local economy, and the broader strategic context for the region.

The following ideas for future initiatives, programs, events and activities provide examples of the multitude of ways that Council can progress the smart community maturity and capability of the Port Macquarie-Hastings region.

This list of smart community opportunities is indicative, not exhaustive. Moreover, all future smart community projects will be subject to robust processes of assessment, business case development, and prioritisation, before commitment and implementation.



Collaboration & Participation

- > Partner with educational organisations such as Charles Sturt University to help inform the community about smart tech opportunities and local initiatives
- > Support local community groups and organisations to deliver new targeted digital training programs for residents vulnerable to digital disadvantage
- > Explore opportunities to deliver smart community initiatives via public-private partnerships or developments such as the Airport Business Park and Health & Education Precinct



Accessibility & Transparency

- > Expand Council public Wi-Fi networks
- > Enhance use of apps and other technologies that will support improved communication and engagement with our community
- > Continue to advocate for enhanced connectivity and mobile data coverage in the region, with particular emphasis on the satellite towns outside of Port Macquarie CBD



Liveability

- > Explore opportunities to enhance community amenities and events through smart technology such as digital art, augmented reality and smart street furniture
- > Conduct internal training sessions to build Council's smart tech skills and capacity
- > Examine mobility sensors to better understand the activity of drivers, cyclists, and pedestrians
- > Promote demand-based and ride-sharing technologies



FUTURE SPOTLIGHT

Charles Sturt University Innovation Hub

Charles Sturt is an active participant in regional innovation ecosystem of Port Macquarie-Hastings. Having operated innovation programs in Port Macquarie for over three years, Charles Sturt is now working with Port Macquarie-Hastings Council to launch the new Innovation Hub and Co Working Space in early 2021.

The brand new co-working space has been architecturally designed to increase a sense of community and culture that drives, supports and enables innovation. Charles Sturt will be working with Council to transition existing Hub users to the purpose built, on campus, Innovation Hub.

The new Innovation Hub will feature a dedicated innovation space to include board room, flexible working spaces, a pitch zone, quiet rooms, 3D Printers, soundproof booths and access to catering and amenities. The location within the campus is designed to link innovators and industry to academics and researchers, enhancing innovation and business outcomes.

**Sustainability**

- > Facilitate investment in electric vehicle charging infrastructure across the local government area
- > Review existing smart metering trials and assess viability for expansion
- > Invest further in smart irrigation solutions that can increase efficiency of Council sports field/land management
- > Explore waste-reduction solutions such as circular economy programs and bin sensors
- > Determine the suitability for environmental sensors to provide real-time data on key variables
- > Increase the use of solar and other renewables in accordance with Council's Long-Term Energy Strategy

**Innovation**

- > Market Port Macquarie-Hastings as a leading remote working location in the post-Covid19 economy
- > Support innovation events and training through the CSU innovation hub
- > Continue to implement improved digital procurement and payment systems that make doing business with Council easier and improve our customers' experience
- > Explore new procurement pathways that remove regulatory barriers to promote testing and trialling

**Economic Resilience**

- > Promote learning and mentoring opportunities to help local businesses provide services online
- > Work with local tourism providers to identify key mechanisms for smart technology to enhance the visitor experience and economy



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Submission		Issue
1	Neil Jones	Firstly, on page 11 draft plan states there is 100% mobile data coverage. Marlo Merrican does not have mobile coverage. Many of us have satellite TV and Satellite internet because of no NBN landline or TV reception. Correcting the statement on page 11 should be done as there are probably other areas in the same boat.
Response/Comment:		Noted. The statistic indicated was sourced from the Regional Australia Institute. It has been deleted and replaced with a more specific statistic and referenced as a footnote.
2	Neil Jones	Secondly, I would like to see free WiFi provided to rural Community Halls with battery power backup, especially Rollands Plains School of Arts. We would be able to run homework centres for school kids, provide internet access for residents when blackouts, fire or flood emergencies occur. Other times of need are when individual families have local internet drop outs, eg failed satellite installations awaiting repair. These repairs can take a month to occur, leaving isolated people unable to carry out their agricultural business or educational commitments apart from necessary social and family links.
Response/Comment:		Noted. Where Wi-Fi is referenced, we make reference to a variety of locations to be considered in future implementation.
3	Andrew Briscoe	There needs to be criteria set that is reviewed annually for performance of the roadmap and whether the current goals/aims are still valid. With all technology, things change rapidly and trying to plan for 10 years down the track is almost impossible.
Response/Comment:		Agreed. The Smart Community Roadmap aims to set the direction for smart community development in the Port Macquarie-Hastings region and guide the integration of smart community initiatives into Council strategies and projects. Key performance criteria and metrics will be developed post adoption of the Roadmap. These will align with each phase to ensure smart community development progresses as planned and reviewed annually to ensure future phases are adapted where necessary to stay relevant.
4	Janette Hyde - Greater Port Macquarie Tourism Association Inc.	To this end, the Association views the adoption of the Smart Community Roadmap as integral to helping us deliver this goal and would welcome the opportunity to assist with its strategic implementation.
Response/Comment:		Noted.
5	Janette Hyde - Greater Port Macquarie Tourism Association	The Priority Focus Areas identified on page 20 are admirable. It is noted the 'two to three' yearly increments to achieve the ambition target by 2030 <i>"PMH as setting new benchmarks in smart tech deployment and outcomes."</i>
Response/Comment:		Noted.

6	Janette Hyde - Greater Port Macquarie Tourism Association	It is noted the international, national and state guidelines that are available to help implement Smart Community objectives. Does PMH intend to adopt the Smart Cities ISO Guidelines? The GPMTA would support this initiative. Furthermore, it would be interesting to understand if the Australian Government's 'Smart Cities Plan' and the NSW Governments 'Infrastructure Strategy' are directly influenced by the ISO guidelines.
Response/Comment:		Noted. Port Macquarie-Hastings Council will remain informed by ISO guidelines and use as appropriate, however there is no intention to adopt these guidelines in the short term. The Australian Government's 'Smart Cities Plan' and the NSW Governments 'Infrastructure Strategy' are not directly influenced by the ISO guidelines, but that does not mean they do not consider ISO and other international best practice/guidelines.
7	Janette Hyde - Greater Port Macquarie Tourism Association	In order to achieve the ambitious Priority Focus Area targets, it is considered essential that the objectives of the Smart City Guidelines be integrated with all top level Council strategic planning documents . It is noted this approach is highlighted on page 24 'Next Steps'. It is further noted however that the Economic Development Strategic Plan and the Cultural Strategic Plan were not specifically referenced on page 24. It is considered that integrating the objectives of the Smart Community Roadmap with both of these documents would be essential to achieving the ambitious 2030 objective.
Response/Comment:		Agreed. The list provided on page 24 was by no means exhaustive and Council is seeking the integration identified. These documents are noted in 'Other Council Strategies' (pg 9). The list (pg 24) has been edited to include the Economic Development Strategy which is due for review in 2021.
8	Janette Hyde - Greater Port Macquarie Tourism Association	The reference to 'integrating smart into council's brand' is also considered admirable and an essential step. Has Council identified a process to achieve this? It is further suggested that integrating the Smart Community concept into the regions brand would be of even greater impact.
Response/Comment:		Noted. Council will develop a process during implementation of the Roadmap once it has been adopted. The suggestion regarding regional branding is noted and will be considered during the destination branding project.
9	Janette Hyde - Greater Port Macquarie Tourism Association	It was great to note the opportunity identified on page 26 to work in association with Charles Sturt University's Innovation Hub.
Response/Comment:		Noted thank you.

10	Stuart Bate - Camden Haven	<p>The Camden Haven Chamber of Commerce is advocating for any road corridors to incorporate non-motorised transport ensuring that cycle ways and pedestrian walkways are included. It's also important to recognise that the hero of our area, our environment and picturesque landscape needs to feature in design and proposed routes. Where possible noise reducing materials should be utilised and consideration for Quality of Life and Wellbeing measures incorporated into design assessment.</p> <p>It would also be wonderful if smart technologies are utilised, smart lighting, electricity generating surfaces, solar powered lights, just to name a few. We would also like to see any feasibility studies incorporate a rating that identifies the sustainability of the technology used.</p>
Response/Comment:		<p>Noted. Council is aware that Camden Haven Chamber of Commerce has identified innovation as a strategic priority in its Strategic Plan and we appreciate their support and interest in Smart Community development.</p> <p>The draft Corridor Road Strategy provides a relevant opportunity for smart community approaches to be considered.</p>
11	Dean Karena - onewifi & Infrastructure	<p>Overall support for the draft Smart community Roadmap and an outline of specific smart community options and benefits.</p>
Response/Comment:		Noted and thank you.

4 Your Natural and Built Environment

What we are trying to achieve

A connected, sustainable, accessible community and environment that is protected now and into the future.

What the result will be

We will have:

- Effective management and maintenance of essential water, waste and sewer infrastructure
- A community that is prepared for natural events and climate change
- Sustainable and environmentally sensitive development outcomes that consider the impact on the natural environment
- Accessible transport network for our communities
- Infrastructure provision and maintenance that meets community expectations and needs
- Well planned communities that are linked to encourage and manage growth
- Accessible and protected waterways, foreshores, beaches and bushlands
- An environment that is protected and conserved for future generations
- Renewable energy options that are understood and accessible by the community

How we will get there

- 4.1 Provide (appropriate) infrastructure and services including water cycle management, waste management, and sewer management
- 4.2 Aim to minimise the impact of natural events and climate change, for example, floods, bushfires and coastal erosion
- 4.3 Facilitate development that is compatible with the natural and built environment
- 4.4 Plan for integrated transport systems that help people get around and link our communities
- 4.5 Plan for integrated and connected communities across the Port Macquarie-Hastings area
- 4.6 Restore and protect natural areas
- 4.7 Provide leadership in the development of renewable energy opportunities
- 4.8 Increase awareness of issues affecting our environment, including the preservation of flora and fauna



Port Macquarie-Hastings Council

Koala Recovery Strategy 2018

Port Macquarie-Hastings Koala Recovery Strategy

Acknowledgements

This strategy was prepared by Port Macquarie-Hastings Council with contributions from those listed below.

Expert advisory panel

Jason Berrigan -NatureCall Environmental

Cheyne Flanagan - Koala Protection Society NSW & Port Macquarie Koala Hospital

Andrew Marshall - National Parks and Wildlife

Dr Steve Phillips - Biolink

John Turbill - Office of Environment and Heritage

Community panel (as part of the Comprehensive Koala Plan of Management)

Councillor Lisa Intemann

Councillor Trevor Sargent

John Jayes - North Coast Environment Council

Ken Aplin – Mammologist

Patrick Mcentee - Conservationist

Michelle Love - Local Development Industry

Jenny Russell – Conservationist

Bunyah Local Aboriginal Land Council

Tony Thorne - Local Development Industry

Michale Mowle - Local Development Industry

Bev Sibthorpe – Conservationist

Sally Stutsell – Conservationist

Cheyne Flanagan - Koala Protection Society Australia & Port Macquarie Koala Hospital

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Message from the Mayor

The koala is an iconic and important native Australian animal. We are very lucky to have a nationally significant population of koalas here in the Port Macquarie-Hastings as well as the internationally recognised Port Macquarie Koala Hospital, one of few such institutions in Australia.

The koala contributes to the character of the area, with many koalas visible within our urban areas. The koala is also important for our economy, attracting many visitors to the area each year.

In 2013, Biolink prepared a comprehensive report on the state of koala populations and habitat in our area. The report identified the need for council to take a proactive approach to identifying important habitat areas and setting out a management framework. Council is committed to providing habitat for our koalas to ensure a permanent free-living population over their present range.

The successful implementation of the Port Macquarie-Hastings Koala Recovery Strategy relies on Council working together with the New South Wales Government, landowners, environmental groups and the community over the next 10 years.

This is a strategy for all of us - Council, natural resource managers, residents, businesses and tourists - and will guide how we work together to manage and conserve our koala population and manage koala habitat into the future.



Cr Peta Pinson

Mayor, Port Macquarie-Hastings

1 Executive Summary

Koalas (*Phascolarctos cinereus*) are tree-dwelling, Folivore (leaf eating), medium-sized marsupials and are the most iconic of Australia's wildlife species. Since the arrival of Europeans, the koala has suffered a dramatic decline in numbers and distribution and is currently listed as 'vulnerable to extinction' under Federal legislation.

The Port Macquarie-Hastings koala population has suffered decline largely due to habitat clearing, modification and fragmentation. Other threats to the local population include disease, fire, logging, road deaths and predation by dogs. These threats are unlikely to abate without action. An array of recovery focussed management actions are needed to ensure the long-term sustainable management of koalas across the region.

The Port Macquarie-Hastings Koala Recovery Strategy has been developed by Port Macquarie-Hastings Council (PMHC) to identify the key issues that are impacting the local koala population. It provides actions and guidelines to aid in the recovery of the local koala.

The Port Macquarie-Hastings Koala Recovery Strategy aims to:

- safeguard the welfare of koalas and reverse the current population decline;
- encourage management of areas of Koala habitat and increase habitat linkage opportunities;
- maintain the genetic diversity of koalas in the LGA;
- reduce Koala road strike;
- reduce domestic dog attacks;
- assist in the development of Fire Management Plans for the LGA;
- increase community and public awareness concerning Koala conservation and management; and
- increase our understanding of local threats to population by undertaking selective and localised research.

2 Introduction

Koalas (*Phascolarctos cinereus*) are tree-dwelling, Folivore (leaf eating), medium-sized marsupials that worldwide, are the most recognised of Australia's wildlife species. The koala is found in Australia's eastern and southern coastal regions, inhabiting Queensland, New South Wales, Victoria, and South Australia. Since the arrival of Europeans, the koala has suffered a dramatic decline in numbers and distribution and is currently listed as 'vulnerable to extinction' under the Biodiversity Conservation Act 2016. Such listing gives the species more protection and attention, and means proposals for development that will affect koala habitat are rigorously assessed.

The Port Macquarie-Hastings area is home to an estimated 2,000 koalas - a nationally significant population with most located in the coastal strip east of the Pacific Highway. The local koala population has suffered decline largely due to habitat clearing and fragmentation. Other threats to the local population include disease, fire, logging, road deaths and predation by dogs. These threats are unlikely to abate without action, and may be further exacerbated by climate change impacts. An array of recovery-focussed management actions are needed to ensure the long-term sustainable management of koalas across the region.

The Port Macquarie-Hastings Recovery Koala Strategy ('the Strategy') has been developed by Port Macquarie-Hastings Council (PMHC) to identify the key issues that are impacting the koala population in the PMHC Local Government Area (LGA). It provides actions and guidelines to aid in the recovery of the local population and assistance in managing these impacts.

The Strategy is based on the scientific information and outcomes of the Port Macquarie-Hastings Koala Habitat Study (Phillips, 2013) and follows both the National and (Draft) New South Wales (NSW) Koala Management Strategies in aligning management and protection measures for koalas.

The Strategy aims to:

- Safeguard the welfare of koalas and reverse the current population decline
- Encourage management of areas of Koala habitat and increase habitat linkage opportunities
- Maintain the genetic diversity of koalas in the LGA
- Reduce Koala road strike
- Reduce domestic dog attacks
- Assist in development of Fire Management Plans for the LGA
- Increase community and public awareness concerning Koala conservation and management

Extract from the PMHC “Towards 2030: Community Strategic Plan”

What are we trying to achieve?

We understand and manage the impact that the community has on the natural environment. We protect the environment now and in the future.

How do we get there?

- 4.1 Protect and restore natural areas,
- 4.7 Increase awareness of and plan for the preservation of local flora and fauna,
- 4.9 Manage development outcomes to minimise the impact on the natural environment

We will have:

An environment that is protected and conserved for future generations, development outcomes that are ecologically sustainable and complement our natural environment, and residents that are environmentally aware and take a sense of local pride at our region being home to an internationally recognised, iconic animal.

Through this strategy, PMHC is committed to the health and welfare of koalas and their habitat and recognises the social, educational, and economic benefits of having a thriving population of koalas in Port Macquarie-Hastings LGA.

3 Koalas in New South Wales

In NSW, koalas mainly live on the central and north coasts, with some populations west of the Great Dividing Range, on the south coast and on the southern tablelands. Most populations live in isolated habitats and many areas in which koalas are most abundant are subject to intense pressures. Koalas are listed as 'vulnerable' under the *Biodiversity Conservation Act 2016* as NSW populations have declined by an estimated 26% over the past 15 to 21 years. Development of areas of Core koala habitat is managed under State Environmental Planning Policy No. 44 – Koala Habitat Protection (SEPP44).

Protecting and managing koalas today is a complex task. Much of their habitat occurs on private land where there are many competing land uses and the range of management issues is varied. The need for a strategic approach across all land managers to the management of koalas to maximise the effectiveness of conservation efforts has been recognised by NSW Government who are developing a NSW Koala Strategy. The draft NSW Koala Strategy is scheduled for release in December 2017 (OEH, 2017).

Three coastal koala populations in NSW, previously supporting large populations have now been listed as 'endangered populations', including the area between the Tweed and Brunswick Rivers, the Hawks Nest and Tea Gardens populations, and, the Pittwater LGA. All of these populations, and many others that are not listed, have shown similar trajectories of decline in line with the Adams-Hosking *et al.* (2015) review of 26% with this decline expected to continue for the next three generations.

Coastal areas with their high levels of development are not the only regions where koala populations are under threat. Inland areas also show declining koala populations due to habitat loss and habitat degradation (attributable to increased drought events, hotter weather and extreme climatic events).

Koalas have also declined in the central west region, with the Pilliga Forests population (in the Narrabri Shire LGA) showing a decline of 80% since the 1990s. The NSW Chief Scientist and Engineer (2016) and Predavec (2016) suggest that the Liverpool Plains and Gunnedah koala populations have experienced similar declines.

4 Koalas in Port Macquarie-Hastings

Koalas have a long history in the Port Macquarie-Hastings area. Sighting records date back to 1949 with historical photographs showing evidence of a significant koala population well into the preceding century. Unfortunately during these early times koalas were hunted for their skins, depleting the number in this area considerably. Koalas feature in many Aboriginal dreaming and creation stories and are a totemic species of many tribes. Today, Port Macquarie-Hastings supports a nationally significant population of about 2,000 koalas. One of the largest populations of koalas remaining on the east coast of Australia (Phillips, 2013).

Koalas are found across most of the PHMC LGA with the highest concentration (66%) living east of the Pacific Highway in the urban areas. At present, more than 80,000 hectares (21%) of the LGA is classified as suitable koala habitat with about 24% of this habitat occupied by koalas (Phillips, 2013). This occupancy figure is low when compared to similar areas on the north coast of NSW. Notably, most koala habitat occurs outside formally protected areas such as National Parks, and is instead occurring across different land uses and tenures within the LGA.

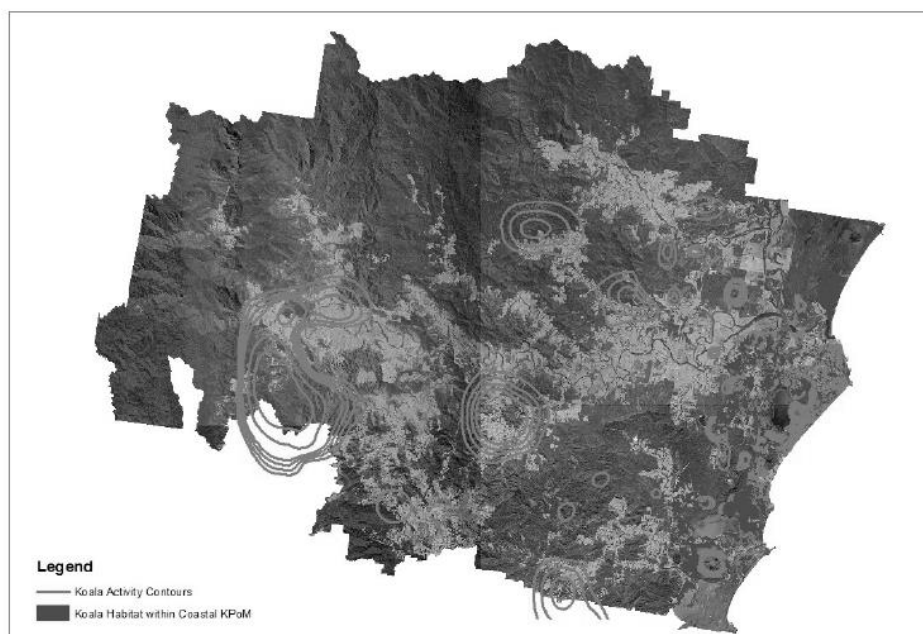


Figure 1 Coastal Koala habitat and activity contours within the Local Government Area.

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Survey data indicates approximately 1,200 koalas occur in the coastal strip east of the Pacific Highway between the Hastings and Camden Haven Rivers. This includes a nationally significant source population with an estimated population size of greater than 500 individuals located on public and freehold lands surrounding Lake Innes. Secondary geographically discrete populations occur around Telegraph Point-Red Hill, Bonny Hills and Camden Haven, Dunbogan and around Yarras-Debenham in the western reaches of the Hastings Valley (Figure 1).

Based on the current population configuration in the coastal strip and records in the higher elevated areas to the west, at least four genetically distinct koala populations are considered likely within the LGA. Preserving unique koala genomes and the genetic diversity they provide is of fundamental importance to koala population health, increasing their resilience to physical abnormalities, diseases and their ability to adapt to change.

Research in 2013 concluded that the Extent of Occupancy of Koalas within LGA hadn't changes, which is synonymous with a stable population (Phillips, 2013). However, recent Port Macquarie Koala Hospital records and population modelling undertaken subsequently by Council points to a decline in the local coastal population (Figure 2). Without intervention and clear direction and action to mitigate or remove some of the threats currently impacting on the koala population in the PMHC LGA, it is likely that they will become extremely rare in most areas within 25years and functionally extinct within the next 50 years.

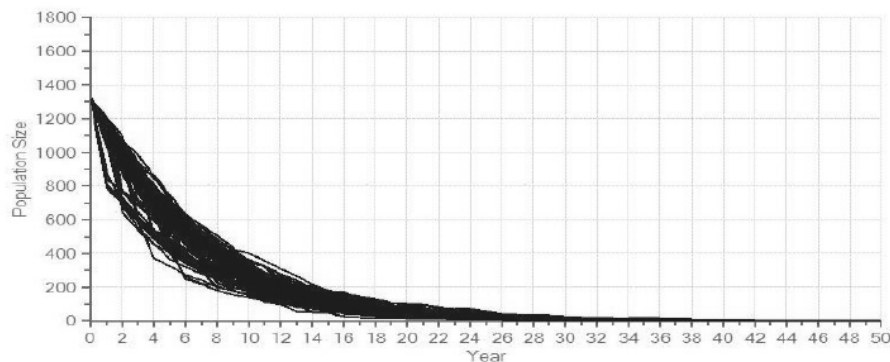


Figure 2 Koala Population Viability Assessment. - Projected population decline if current threat levels remain

5 The challenges faced by koalas

By 2036, the Port Macquarie-Hastings region is expected to be home to approximately 108,000 people, most living in the coastal region, east of the Pacific Highway. The need to accommodate this population growth, including new subdivision areas and new roads to connect them, will put pressure on existing areas of koala habitat on privately owned land. Without a strategic approach to managing development in or close to this koala habitat, vital areas may be lost entirely or become isolated or reduced in size so that their ability to maintain a healthy koala population is threatened. Barriers to recruitment and dispersal are created through fragmentation of koala habitat isolating individuals and sub-populations, altering population dynamics, impeding gene flow and the ability to maintain effective recruitment levels.

Urban development close to koala populations poses several significant threats to individual koalas including attack by domestic dogs and road strikes. While koalas spend the majority of their time in trees they also need to come to ground to move between trees within their home range. For koalas living in or near urban areas much of their habitat is dissected by roads placing them at greater risk of being struck by cars, particularly at night. Climbing over fences into backyards where dogs may be present can lead to confrontation and serious injuries or death to the koala.

Large landscape bushfire (wildfire) is a major threat to koalas in the PMHC LGA. Koalas become trapped at the top of trees and cannot escape. Koalas frequently therefore experience direct mortality or injuries, such as burnt paws, which effects their ability to forage and climb trees. Wildfire can also result in severe short-term shortages of food resources for local populations. The PMHC koala population has predominant concentrations in the Lake Innes and Yarras-Debenham areas. A severe wildfire in either of these areas could therefore greatly impact the LGA's koala population. Conversely, a lack of fire, promotes rainforest colonisation in the coastal region of the LGA, which degrades koala habitat. Careful management of fire regimes, through prescribed or hazard reduction burning, in and around koala habitat is therefore important to protect local populations.

Forestry harvesting on both state forests estate and private lands (under Private Native Forest Code of Practice approvals) can significantly impact on koala habitat by selectively removing key food trees and degrading habitat quality. Lack of adequate pre-harvest surveys, particularly on private lands, often means that management prescriptions are not triggered or implemented.

Koalas are vulnerable to a wide range of diseases, including the highly infectious bacterial disease *Chlamydia*. Such diseases tend to become more prevalent when koalas are under stress which can be the case with decreased habitat opportunities and the increasing impacts of urbanisation (e.g. McAlpine *et al.*, 2017). These koala diseases not only result in increased

mortality of individuals, but can also render koalas infertile. This means that while koala populations might appear 'stable' while the current cohort of individuals are still alive, the future is bleak with low numbers of young being produced.

Overall, the current estimated average "area of occupancy" (*% of occupied habitat*) by free-ranging koala populations across the LGA is considered to be less than optimal, at 24% (Phillips, 2013)

Population modelling based on koala activity data has resulted in identification of key koala population hubs, the largest of which is located around the northern fringes of Lake Innes, Kooloonbung Creek and the Christmas Bell Plains, with smaller outliers in the Lake Cathie and Bonny Hills localities. Population cells in the Red Hill – Telegraph Point area and at Dunbogan likely represent extreme outliers of other koala genomes centred to the north (Kempsey) and south (Taree) respectively. West of the Pacific Highway, one or more population cells are also present in the Yarras–Debenham area. However more detailed surveys are required to fully document the population in the western areas of the LGA.

Knowledge of koalas in the western parts of the LGA is lacking, both in terms of habitat selection, home range size and distribution.

In summary, the Port Macquarie-Hastings koala population is under threat from a variety of processes (Figure 3):

- destruction of koala habitat by clearing for urban development, roadwork, forestry, and agricultural activities
- fragmentation of koala habitat such that barriers to recruitment and dispersal are created
- domestic dog attacks
- vehicular strikes
- wildfire and prescribed burns
- stress and associated illnesses and diseases.

The loss of habitat and or the fragmentation severely interrupts the home range, movement patterns, social structure and stress levels in koala populations, making them much more vulnerable to disease, road strike and dog attack. Thus taking in its totality, habitat loss and fragmentation is considered the principal cause of decline in koala populations.

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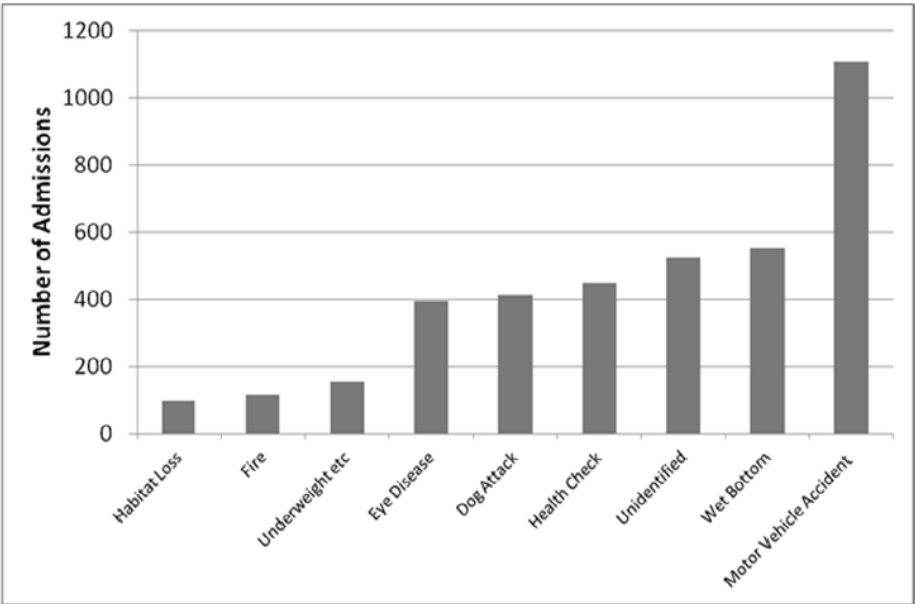


Figure 3 Total Koala Admissions to the Local Koala Hospital, Port Macquarie

6 Recommended Actions

6.1 Habitat Loss, Modification and Fragmentation

Koalas face many threats to an increasingly cleared, developed and fragmented landscape. The biggest threat to koalas is habitat loss, including impacts from clearing for development and selective logging. Much of the koala's habitat in Port Macquarie Hastings area overlaps with areas where significant clearing has occurred, and continues to occur, for urban, industrial and rural development.

Data found by Phillips (2013) supports an assertion that the long-term logging of tree species preferred by koalas is having an effect on koala carrying capacity. As of 2016 there was 3,413ha of approved Private Native Forest (PNF) operations located on land that has been identified as Core Koala Habitat in Council's draft Comprehensive Coastal Koala Plan of Management. This represents 21% of all core Koala Habitat mapped east of the Pacific Highway and could be a significant threat to the long-term viability of the local koala population.

In order to meet NSW government logging quotas, Forest Corp are required to or are sourcing source timber from trees below 400mm DBH (Diameter at Breast Height) size. Phillips (2013) identified that on low fertility soils, koalas tend to preferentially select larger tree sizes. This implies that the ongoing practice of logging small trees on Forest Corp land may continue to suppress the ability for impacted koalas to recover, or that the removal of smaller trees sizes will over time degrade koala habitat quality, and limit their home ranges to protected gullies and exclusion zones containing remaining koala food trees.

Habitat loss associated with residential and industrial development has been historically poorly managed through piece-meal site-specific Koala Plans of Management. The major failings of site-specific KPoMs include the inability to adequately address a development within the landscape setting and to assess cumulative impacts over time and space. Such important issues of addressing home ranges, variations in seasonal occupation, and habitat corridors, are more often overlooked. On average, this has led to the net loss of koala habitat, and the increase of threats such as dog attacks and road strike in areas regulated by site-specific Koala Plans of Management.

Habitat fragmentation can also be a contributing factor to population decline. Research by McAlpine *et al.* (2005; 2006; 2007) suggests that the chances of koalas being present declines rapidly as the percentage of koala habitat or overall forest cover falls below 60-70% of the landscape.

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HABITAT LOSS, MODIFICATION AND FRAGMENTATION

Recommended Actions: The loss and fragmentation of koala habitat is proposed to be managed by the following actions:

1. Completion and adoption of the Coastal Koala Plan of Management and review provisions in the Development Control Plan (DCP).
2. Request an update of the NSW Biodiversity Values Map pursuant to Biodiversity Conservation Act 2016 to include core koala habitat as per approved Coastal Koala Plan of Management.
3. In partnership with NSW OEH update the NSW koala likelihood model based on updated home range information and koala habitat mapping (see Research Initiatives) to improve koala habitat protection measures associated with private native forestry.
4. Expand Coastal Koala Plan of Management to include the entire LGA once home range study and fine scale habitat mapping is complete (see Research Initiatives)
5. Explore re-populating unoccupied koala habitat on rural lands with willing landholders.
6. Resolve, by way of Council internal procedure, that development approved under Part 5 of the Environmental Planning and Assessment Act 1979 be subject to the same provisions as those outlined in Council's Coastal Koala Plan of Management.
7. Ensure land rezoning take into account koala habitat as per council's CKPoM (once approved)

6.2 Koalas and Roads

Koalas spend most of their time in trees, but they do need to come to ground to move between trees within their home range. This on-ground movement mostly occurs at night but koalas can be active at any time. Between July and September, koalas will spend more time moving across the ground as adult males seek mates and juveniles disperse into new home ranges.

For a koala living in or near areas that have been developed and urbanised, much of their habitat is dissected by roads. On-ground movement across these roads places koalas at great risk of being hit by cars, particularly at dawn and dusk. This risk increases where traffic volume and speed are high and where road position and road design create 'black spots' where koalas are hard to see. Vehicle related koala mortality has the most significant impact on koalas after habitat clearing and fragmentation with many of the koalas that are killed being breeding-age animals. Figure 4 details koala roads strike occurrences since 2000. The road strike 'black spots', contributing to the majority of koala deaths, as of 2017, are identified as:

1. Ocean Drive between Port Macquarie and Lake Cathie
2. Pacific Highway between the Oxley Highway and Kew interchanges
3. Lake Road between Blackbutt Road and Hill Street
4. Oxley Highway between Morton Street and Widderson Street

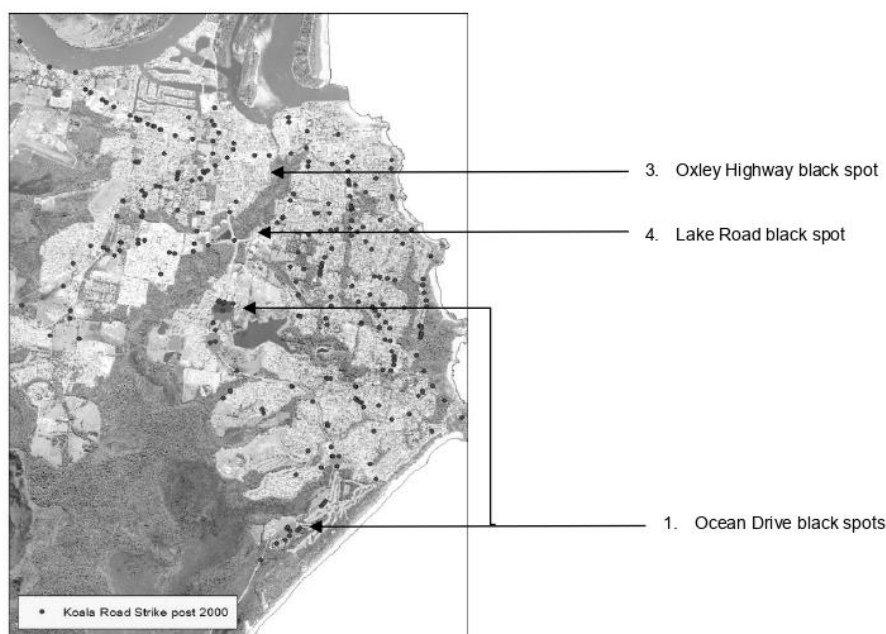


Figure 4 Heat Map Analysis of Koala Road Strike post 2000. Areas of frequent road strike is represent by green to yellow (moderate) and orange to red (high) clustering

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ROAD STRIKE

Recommended Actions: Reduction of koala road strike is to be achieved through the following actions:

1. Risk of road strike on future development regulated by provisions and road design measures detailed in Council's Coastal Koala Plan of Management.
2. Design and trial an 'urban-friendly' koala road grid solution to be used on urban road intersections together with fit for purpose koala proof fencing to exclude koala from high risk roads.
3. Install koala proof fencing and koala grids at major intersections shown to be koala black spots.
4. Target and investigate solutions to reduce road strike on currently identified roads, as listed below, and future sites as identified:
 - Lake Road between Blackbutt Road and Hill Street
 - Oxley Highway between Morton Street and Widderson Street
5. Advocate for the installation of koala proof fencing on the Pacific Highway between the Oxley Highway and Kew interchanges.

6.3 Koalas and Dogs

As habitat patches become smaller and more fragmented, koalas are more likely to move through developed urban areas. Koalas have to cross roads in these urban areas and move through properties where they may be attacked by dogs. Koalas on the ground are particularly vulnerable to dog predation especially when they traverse a dogs 'territory' or backyard.

The high prevalence of domestic dogs in the Port Macquarie –Hastings established urban areas results in serious injuries and death to koalas. Domestic dog attacks are the second highest cause of admissions to the Port Macquarie Koala Hospital. Figures 5 and 6 detail areas subject to frequent dog attacks by way of heat map analysis. Areas of high incidents of dog attacks since 2000 include Oceanview Terrace, Swift Street, and McLaren Drive in Port Macquarie, and Ernest Street in Lake Cathie.

Many dogs are curious by nature. Even if they generally don't chase wildlife, their investigation of a koala in their backyard may cause injuries to both the koala and the dog. A small quick bite is enough to kill a koala as they have thin skin and low resilience to injury.



Figure 5 Dog attack incidents in Port Macquarie post 2000. Areas of frequent dogs attacks represent by yellow (moderate) and red (high) clustering

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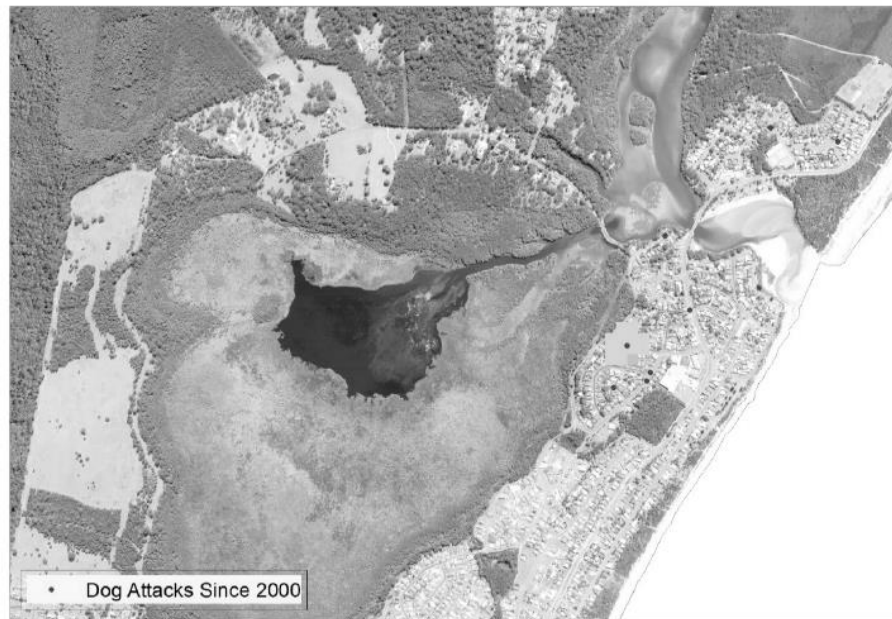


Figure 6 Dog attack incidents in Lake Cathie post 2000. Area of frequent dog attacks represented by orange (moderate) clustering

DOG PREDATION

Recommended Actions: Reduction in domestic dog attack incidents are to be achieved by the following actions:

1. Risk of dog attack from future development be regulated by provisions / development design measures detailed within Council's Coastal Koala Plan of Management.
2. Develop a dog desensitisation training mobile app and education material to be provided to all new registered dogs and to local dog clubs.
3. Where dog desensitisation is not an option, investigate measures with the home- or dog-owner to exclude koalas from entering the property in areas as per action 2.
4. Provide annual community education /awareness information at the start of each year's breeding season and upon registration of new dogs in areas of koala habitat.

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6.4 Wildfire and high intensity prescribed burning

Natural random events such as large-scale wildfires can have a massive impact on the local koala population. High intensity wildfires in koala habitat result in canopy scorching and can cause significant multiple mortalities leaving large tracts of unoccupied habitat and a collapse in the social structures of koala populations and loss of genetic diversity. Recovery from wildfires is often measured in decades.

High intensity prescribed burning, where canopy scorch is prevalent can also have a similar effect. Timely koala rescue efforts post-fire are problematic due to safety constraints associated with working on a fire ground. Two examples of recent wildfires within Port Macquarie Hastings Core Koala Habitat include the airport fire in 2002 and the wildfires on the Dunbogan Peninsular in 2005 and 2012 respectively (Figure 7).

Koalas have evolved with fire. Their habitat, being wet or dry sclerophyll forest, requires burning to maintain its ecological function and health. However, as land use and development has boxed and fragmented koalas into ever smaller habitats, and as fire regimes and climate change events continue to be larger and more intense, the ability for koala populations to recover from fire is greatly reduced.



Figure 7 Wildfires within Core Koala Habitat in the Port Macquarie Hastings LGA: Airport (left) and Dunbogan Peninsular (right)

The issue of managing fire and koala habitat is a complex problem and is currently being explored through the recently formed Hastings-Macleay Fire and Biodiversity Consortium (FABCON). This consortium, consisting of representatives from OEH, RFS, Fire and Rescue, the Port Macquarie Koala Hospital, Forest Corp, Kempsey Shire Council and Port Macquarie-Hastings Council, is progressing with the development of a Hastings-Macleay Koala Fire Plan for the coastal koala habitat areas in both LGAs. The plan seeks to improve koala conservation by:

- reducing the impact of catastrophic wildfires on koalas
- conducting ecological burning (where required) to prevent the modification of koala habitat and succession of key areas of koala habitat from eucalypt-dominated communities into rainforest
- ensuring that all hazard reductions are undertaken in a manner which is beneficial to koala conservation and does not harm individual animals
- improving knowledge on fire management and koala activity levels and health.

The Hastings-Macleay Koala Fire Plan will seek to achieve these aims by:

- identifying important koala habitat patches at risk from fire;
- identifying important koala habitat patches that may require a burn;
- examining site and landscape-scale management regimes that may be applied to benefit koala habitat on these sites (site by site basis)
- examining the impact of fire on koala persistence through examination of fire history (intervals and intensity), vegetation types and koala activity levels
- examining the impact of fire (intensity/ weather conditions/type of burn) on koalas (fatalities/injuries data from the Port Macquarie Koala Hospital database)
- developing a Code of Practice for Hazard Reduction Burning in Koala Habitat
- developing a Code of Practice for Koala Rescue following Fire.

FIRE MANAGEMENT

Recommended Actions: The issue of managing fire and koala habitat is currently being explored through the Hastings-Macleay Fire and Biodiversity Consortium (FABCON) who will produce a Hastings-Macleay Koala Fire Plan for the coastal koala habitat areas in both LGAs.

This strategy seeks to enable FABCON to meet its stated objectives and aims.

7 Other Strategic Recovery Initiatives

A summary of the recommended koala recovery plan management actions are provided in Table 1. In addition to these recommendations, recovery initiatives to mitigate local threats and respond to recovery of koala population have also been explored.

7.1 Research

There are still some large knowledge gaps in understating of koalas in the Port Macquarie Hastings LGA. Research priorities include:

- Undertake fine scale detailed koala habitat mapping for land west of the Pacific Highway.
- Identify if large areas of unoccupied koala habitat are occurring within the LGA as a legacy of wildfires, habitat fragmentation, and the historic skin trade. This information would inform the establishment of a potential koala relocation programme with participating rural landholders and the Port Macquarie Koala Hospital, subject to licencing approvals.
- Undertake an analysis of home ranges of local koalas and their seasonal use of landscapes in the western areas of the LGA.

7.2 Community Education

- Develop a dog desensitisation training mobile app and education material to be provided to all new registered dogs and to local dog clubs.
- Explore availability of 'Citizen Science' koala location app and education materials for the community to register sightings of koalas.
- Partner with the Port Macquarie Koala Hospital to undertake annual school and community education to foster behavioural change in order to reduce threats to the koala population.
- Undertake koala friendly backyard assessment with participating community members to improve survivability of the remnant koala habitat in urban areas.

8 Measuring Success and Strategy Review

Measuring the success of the Koala Recovery Strategy is of utmost importance. Within the first three months of the Strategy's adoption an expert panel will be formed to design a monitoring program in conjunction with the Comprehensive Koala Plan of Management. The monitoring plan will include but will not be limited to:

1. A comprehensive initial survey to examine likely population within the Coastal KPOM area (using genetics) delivered within the first 12 months;
2. Snapshot surveys using a stratified, replicated design at the 1, 3 and 5 year mark which can examine broad population trends; and
3. A follow-up survey using the genetic methods at the 5 year mark.

The Strategy will be reviewed in accordance with the findings of the monitoring.

Success should be measured by the following metrics:

1. Stable Koala Population by 2023, with a trend of increasing population by 2029
2. Stable or increasing Area of Occupation and Extent of Occupation by 2029
3. 50% reduction in road strike and dog attack admissions to the Port Macquarie Koala Hospital by 2023
4. Implementation of the Hastings Macleay Koala Fire Plan.

Koala population assessment will be measured by the following indicators:

- Prevalence of factors affecting mortality (relative admissions for koala disease, road strike, dog attack, fate of release animals and number of euthanised koalas). This will be undertaken on an annual basis and results compared against previous years.
- Area of occupation and extent of occupation. This will be undertaken every four years using the results of The Great Koala Count, other citizen science initiatives and additional Council SAT survey work.
- Assessment of abundance trends in sub-populations, undertaken using Rapid SAT methodology and consideration of activity levels (Phillips and Wallis, 2016). A stratified sample of the different sub-populations will be undertaken every 2 years.

Review of this plan will be undertaken every 6 years.

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Table 1 : Recovery Actions

Recovery Initiative	Action	Priority	Timing	Cost	Key Performance Measures
Habit Degradation and Fragmentation	Completion and adoption of the Coastal Koala Plan of Management (CKPoM) and update provisions in the Development Control Plan (DCP).	High	September 2018	Council In kind	Plan is adopted by Council and approved by the NSW Department of Planning and Environment

	Request for an update of the NSW Biodiversity Values Map to include core koala habitat as per approved Comprehensive Koala Plan of Management.	Medium	Upon approval of CKPoM	Council In kind	Biodiversity Values Map updated
	Update the NSW Koala likelihood model based on updated data on home range information and koala habitat mapping*	Medium	Upon completion of data	Council in kind	NSW Koala likelihood model updated
	Expand Comprehensive Koala Plan of Management to include the entire LGA*	High	2018-2020	Council In-kind	Plan is adopted by Council and approved by the NSW Department of Planning and Environment
	Repopulate unoccupied koala habitat*	Medium	2020-2026	Council and Port Macquarie Koala Hospital in-kind + \$20,000 p.a for 5 years	Suitable Port Macquarie Koala Hospital patients successfully relocated to unoccupied habitat with participating landholders.
	Part 5 internal procedure for managing Koala Habitat	High	Upon approval of CKPoM	Council In kind	Procedure adopted and REF template updated.

- Contingent on completion of habitat mapping and home range analysis (see research initiative)

Recovery Initiative	Action	Priority	Timing	Cost	Key Performance Measure
Road Strike	Design and trial an 'urban- friendly' koala road grid solution to be used on urban road intersections together with fit for purpose koala proof fencing at high risk sites.	High	2017-2018	\$10,000	Koala grid and fit for purpose fence trailed and approved for urban streets.
	Install 28.8km of koala proof fencing and koala grids at major intersections on Ocean Drive, from Koala Street to the Lake Innes Fire trail	High	Upgrade of Ocean Drive or external funding	\$1.32M (as part of RMS funded Ocean Drive upgrade)	Fence and grids installed. Road strike reduced by 90%
	Investigate solutions to reduce road strike on: <ul style="list-style-type: none"> Lake Road between Blackbutt Rd and Hill St Oxley Highway between Morton St and Widderson St 	High	2019-2021	In-kind	Road strike mitigation measures designed and with allocated budget
	Advocate for the installation on koala proof fencing on the Pacific Highway between the Oxley Highway and Kew interchanges	High	2019-2020	RMS funded	RMS commits to installing fence and allocates budget
Dog Attack	Council to work with willing landowners with problem dogs in areas supporting koalas. This would be achieved by Council paying to retrofit fences to ensure koala exclusion on properties	High	2018 onwards	\$20,000 p a	At least 3 properties retro-fitted each year.

Recovery Initiative	Action	Priority	Timing	Cost	Key Performance Measure
Fire	Complete Hastings- Macleay Koala Fire Plan	High	2017-2019	\$41,000 (grant funded)	Plan completed and actions implemented by agencies
Research	Undertake fine scale detailed koala habitat mapping is as required for land west of the Pacific Highway.	High	2018-2020	\$80,000	Mapping completed to standard that is accepted by DPE and OEH
	Koala home range analysis	High	2017-2019 (underway)	\$8,000 (grant funded)	Home ranges defined for western division of LGA
	Assessment of koala presence of habitat previously considered to be 'Unoccupied' habitat	Medium	2020 onwards	\$20,000	
Education	Dog desensitisation training app and Brochures	Medium	2019-2020	\$25,000	App and brochures developed and used by 50% of new dog owners.
	Citizen science koala location app	Medium	2019-2020	\$10,000	App developed and utilised by local community
	Annual School education programme		2019-2020 onwards	Incorporated into existing council community education programs	100% of local primary schools engaged per annum.
Monitoring	Koala population assessment	Medium	2018 every 3 years there after	\$90,000 every 3 years	Data is current and relevant to measure the success of the strategy.

9 References

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Appendix 1: Tree preferences in the LGA

Data from 10,186 trees collected during the course of the field assessment were augmented by other local studies in order to more thoroughly investigate utilisation of potential koala food trees. Consistent with previous work, 11 species were identified as the most significant koala food trees utilised by Koalas within the LGA:

Tallowwood, *Eucalyptus microcorys*

Swamp Mahogany, *E. robusta*

Forest Red Gum, *E. tereticornis*

Small-fruited Grey Gum, *E. propinqua*

Bastard Tallowwood, *E. planchoniana*

Orange Red Gum, *E. bancroftii*

Scribbly Gum, *E. racemosa*

Tallowwood hybrid, *E. patentinervis*

Flooded Gum, *E. grandis*

Blue Gum, *E. saligna*

Red Mahogany, *E. resnifera*



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From:	Toby Devlin, Matthew Barnes	No. of pages:	6

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Dear Jesse

RE: LAKE CATHIE MODEL REVIEW

In 2011 BMT (formerly BMT WBM) developed a model of the coastal hydrodynamics, sediment transport and entrance dynamics of the Lake Cathie/Lake Innes system. This development included calibration of the model to existing datasets and validation of entrance breakout dynamics. The model was then used to study four potential schemes for managing the lakes, focussing on impacts to water levels, salinity, tidal flushing rates and sedimentation patterns. These physical predictions were used to qualitatively infer potential ecological impacts of the schemes. The four schemes were:

- Widening the Kenwood Drive Bridge
- Changing the water level triggers for artificial entrance opening
- Dredging the channel upstream of Ocean Drive Bridge
- Isolating Lake Innes from the tidal system

The study found that isolating Lake Innes will change the system significantly, changing from a salt-water to freshwater system, which needs to be considered in the context of any net environmental benefit and other social costs. Widening the Kenwood Drive Bridge was shown to increase tidal propagation into Lake Cathie (when the entrance is open). It also scoured some areas within Lake Cathie, but also increased the siltation immediately upstream of Kenwood Drive Bridge.

BMT have been commissioned by Port Macquarie-Hastings Council (Council) to review the previous modelling work and to provide recommendations for updates or further work that may be required to answer the remaining questions relating to the management of these systems. This memorandum provides the results of that review by assessing the previous works against the following criteria:

- Existing guideline materials
- Model engine version and improvements
- Model configuration and capabilities
- Model Calibration and available datasets

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- Modelled scenarios

And provides a staged pathway to update the model and datasets to support decision-making.

1 Model Review

Model Engine

The 2011 modelling study utilised (then) recent developments in the TUFLOW-FV software package to couple hydrodynamic and wave models with a bed morphology update scheme.

This functionality has been revised, updated and standardised in more recent versions to include additional functionality and efficiencies.

The following findings/recommendations apply:

- As the 2011 model demonstrated appropriate calibration and validation, the existing model engine is suitable for the type of assessments for which it has been used
- The latest software version (v2020.02) includes advances in sediment transport calculations and can differentiate between sands, clays and silts.
- The latest software version includes an optional water quality module that allows for more direct modelling of the potential ecological and water quality drivers (nutrients, dissolved oxygen, acid, and algal blooms).

It is recommended that any further modelling works utilise the latest version, though the previous version will not have compromised the conclusions of the 2011 study.

Model Configuration

The existing modelling has been developed as a two-dimensional model with 6460 model elements. Element size ranges from 3 m (under the Kenwood Drive Bridge) to 750 m (offshore ocean boundary). Model bathymetry was sourced from hydro-survey from 1991/1992 and supplemented by Airborne LiDAR (ALS) and aerial photography. Coastal bathymetry was based on bathymetric chart data (AUS 811) and expert judgement/calibration of the entrance configuration.

The following findings apply:

- The resolution is suitable for the level of analysis that has been conducted to date.
- The existing bathymetry is sparse relative to the changing conditions, as such the modelling has largely assumed a single shape to the lakes, creeks and entrance channel.
- Present computing power would allow for any further model to increase resolution throughout the model (in particular Lake Cathie and Lake Innes) with typical 2D models containing up to 50,000 elements.
- Increased resolution may improve the model's ability to predict horizontal changes and differences within the estuary, particularly in terms of resolving the plumes of ocean water and estuarine water immediately after an opening.
- The mouth and entrance channel are in a constant state of flux. The mesh and bathymetry do not represent 2020 conditions, and the mesh resolution does not allow for different entrance channel alignments.
- Additional bathymetry datasets are now available, including publicly available ALS data (from 2012) and Marine LiDAR data (from 2018) that also includes resolution of the entrance and the coastal nearshore areas.

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It is recommended that further modelling works be undertaken to increase the resolution and take advantage of existing bathymetric datasets. Some additional bathymetric survey would be recommended to confirm current configurations.

Model Calibration and Available Datasets

The model was previously calibrated against water level and flow data collected by PWD in 1982 and water level measurements at Ocean Drive Bridge by MHL (since 1992).

The following findings apply:

- The model showed a fit-for-purpose calibration to the available flow and water level measurements.
- All datasets are dated (30-40 years old) and may not represent the current usage/management and constraints of the system.
- No suitable datasets were available to calibrate/validate the model's flushing performance.
- The lack of model calibration to such datasets limits the ability of the model to accurately predict any ecological response beyond the impact to tidal flow and to sedimentation patterns.
- Further datasets may now be available with regular water quality sampling conducted by Council and ongoing water level monitoring by MHL, though may not be sufficient for detailed further calibration/validation on its own.

It is recommended that for any additional modelling to answer further questions, additional data be collected. This would include:

- Multiple pressure-inducer water level instruments (fixed deployments at multiple locations within the estuary), to support hydrodynamic calibration.
- Acoustic Doppler Current Profiler (ADCP) transecting to measure currents and flow across channel sections throughout spring and neap tides (boat-based work, typically involving continuous measurements for ~12 hours from low tide to low tide). This supports hydrodynamic calibration.
- Hydrographic survey of key areas (namely the entrance channel) concurrent with the other sampling. This supports hydrodynamic calibration.
- Baseline water quality sampling may be required to assist in further development of the model to support a water quality/ecological response model calibration. This can also underpin an estuarine health assessment and help to 'benchmark' potential impacts and alterations. Sampling would include fixed loggers, monthly water samples and opportunistic wet-weather-event sampling of:
 - Dissolved Oxygen (DO)
 - Nutrients (Nitrogen, Phosphorus)
 - PH levels, including sediment acid potential
 - Salinity, temperature, depth and turbidity

Modelled Scenarios

The 2011 study modelled several different management options:

- Do Nothing (a 'base case')
- Widening the Kenwood Drive Bridge
- Revised opening strategies (three separate ones based on different breakout levels)
- Isolation of Lake Innes

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- Dredging of Tidal Flushing Channels.

These scenarios were focussed on the flushing through the entrance and into Lake Cathie based on all of these different options. It also included assessing the impact on erosion/deposition patterns through the lower estuary based on these changes.

The following findings apply:

- The scenarios were developed suitably to investigate tidal flow response to these options during and open-mouth condition or during the opening.
- None of these scenarios are able to target any impacts to ecology over the long-term and can only infer short-term changes from the tidal flows.
- Many of the present questions and concerns from Council and the community relate to water quality based on both environmental impacts as well as public use of the estuary

It is therefore recommended that if Council wish to use the modelling to further investigate the management of the estuary and lakes that the model be upgraded to include direct modelling of water quality processes. Following this, a set of targeted scenarios should be developed that cover a wide range of conditions including droughts, floods, and mouth conditions. The results of such a study could then provide useful (quantitative) inputs to a benefit/cost analysis to compare these options against the social, environmental and economic demands on the estuary.

2 Summary and Recommended Actions

The model has been shown to be fit-for-purpose for the scenarios that it assessed, and it was able to accurately determine what it set out to.

However, the available datasets and limitation of the software tools in not being able to simulate ecological impacts was key in shaping the range of scenarios that were possible in 2011. As such, the scenarios focussed on tidal flows during a recently opened mouth condition, as a proxy for assessing potential water quality impacts. While limited inferences on potential ecological impacts can be drawn from this assessment, it is not powerful enough to reliably weigh up the multiple demands on the estuary from public use, environmental conservation, commercial fisheries and tourism.

It is recommended that in order to accurately compare management options under this lens, the model be updated to include a water quality module, and the results of this be compared against thresholds for different outcomes. Table 2-1 presents an approximate overview of a staged process that could achieve these goals. This process would require the following key elements (also refer to Table 2-1):

- Additional flow, current, water level and bathymetric survey to support hydrodynamic calibration (Stage 1)
- Model update to the latest version and calibration to recent data (Stage 1)
- A baseline monitoring campaign of additional water quality parameters (monthly sampling and some permanent loggers) (Stage 2a)
- Water quality calibration/validation (Stage 2a)
- Assessment of management options over a range of climate, weather and entrance conditions (Stage 2a).

This modelling tool would then be capable of assessing impacts to the estuary and lake system in response to a number of potential management options. The outputs from this would be *directly* relatable to water

quality conditions, which could be used to compare *costs* with *outcomes*. Importantly, these updates would also demonstrate to the agencies (e.g. DPIE in a CMP context), and potential independent peer reviewers, that the model is suitable for supporting present-day decisions regarding the holistic management of the estuary system.

Note: suitable scenarios for assessing management options would need to be scoped in consultation with Council and stakeholders to ensure that the key questions are targeted and resolved. Ideally, this would include input from economists that specialise in valuing natural resources to ensure the modelling scope and outputs can be integrated with quantitative (e.g. cost-benefit analysis) and qualitative socio-economic appraisal.

This model development could proceed in a staged manner that would also be useful for additional studies of the system. The initial hydrodynamic data collection and model upgrade would develop an intermediate tool that could be used for studying flood response and for assessing coastal hazards and climate risk.

This intermediate tool may be applicable for running preliminary scenarios of flushing response in order to rule-out management options based on negative performance but will not be able to accurately determine the actual water quality and ecological response until the completion of the full hydrodynamic and water quality model (Stage 2a).

An additional component has been identified in Stage 2b that allows the model (or element of the model) to be repurposed to also function as a flood modelling tool (i.e. including the floodplain and catchment inflows as part of a Floodplain Management Plan). It is possible that Stage 2b could occur in parallel to the hydrodynamic, sediment transport and water quality modelling. It should be noted that several management options driven by water quality concerns (i.e. widening Kenwood Drive Bridge or isolating Lake Innes) may introduce a potential impact to flood risk that would require a Stage 2b model to assess. Several model iterations may be needed to establish the most appropriate strategy that balances water quality objectives and floodplain risk management.

Table 2-1 Proposed Stages of Model Upgrade & Extension

Development	Recommended Minimum Data Requirements	Model Capability & Decision-Making Support	Indicative Costs (high level)	Indicative Timeframe (see note 1)
Stage 1	Hydrodynamics (Nearshore Coastal & Estuary)	<ul style="list-style-type: none"> Continuous water level recordings at multiple locations throughout the estuary (minimum two months) ADCP current/flow transects (neap and spring tides) Bathymetry survey of lower estuary Recent ALS for areas surrounding the estuary Nearshore marine LIDAR 	\$70k - \$80k	12 months
	Sediment Transport	<ul style="list-style-type: none"> Surface sediment samples analysed for particle size distribution 		
	Water Quality	<ul style="list-style-type: none"> Estuary water quality, baseline and following rainfall (recommend commencing at Stage 1): <ul style="list-style-type: none"> Dissolved Oxygen (DO) Nutrients (Nitrogen, Phosphorus) PH levels, including sediment acid potential Salinity, temperature, depth and turbidity Catchment loads modelling (<i>Not included in indicative costings</i>) 	\$40k - \$50k	4 months
Stage 2a		<ul style="list-style-type: none"> Detailed estuary/lake flushing time assessment associated with development and/or climate scenarios Estuary health assessment associated with development and/or climate scenarios, including (for example): <ul style="list-style-type: none"> Impact to ecology Risk to public health Lake acidification 	\$100k - \$120k (see note 2)	12 - 18 months
	Flood Hydraulics (Rainfall & Catchment)	<ul style="list-style-type: none"> Lower catchment flood hazard assessment Lower catchment flood impact assessment associated with development and/or climate scenarios Design criteria for development (e.g. water levels, currents, flows) 	\$100k - \$150k	6 - 12 months (could occur in parallel to above)
<p>Note 1: Some stages may be able to occur in parallel, though depend on seasonality and timing of field data collection logistics</p> <p>Note 2: Costs of water quality monitoring may be able to be reduced if incorporated with existing monitoring programme</p>				

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Document Section (where specified)	Council Staff Comments	Proponent Response	Council Staff Response	Proponent Response	Council Staff Response	Proponent Response	Council Staff Response
General							
The Planning Proposal Documentation should refer to Shellshear Young Pty Ltd as the Applicant.	Planning Proposal Report updated to include Shellshear Young as the applicant.	Noted.	Noted.				
The Planning Proposal documentation does not appear to contain any specific assessment of historic heritage. Please confirm how historic heritage has been assessed as part of this Planning Proposal.	<p>The Planning Proposal Report has been updated, refer to Section 7.3.</p> <p>The site is not a heritage listed item nor is it within a heritage conservation zone. The site is not located near any heritage items and therefore is not expected to have any adverse impacts on heritage conservation.</p> <p>The Aboriginal Cultural Heritage Assessment Report (ACHAR) prepared by Everick Heritage (Appendix L) outlines that ground disturbing works within the Project Area are unlikely to impact on Aboriginal objects and will not impact on any known places or sites of cultural significance to the Aboriginal community.</p>	<p>Noted.</p> <p>Note that Council staff have commissioned heritage assessments for the wider Council initiated Planning Proposal area. The subsequent draft historic heritage assessment identifies the Lake Innes Estate Ruins (Lot 2, DP 826241) as a potential heritage constraint. The assessment states that the height of the new development will not exceed the highest mature trees within the precinct, thus further minimising the visual impact to the heritage item. It is suggested that the compliance of the Proposal with this information be confirmed.</p>	The buildings will be below the highest tree tops. This has been illustrated within the Aeronautical Impact Assessment and building height plan.	Noted.			
Planning Proposal Report	Updated on page 3 of the Planning Proposal Report.	Noted.	Noted.				
Executive Summary	<p>The description of the proposal as detailed within this section should be consistent with the amended proposal as detailed within the document titled 'Request for Amended SEARs SSD-10392 - Port Macquarie Health and Education Precinct Pedestrian Spine Stage 1 Development'.</p> <p>Please describe exactly what changes to the LEP are being proposed. Appendix A and B appear to suggest the removal of FSR provisions rather than to amend the maximum floor space ratio to 2.78:1.</p>	<p>An updated amended FSR map prepared by Shellshear Young has been provided in Appendix B. The planning proposal seeks to amend the maximum floor space ratio to 2.78:1 in the LEP.</p> <p>The Planning Proposal seeks to amend the Port Macquarie Hastings Local Environmental Plan 2011 in the following ways:</p> <ul style="list-style-type: none">Rezone the site from part R1 General Residential and part R2 Low Density Residential to B4 Mixed Use.	<p>Zoning: The proposed zone of B4 is noted.</p> <p>HOB: It is considered that HOB should be included as an LEP provision. It is requested that the Proponent provide actual HOB in metres from ground level for the development, along with proposed LEP mapping consistent in format with existing PHMC LEP 2011. Please note: the highest HOB provision in the LEP is currently 1 (26.5m). To facilitate the height of the proposed development, a new height would likely be required. However, the physical height of the 8 story building which is incorporated</p>	<p>Hob: RLS LEP mapping has been provided along with examples of where this has been applied in relation to the City of Sydney and North Sydney.</p> <p>Part 7 Additional local provisions (Infrastructure): Infrastructure uncertainties (particularly in relation to roads) are likely to continue for the foreseeable future. It is considered that this mechanism may be an opportunity to allow the project to progress while such issues are being investigated.</p>	<p>Hob: Suitability of RLS mapping is to be determined during the assessment process in consultation with DPIE.</p> <p>Part 7 Additional local provisions (Infrastructure): To be further investigated in consultation with DPIE as part of the assessment process.</p> <p>Part 7 Additional local provisions (minimum non-residential floor space ratio): To be further investigated in consultation with DPIE as part of the assessment process.</p> <p>Schedule 1 Additional permitted use (Helpaid): Additional information would be required following Gateway referral to support this proposed additional permitted use, if not</p>		
Executive Summary and Introduction							

<p>Remove the maximum building height of 8.5m from the LEP and replace with a site-specific building height in storeys development control in a site specific development control plan;</p> <p>Amend the maximum floor space ratio to 2.78:1, and</p> <p>Amend Part 7 Additional local provisions by including a clause that states that development consent must not be granted for development on land at 8 Highfields Circuit, 3 and 5 Kulai Place and 9 and 11 Kingfisher Road, Port Macquarie if the gross floor area is greater than 19.470m², unless the consent authority is satisfied that any public infrastructure that is essential for the proposed development is available or that adequate arrangements have been made to make that infrastructure available.</p>	<p>into the proposal would need to be discussed to Council (currently this is represented in story's and RLS rather than building height). While RLS can be used to define building height within the current LEP, this approach is not reflected within the LEP mapping and it is suggest that it is not used to ensure consistency with current mapping.</p> <p>FSR: Proposed FSR of 2.78:1 is noted.</p> <p>Part 7 Additional local provisions (Infrastructure): Suggest options to conform with existing LEP provisions are exhausted prior to pursuing Part 7 amendment. This may include a wider precinct yield estimate and development contributions plan amendment to address infrastructure issues. This approach has been supported by TfNSW in correspondence dated 18/8/2020. Council is currently also awaiting interim DPE advice in relation to this matter.</p> <p>Part 7 Additional local provisions (minimum non-residential floor space ratio): Suggest consideration of a minimum non-residential floor space ratio (0.4:1) and associated street activation clause. Example below.</p> <p>Non-residential floor space ratio</p> <p>(1) The objectives of this clause are as follows—</p> <p>(a) to provide for development with continuous and active street and pedestrian spine frontage,</p> <p>(b) to encourage an appropriate mix of residential and non-residential uses,</p> <p>(c) to ensure that a suitable level of non-residential floor space is provided to promote employment and reflect the hierarchy of commercial centres.</p> <p>(2) The non-residential floor</p>	<p>before, subject to interim DPE advice as applicable.</p>	
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<p>Executive Summary, Section 2</p>	<p>It is unclear in the documentation why the</p>	<p>Updated in Section 6.2 of the Planning Proposal Report.</p> <p>Suggest options to conform with existing LCP provisions</p> <p>Schedule 1 Additional permitted use (Helipad): Suggest additional information would be required following Gateway referral to support this proposed additional permitted use, if not before, subject to interim DPE advice as applicable.</p> <p>(a) residential accommodation. (b) serviced apartments, if less than 50 serviced apartments are or will be contained within the site. (c) a car park. (d) a telecommunications facility.</p> <p>Schedule 1 Additional permitted use (Helipad): Suggest additional information would be required following Gateway referral to support this proposed additional permitted use, if not before, subject to interim DPE advice as applicable.</p> <p>(a) residential accommodation. (b) serviced apartments, if less than 50 serviced apartments are or will be contained within the site. (c) a car park. (d) a telecommunications facility.</p> <p>(3) Development consent must not be granted to the erection of a building on land unless the consent authority is satisfied that the building will have an active street and/or pedestrian frontage after its erection.</p> <p>(4) Despite subclause (5), an active street and pedestrian frontage is not required for any part of a building that is used for any of the following— (a) entrances and lobbies (including as part of a mixed use development), (b) access for fire services, (c) vehicular access.</p> <p>(5) In this clause, a building has an active street and/or pedestrian spine frontage if no part of the ground floor of the building facing a street or pedestrian area is used for residential accommodation.</p> <p>(6) In this clause, non-residential floor space ratio means the ratio of the gross floor area of that part of a building used or proposed to be used for any purpose in all buildings within a site to the site area, other than for any of the following purposes— (a) residential accommodation, (b) serviced apartments, if less than 50 serviced apartments are or will be contained within the site, (c) a car park, (d) a telecommunications facility.</p> <p>Infrastructure uncertainties (particularly in relation to roads) are</p> <p>Part 7 Additional local provisions (infrastructure) to be further</p>	<p>Part 7 Additional local provisions (infrastructure) to be further</p>
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	of the LEP has been recommended. Please justify within the documentation why this provision has been recommended. It is suggested that the proposal should be facilitated under existing general LEP provisions rather than introducing new site specific provisions.	The use of additional local provisions is a common mechanism used by Council's to manage site specific matters. The vision and concept for the proposal reflect the opportunities arising from the integration of the Base Hospital and the University to create the new HEP. The HEP is a relatively large area expected to develop over the next 10 years. This means that the required infrastructure (i.e. road improvements) is also likely to occur over time. The purpose of the proposed clause is to enable the vision to be realised over time and in stages. The gross floor area is proposed to be capped at 19,470m ² until a time when the consent authority is satisfied that adequate road upgrades are confirmed to service the site. This clause can be removed once the consent authority is satisfied adequate road upgrades have been committed or provided.	pursuing Part 7 infrastructure amendment as detailed above.	foreseeable future. It is considered that this mechanism may be an opportunity to allow the proposal to progress while such issues are being investigated.	investigated in consultation with DPIE as part of the assessment process.	
Executive Summary, Section 6.2 and Conclusion	Please confirm if the proposed development is permissible within existing land use zones and in accordance with relevant SEPPs that apply to the site. If so, consider and justify why amendment to the land use zone as part of the planning proposal is necessary.	Updated in Section 6.2 of the Planning Proposal Report. The Health and Education Precinct Master Plan envisages a B4 mixed use zone for the site. The Planning Proposal reflects the proposed zoning in the Master Plan. Current Zoning: <ul style="list-style-type: none"> R1 General Residential: 8 Highfields Circuit R2 Low Density Residential: 3 and 5 Kulai Place and 9 and 11 Kingfisher Avenue Permissibility <ul style="list-style-type: none"> The proposed health buildings at 8 Highfields Circuit are permissible under clause 57(1) of the Infrastructure State Environmental Planning Policy. 	Noted.			

[illegible]

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Strategic Justification	<p>draft HEP Master Plan is 10m base + 3m bonus, see below.</p>  <p>10m base + 3m bonus is also reflected in the wording of the post exhibition HEP Master Plan. However, a note regarding 22 metres is now also included. It is understood that the intent of this note is to increase this area of the precinct up to a maximum of 22m.</p> <p>Given the above, it appears that 22m is the maximum, as 22m + 3m or 25.5 is not detailed within the HEP Master Plan. In addition, the 3m bonus cannot be applied until an appropriate mechanism is identified (as detailed in the HEP Master Plan), if this is in fact a provision that Council chooses to pursue.</p> <p>In addition to the above, it appears that the proposal as detailed within Appendix A is up to 8 stories (fronting Kingfisher Road). Please clarify the description of the development to clearly justify the magnitude of variation from the HEP Master Plan and how the applicant proposes to mitigate any potential additional impact to the community.</p> <p>Please review the documentation in consideration of the above and update as required.</p>	<p>new proposed Part 7 Additional Local Provisions also on page 95 in the Master Plan states the following:</p> <p><i>"Despite subclause 4.3, the maximum height of a building that is in an Area in the Health and Education Precinct may exceed the maximum permitted as a result of the maximum height of building control for the land on the Height of Buildings Map, by an amount no greater than an additional 3 metres"</i></p> <p>Therefore as the site is in an area in the HEP it may exceed the 22m height control by 3m, providing a total of 25m height.</p> <p>The planning proposal is seeking a height control that responds to the intent of the masterplan to allow sites that are catalyst sites an additional storey.</p> <p>The mechanism the planning proposal is to include a new height and storey's control in a site specific development control plan (which will be issued to Council following gateway).</p> <p>Highfields Development is also providing a VPA (which will allow 24 hour public access over the pedestrian spine) in lieu of Council adoption as the appropriate development contributions mechanism for the additional height.</p> <p>The planning proposal is predominantly seeks a height of predominantly 7 storeys, five out of the potential six buildings will be 7 storeys in height, and the building at number 9 Kingfisher Avenue is proposed to be 8 storeys to maintain the consistent building height, due to the slope of the land. The building story heights are described in Table 7.</p> <ul style="list-style-type: none"> 8 Highfields Circuit - 2 buildings maximum 7 storeys 	<p>inconsistency with the HEP Master Plan (22 metre maximum HOB) rather than attempting to demonstrate compliance.</p>	<p>It is noted that the Proponent has sought to assess this impact and provide subsequent mitigation measures as part of the Planning Proposals documentation.</p>	
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						<ul style="list-style-type: none"> 3 Kulai Place – maximum 7 storeys 5 Kulai Place – maximum 7 storeys 9 Kingfisher Road – maximum 8 storeys (to maintain consistent building height) 11 Kingfisher Road – maximum 7 storeys <p>Refer to Section 7.3. Question 7.8 and 9 where the likely environmental effects as a result of the Planning Proposal's height have been identified, and how the impacts are proposed to be managed. Some of the potential impacts include, ecological and social, solar access, privacy, visual impacts and built form transitions.</p>					
Section 5.7	What mechanisms will be in place to ensure the retention of existing mature trees? It is suggested that consideration be given potential LEP provisions to achieve this outcome.	The proposal will include provisions in the Site Specific DCP to manage tree retention. Refer to Section 7.3.	Noted. This should be revisited as part of any relevant DCP preparation.								
Section 5.7	This section states 'New and existing planting will contribute to achieving a 17% deep soil zone across the site'. The HEP Master Plan requires 20% deep soils. Is this intended to be a variation to this principal as described in the HEP Master Plan? If so, please clarify how this is justified.	The planning proposal seeks to provide 17% deep soil across the site which is considered acceptable as the proposal meets the intent of the deep soil zoning controls in the DCP by enhancing the appearance of the site and ensuring natural drainage. This variation to the Master Plan is justified in Section 7.3 of the planning proposal report.	Noted. This should be revisited as part of any relevant DCP preparation.								
Section 7.2.2	This section states 'The North Coast Regional Plan (the Regional Plan) outlines 25 directions to guide future growth within the North Coast. Of these directions, five are directly relevant to the proposal'. This section then go's on to explain the relevance of the proposal to four of the Directions. Please consider the consistency of the proposal with Direction 1.	Refer to updated Section 7.2.2 of the planning proposal report.	Noted.								
Section 7.2.2	With regard to the response to Direction 1b, this section states: 'By enabling a critical mass of new residents, full time	Two potential accommodation uses/buildings are proposed at 3 Kulai Place and 9 Kingfisher Road. Refer to	Noted.								

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	educational employees and 24/7 rotational medical staff on site, ground floor active uses, the buildings and public domain will be highly patronised creating a vibrant, healthy, safe and well connected precinct. Please clarify how the proposal will enable a critical mass of new residents given that the proposal appears not to be residential development.	updated Section 7.2.2 of the planning proposal report.					
Section 7.2.3	This section discusses Council's Local Strategic Planning Statement. It can be noted that at the time of writing Council does not have an endorsed Local Strategic Planning Statement. Once developed and considered by Council, it is suggested that this section be reviewed in order to ensure consistency with Council's draft or adopted Local Strategic Planning Statement. If not applicable, it is suggested that reference to the LSPS be removed.	Reference to Council's Local Strategic Planning Statement has been deleted from the planning proposal report.	Noted. Note that since this comment was made Council has developed a draft LSPS.				
Section 7.2.3	Consider demonstrating the consistency of the proposal with Council's Community Strategic Plan, as an existing adopted strategy which is relevant to the proposal.	An assessment demonstrating the consistency of the proposal with Council's Community Strategic Plan has been updated in Section 7.2.3.	Noted.				
Section 7.2.5, Table 8	Table 8 states 'Creates a one-way shuttle bus loop that serves nodes and major institutions.' If this is in relation to the proposed precinct bus loop, consider replacing this wording with wording such as: 'Assists in facilitating the future establishment of a bus loop that serves nodes and major institutions.'	Updated as per suggested wording.	Noted.				
Section 7.2.5, Table 9	SEPP (Affordable Rental Housing) 2009 is listed twice within Table 9. The second reference states that 'Detailed compliance with SEPP will be demonstrated in a future development application for the scheme facilitated under this Planning Proposal'. Please confirm the relevance of this SEPP to the proposal and how this detailed compliance is intended to be demonstrated as applicable.	SEPP (Affordable Rental Housing) 2009 is not relevant. The second reference has been deleted.	Noted.				
Section 7.2.5, Table 9	It is noted that SEPP (Infrastructure) applies due to	Bitros Consultants confirmed none of the roads bounding	Noted.				

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	traffic generating aspects of the proposal. Please confirm if the noise and vibration assessment requirements of Clause 102 of the SEPP also apply. Where applicable, please demonstrate how the requirements of this clause have been addressed within the Planning Proposal documentation.	the subject site would experience a volume over 20,000 vehicles per day, therefore Clause 102 of the SEPP is not applicable.						
Section 7.2.5, Table 10	The proposal appears inconsistent with Ministerial Direction 3.1, as there is a proposed change to a residential zone. However, the proposal appears to comply with the consistency criteria within this Direction as the proposal is consistent with a DoP/E approved strategy. Consider amending the planning proposal report accordingly.	Table 10 updated accordingly.	Noted.					
Section 7.2.5, Table 10	The response in relation to Ministerial Direction 3.4 suggests that the proposal would utilise a new bus loop. It is noted that this bus loop does not form part of this proposal. As such, it is suggested that reference could be made to a proposed future bus loop.	Table 10 updated accordingly.	Noted.					
Section 7.2.5, Table 10	The proposal appears inconsistent with Ministerial Direction 6.3, as it introduces a new LEP provision applying specifically to the development (an amendment to Part 7 of the LEP in relation to infrastructure). As per the previous comment in relation to this matter, it is suggested that alternative means of achieving the intent of this provision under existing general LEP provisions be investigated.	Updated in Section 6.2 of the Planning Proposal Report.	Noted.					
Appendix A - Indicative Reference Design								
Drawing 3	The third drawing appears to have an eight story component fronting Kingfisher Road. Please be clear within the other Planning Proposal documentation as to what the intention of the development is to clearly justify the magnitude of variation from the HEP Master Plan and how the applicant proposes to mitigate any potential additional impact to the community. Please review the documentation accordingly and update as required.	Updated plans attached in Appendix A. Refer to Section 7.3 for mitigation of impacts from proposed height. The planning proposal seeks a height of predominantly 7 storeys, five out of the potential six buildings will be 7 storeys in height and the building at number 9 Kingfisher Avenue is proposed to be 8 storeys to maintain the consistent building height, due to the slope of the land. The	Noted. See other comments in relation to HOB.					

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		building storey heights are described in Table 7.	<ul style="list-style-type: none"> 8 Highfields Circuit – 2 buildings maximum 7 storeys 3 Kulai Place – maximum 7 storeys 5 Kulai Place – maximum 7 storeys 9 Kingfisher Road – maximum 8 storeys (to maintain consistent building height) 11 Kingfisher Road – maximum 7 storeys 						
Drawing 4	This drawing (and associated amended LEP maps) appear to illustrate no FSR provision in relation to the site. Please be clear within the other Planning Proposal documentation that no FSR LEP provision is proposed.	An updated FSR LEP map is provided at Appendix B.	Noted.						
Drawing 5	This drawing (and associated amended LEP maps) appear to illustrate no HOB provision in relation to the site. Please be clear within the other Planning Proposal documentation that no HOB LEP provision is proposed.	Correct - no HOB is proposed under the LEP. The proposal seeks to remove the maximum building height of 8.5m from the LEP and replace with a site-specific building height in a site-specific development control plan.	Amended aviation report issued 16/9/2020 with amended building height. It is considered that HOB is an important provision to manage development character and density and that a DOP is not an appropriate mechanism to fulfil this role in this instance. It is also noted that the maximum RL of 52.20 provided within the Indicative Reference Design appears inconsistent with the RL of around 48700 within the aviation report. Please clarify this inconsistency.						Noted.
Appendix C - Urban Design Report									
General	There only appears to be active street facades (cafes etc.) on two of the 6 buildings. If this is the case, please confirm how street level activation will be achieved in these circumstances.	Refer to Appendix C - An updated Urban Design Report has been prepared by Roberts Day, 28 July 2020. Refer to page 33: Black text box- response to activation	Noted.						
Page 25	This section of the document, including the responses to master plan design strategies, do not clearly link back to the wording within the HEP Master Plan. Use consistent terminology to ensure a clear comparison can be made between the two documents.	Refer to page 25 to 28: Updating terminologies by including 'movement network, the community and underlying structure' according to the HEP Master Plan	Noted.						

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Page 31	The illustration on this page shows pedestrian connectivity between Kingfisher Road and CSU. Will this connection be achieved by the proposal? If not, how will the intent of this connection be achieved prior to establishment of this proposed connection as part of development by others?	Refer to page 31. Black text box: response to connection to CSU	Noted.			
Pages 69 - 80	The subject development would currently be the highest building within the area and is positioned in an elevated location in relation to much of the surrounding landscape. However, the magnitude of change ratings have been determined as being between negligible and moderate and the overall impact has been determined to be none to low / negligible. Please reconsider the magnitude of visual change in relation to the impact of this development on the current, relatively low density surrounding build landscape.	Refer to page 71 to 79: Increasing sensitivity to Medium to Low by considering the existing residential housing- increasing magnitude	It is noted that this re-analysis is not supported by an updated visual impact assessment. Please refer to the comment towards the bottom of this table in relation to the visual impact assessment.	Due to the unknown nature of future development within stages 2 and 3, it is considered that resourcing a visual impact assessment for these stages is not warranted.	Noted.	Updated report assessing stages 2 and 3 has now been prepared.
Pages 75 - 78	This section describes that the view sensitivity is low as receptors are mostly road users in motor vehicles and/or pedestrians that are passing through and therefore have short term views. However, the visual impact of the proposal to existing nearby residences appears not to have been considered. Please also consider the visual impact of the proposal to existing residences.	Nearby residences have been considered, refer to pages 75-78.	It is noted that this re-analysis is not supported by an updated visual impact assessment. Please refer to the comment towards the bottom of this table in relation to the visual impact assessment.	Due to the unknown nature of future development within stages 2 and 3, it is considered that resourcing a visual impact assessment for these stages is not warranted.	Noted.	Updated report assessing stages 2 and 3 has now been prepared.
Page 83	Please include a third column within this table specifying where the design strategies & drivers have been addressed within the documentation. It is noted that this table states compliance with strategies & drivers such as deep soil zones. However, the documentation (such as the landscape report) appears to be inconsistent with some strategies & drivers. If a design strategy & driver cannot be achieved, please provide a justification for why it cannot be achieved and / or provide suitable alternative design solution. This information should be summarised within this table and refer back to	Refer to page 84 to 86: Adding 3rd column and responding to the main 12 principles	Noted.			

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Page 83	additional information within the documentation as applicable. Section 6.4 states: 'up to 6 storeys enabled for commercial uses (excluding Hospital and Shopping Village)'. It is noted that the proposal is currently for predominantly 7 story buildings (with an eight story component). Please clarify this inconsistency.	6 storeys + 1 storey for catalyst sites	Refer to previous HOB comments within this table.	Refer to previous HOB comments within this table.	Noted.		
Page 85	Section 6.1 on page 85 (which should be 6.27) states the proposals compliance with the design principal of: 'Develop precinct wide, sustainable and integrated systems to manage energy, water, and waste'. Please confirm how this will be achieved.	From Page 87: some additional text including sustainability measures on page 89.			Noted.		
Appendix D - Economic Impact Assessment General	Note: Planning proposal PP2020-3.1 has been reviewed by Council's Senior Economic Development Officer, with a particular focus on the supplied Economics Report. The proposal is strategically aligned with the 2017-2021 Port Macquarie Hastings Economic Development Strategy (the EDS), and although the economics report supplied appears optimistic in estimating the direct and flow-on employment generation of the project, the report aligns with broader perspectives of the scale and nature of growth anticipated to occur in the region.	Refer to Appendix D - An updated Economics Analysis has been prepared by Deep End Services, dated 28 July 2020. Noted.			Noted.		
General	Note: The proposal aligns with key objectives of the EDS by setting the scene for significant investment in infrastructure, and supporting the anticipated strong employment growth in the region over coming years. Further, the focus on provision of facilities to the Health and Social Services Sector, and the Education Sector, reflects the significant projected growth in both of these industries. The proposal also commences delivery of the Port Macquarie Health and Education Precinct - an action initially identified in the EDS to deliver Strategic Objective 5: Ensure appropriately zoned land and precinct planning to encourage	Noted.	N / A				

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General	business investment and the development of new industries. The Economics Report, drafted by Deep End Services reflects accurately on the nature and scale of growth occurring across the Port Macquarie Hastings LGA and the Mid North Coast SA4 region, with the region enjoying strong population growth, and Australian Government projections indicating the Mid North Coast region will experience some of the nation's highest rates of employment growth over coming years. However, estimates of employment generation of the project - both during and after construction - appear optimistic, with Remplan I/O modelling indicating employment generation and flow-on effects during both the construction and operation phase are likely to be lower than figures supplied. That being said, delivery of the project outlined in the proposal is expected to drive significant economic and employment growth in the region.	Noted.	N / A				
Page 10	This section states that the proposed FSR is 2.5:1. The planning proposal report states that the proposed FSR is 2.78:1. Please confirm the proposed FSR and amend the relevant report accordingly.	The report has been updated to reflect the FSR of 2.78:1.	Noted.				
Page 11	Table 1 states that the proposed gross floor area (GFA) is 58,000sqm. Table 7 of the planning proposal report states that the proposed gross floor area is 57,090sqm. Please confirm the proposed GFA and amend the relevant report accordingly.	The proposed gross floor area is 57,090sqm.	Noted.				
Page 11, Page 12	Again, the figures for floor area in table 2 and on page 12 do not correspond with table 7 of the planning proposal report. Please confirm the proposed GFA and amend the relevant report accordingly.	Updated as per Table 7 of the planning proposal.	Noted.				
Page 23	This section states: 'Overall, significant growth in tertiary education provision is expected to occur in Port Macquarie in the future...' Does this take into account any potential impacts to the industry as a result of the COVID - 19 pandemic?	Updated on page 23 of the report. Significant growth in tertiary education provision is expected to occur in Port Macquarie in the future (notwithstanding short-term disruptions during 2020 and 2021 as a result of border	Noted.				

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Page 28, Section 5.5	Note that total developer contributions are subject to the plans in place at any given time and any applicable voluntary planning agreement and / or works in kind agreements.	controls through the Covid-19 crisis), and the proposal for the pedestrian spine makes provision for two new buildings to house education related uses.	Noted.	N / A				
Appendix E - Traffic Impact Assessment								
General	It is noted that the Traffic Impact Assessment generally does not assess the potential traffic impacts of Stage 2 and Stage 3 development. Given that these stages have not been assessed, it may be considered inappropriate to progress a Planning Proposal for Stage 2 and Stage 3 until the appropriate level of assessment is undertaken or an alternative path forward is identified in consultation with Council and Transport for New South Wales.	Highfields Development P/L requests shifting the traffic impacts assessment to the development application stage because Transport for New South Wales are unable at present to reveal the future traffic plans.	It is considered that traffic impact should be assessed at the Planning Proposal stage. Also refer to TfNSW comments within the table below.	Infrastructure uncertainties (particularly in relation to roads) are likely to continue for the foreseeable future. It is considered that this mechanism may be an opportunity to allow the proposal to progress while such issues are being investigated.	Noted.	Please find attached to this email the technical note demonstrating the traffic impact modelling that has been requested by Council. As discussed with you, the modelling is not able to demonstrate realistic results given the sheer volume of anticipated background traffic growth within the area (as provided by PMHC). It is for this reason that the modelling cannot be used to reasonably calculate the development's proportional impacts on the local road network. Please note Matthew Bizios's last paragraph in the attached technical note. Once a suite of upgrades is committed to by TfNSW, the updated Aimsun modelling would be significantly more useful in determining our planned development's true traffic impacts - which I would hope would demonstrate that our proposed development would have a minor effect while the slowly increasing background traffic growth would have the major effect.		
Appendix F - Indicative Landscape Design								
Page 2	Page 2 states: "Generally, this report describes the development and landscape proposals, and sets out relevant authorities codes and requirements, and describes the design team's approach that illustrates substantial conformance with these requirements. The above statement has not been qualified within the balance of the landscape report. Clarify the relevant codes and	The landscape component is a supporting document to show potential future outcome. This should not be assessed as a detailed or resolved design as it is not required at the PP stage and will be addressed through DA and CC level documentation which will reference the HEP Masterplan and relevant DCP items	Noted. To be addressed during the DCP development stage where applicable.					

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Page 3	requirements, and how these will be addressed. Site analysis lacks any breadth or detail. This section does not address factors such as soil types, predominant wind directions / speed, hydrology, topography, existing flora and fauna, bushfire risk, existing pedestrian / cycle networks etc.	This should not be assessed as a detailed site analysis as it is not required at the PP stage and will be addressed through DA and CC level documentation. This information has also been referenced in the HEP masterplan and planners report.	Noted. To be addressed during the DA stage where applicable through other documents (such as the bushfire report and ecology report) during the PP stage.			
Page 3	Site analysis identifies proposed walking / cycling paths outside of the masterplan. - Will these be installed / formalised as part of the development? - If not installed / formalised as part of the development - how will goals around pedestrian connectivity be achieved?	These connections have been further investigated in the HEP masterplan and will be looked at carefully during the DA process. It is our understanding that these connections outside our boundary will not be formalised, rather we will rely on the destination and amenity provided to draw people into the site.	Noted. Also consider during the DA and DCP stages where applicable the lack of formalised connections will reduce the likelihood that people will walk / cycle. Consider parents with strollers, people with wheelchairs, small children on bikes and how this may be addressed.			
Page 5	A number of existing trees appear to be within close proximity / overhanging the built structures / pavements. Can these trees be retained so that tree health is maintained and without them posing as an unnecessary risk to the new assets?	An arborist report will be carried out during the DA process which will evaluate the health of the existing trees and their relation to the proposed development at each DA stage of the masterplan	Noted. To be addressed during the DA stage where applicable.			
Pages 5, 6, 7 & 8	Provide typical dimensions on cross sections as is unclear what width the various zones may be and also identify where the various utility corridors will run.	The landscape sections have been design generally in line with the dimensions outlined in the HEP masterplan and the architectural set. The sections are not required to show dimensions and utility corridors during the PP process	Noted. To be addressed during the DCP development and DA stages where applicable.			
Pages 5, 6, 7 & 8	Typical sections should detail property boundary interfaces.	The landscape sections have been design generally in line with the dimensions outlined in the HEP masterplan and the architectural set. The sections are not required to show dimensions and utility corridors during the PP process	Noted. To be addressed during the DCP development stage where applicable.			
Page 10	This page notes the requirement for 20% of the site to be deep soil. If the various site is intended to be constructed to this principal as described in the HEP Master Plan? If so, please clarify how this is justified.	The planning proposal is seeking 17% deep soil across the site, refer to planning report for justification.	Noted.			

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Page 12	Trees and palms are planted within paved areas. Demonstrate how will root zones be managed to ensure adequate soil volumes and protection of other assets such as buildings, pavements, utilities etc.	This should not be assessed as a detailed or resolved design as it is not required at the PP stage and will be addressed through DA and CC level documentation which will look at permeable paving and structural soil to ensure the longevity of the trees/ palms. Root barriers to be installed where needed to protect utilities, walls and pavements	Noted. To be addressed during the DA stage where applicable.				
Page 12	Demonstrate how soft landscape will be kept alive during periods of low rainfall / drought.	This should not be assessed as a detailed or resolved design as it is not required at the PP stage and will be addressed through DA and CC level documentation which will specify a performance spec for automated irrigation system	Noted. Consider the impact on water usage, possible impact on groundwater during the DA stage where applicable.				
Page 13	This page notes the requirement for 30% canopy cover. It then states the site contains 28% canopy cover. Is this intended to be a variation to this principal as described in the HEP Master Plan? If so, please clarify how this is justified.	The planning proposal is seeking 28% canopy across the site, refer to planning report for justification.	Noted.				
Page 18	The gathering space to west of Building 3 does not address CPTED principles. Please address CPTED principles in relation to this space.	CPTED issues have been addressed in the CPTED report which will be issued to Council. Potential suggestion is that this aboriginal health area be fenced off with swipe access for relevant people	Noted. To be addressed during the DA stage where applicable.				
Page 18	Use of security cameras in public open space is not considered to be an appropriate form of surveillance. Consider the use of CPTED principles to achieve required surveillance outcomes. Consider the potential for vehicle access north - south through the site to assist in passive surveillance and to increase ground level activation of the site.	CPTED issues have been addressed in the CPTED report which will be issued to Council. General landscape note would be that sightlines are intended to be kept as per our plan which notes turf or low level planting adjacent to crossovers. No large shrubs to be used so as to create areas of concealment. Passive surveillance from the buildings surrounding the pedestrian spine. Again not sure if an issue at PP phase	Noted. To be addressed during the DA stage where applicable.				
Page 18	Clarify how CPTED will be addressed for all back of house areas.	CPTED issues have been addressed in the CPTED report which will be issued to Council.	Noted. To be addressed during the DA stage as applicable.				

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General	Clarify if any (and if so type and placement) of lighting to road / parking / patios / open space.	This should not be assessed as a detailed or resolved design as it is not required at the PP stage and will be addressed through DA and CC level documentation which will specify lighting types and locations to AS which provide sufficient lux levels and so on	Noted. To be addressed during the DCP development and DA stages where applicable.			
General	Aside from the plant palette, it is unclear what the intended materials and furniture are for this project. Please provide additional detail to assist Council in understanding these aspects of the proposal.	This should not be assessed as a detailed or resolved design as it is not required at the PP stage and will be addressed through DA and CC level documentation which will specify materials and furniture for the project.	Noted. To be addressed during the DCP development and DA stages where applicable.			
General	Delineate what is intended as privately maintained vs. Council maintained asset.	Client to confirm with Council.	To be confirmed through VPA discussions.			
General	Attachment 7 calls out staging of the buildings. Please clarify staging for landscape works.	Client to confirm with Council.	To be confirmed through VPA discussions.			
General	The level of maintenance which would be required for proposed public open space is above and beyond what Council would generally be able to service. Landscape delivery and maintenance should be further discussed with Council to ensure an equitable and sustainable outcome can be achieved in this regard.	Client to confirm with Council.	To be confirmed through VPA discussions.			
General	Clarify the intent in relation to waste management.	Waste Management to be dealt with in detailed DA stage.	Noted. To be addressed during the DCP development and DA stages where applicable.			
Letter of Offer - Voluntary Planning Agreement						
General	Note: The letter provided is not considered a draft Voluntary Planning Agreement. It is considered an indication of the developer's intent.	Refer to Appendix G - An updated Preliminary letter of offer has been prepared by Ethos Urban, dated 30 July 2020. Noted: Council and Highfields Development P/L are in the negotiation stage. Once the Heads of Agreement have been agreed a formal draft VPA will be prepared by Council's legal team. The VPA offer will be a right of way over the pedestrian spine and will allow 24/7 access for pedestrians and cyclists.	To be confirmed through VPA discussions to be progressed concurrently with the PP.			
General	Does the subject offer include a strata lot for the pedestrian spine? Council's preference may be to gain an easement or right-of-way over the spine rather than a strata, separate tenure or dedication as public road. This could work similar to an arcade.		Noted. To be confirmed through VPA discussions to be progressed concurrently with the PP.			

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General	The offer regarding the underground car parking area is not clear. This proposal may have implications in relation to maintenance, access, fire safety, services etc that will need to be discussed further with Council.	Not applicable.	Noted.			
General	Timing around staging/ dedication of the spine and any associated works would need to be clarified.	The right of way over the pedestrian spine will commence once the occupation certificate for both buildings is issued.	Noted. To be confirmed through VPA discussions to be progressed concurrently with the PP.			
General	Contributions may be requested in relation to the Major Innes Drive Sewerage Augmentation work.	The owners of 1 Highfields Circuit have a VPA which states they are legally responsible to cover the sewerage augmentation work and therefore not the responsibility of Highfields Development P/L.	Noted. To be further considered during VPA discussions to be progressed concurrently with the PP.			
General	Council is unlikely to accept the formalisation of the letter 'offer' into a VPA after the planning proposal is gazetted (last paragraph). A full draft agreement signed by the developer as an irrevocable offer should be exhibited with the planning proposal (minimum 28 days) and reported to Council for consideration prior to rezoning.	The timing of the VPA was discussed at the meeting with Duncan Coulton, Keiran Metcalfe and Vanessa Penfold on 29/7/2020. Council agreed to work with Highfields Development P/L to reach a heads of agreement and put a draft VPA in place for the exhibition period.	Noted. To be further considered during VPA discussions to be progressed concurrently with the PP.			
Appendix H - Ecological Impact Assessment						
General	It may be worth inserting a table to clarify the address and corresponding lot numbers - they are used interchangeably through the report and such a table would assist with clarity for the reader/reviewer.	Refer to Appendix H - An Updated Preliminary Ecological Constraints Assessment has been prepared by JB Enviro, dated 28 July 2020. Lot numbers and addresses have been clearly identified in Section 1.1.	Noted.			
General, Section 5	Is there a protection measure that can be applied to trees so that future works / ancillary items do not lead to further losses of the remaining vegetation?	Refer to Section 5 of the Assessment. During construction, these trees will be subject to protection measures as per AS 4970-2009. Protection of Trees on Development Sites. Post-construction, those on-site will be protected via a suitable planning instrument e.g. S88b.	Noted.			
Section 2.3.2, Page 9	Two references to northern boundary - one refers to different point of compass.	Updated in Section 2.3.2.	Noted.			
Section 3.1.2, Page 24	References Lot 67 - typo - please revise.	Updated in Section 3.1.2	Noted.			

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Section 6.1 and Summary	What is the purpose of the 100 planted koala food trees? Are they an offset from prior works? They are outlined as being present but the purpose for being there is unclear for the reader.	Updated in Section 6.1. A hundred Koala food tree tubestock sourced from the Koala Hospital have just been advanced planted on the boundaries of Lot 1 and 2. The proponent intends to use most of these as translocation resources for the masterplan's landscaping. The remainder can be left in situ or thinned to meet PMHC's spacing preferences.	Noted.				
Section 7.1, Page 37	Section 7.1 reference to SSD to be changed to SSD.	Updated in Section 7.1.	Noted.				
Appendix I - Phase 1 Environmental Assessment							
Section 2.4	This section states: 'From review of the Port Macquarie Hastings Council Acid Sulfate Soil Maps the site is categorised as having Class 5 (no ASS within 5' of the ground surface). However, this site does not appear to be identified as having the potential to contain acid sulphate soils within Council's LEP mapping. Suggest this section is reviewed and amended as relevant.	Refer to Appendix I - An updated Phase 1 Environmental Site Assessment has been prepared by Epic Environmental, dated 28 July 2020. The Port Macquarie Hastings Council Acid Sulfate Soil Maps, the site is not classed as having an Acid Sulfate Soil risk. The CSIRO Atlas of Australian Acid Sulphate Soils Data Source, classifies the site as having a low probability of ASS occurrence.	Noted.				
Appendix J - Bush Fire Assessment Report							
General	Note that Chapter 4 of Planning for Bush Fire Protection 2019 (PBP 2019) provides a pathway to consider the interactions between DGP's and masterplans and future development. This can be considered to be applicable to this proposal as it relates to access and egress and emergency planning and evacuation. Please refer to PBP 2019 section 4.4 and 4.4.1 for details to be addressed in a LEP or planning proposal.	Refer to Appendix J - Bushfire Report, prepared by Midcoast Building and Environmental dated July 2020. The proposal has opened up a vehicular connection between Highfields Circuit and Kulai Place. Therefore the key evacuation response is the connectivity through to Kulai Place. As requested by Council and in accordance with 4.1 and 4.2 of PBP 2019, comments regarding a Strategic Bushfire Study have been incorporated into the report in Section 2.0.	The amended bushfire report does not address the intent of the Bush Fire Strategic Study (BFS) as it appears to still focus on only the subject lots and not the greater potential of the increasing density at a macro scale for the wider master plan area. There are also a number of comments that are not specific to the requirements, ie an assumption that the proposal will be referred to the LEMC. This should be noted and form part of the feedback to the proposal once the BFS has been provided in detail. Specifically, a clear impacts assessment that addresses the fire behaviour potential generated from the potential Park area and Koolbarrung Nature reserve to the south	This development is not easy to fit into the box for a Strategic Study as it is within an existing area. As you can see with the headings in the PBP 2019 for a Strategic Study, are more aligned with Greenfields Development (eg Sovereign Hills). I am aware we are dealing with existing infrastructure so any upgrade is very difficult. I will go through your points to the best of my ability but please be aware there are significant issues that are beyond my control and that is where I have referred to other bodies.	I refer back to the requirements of PBP 2019, Chapter 4 and specifically sections 4.2 and 4.4.1 and reiterate as per previous advice that the rezoning proposal requires a strategic Bush Fire Study that addresses at a minimum all the components of Table 4.2.1. It is my considered position that the rezoning proposal and the provision of further information as requested does not adequately address the requirements of the Bush Fire Strategic Study.	Updated report issued.	With the additional information proposed to be included in the bushfire assessment report and specifically an expanded and detailed Bush Fire Strategic Study that takes into account a landscape assessment of bush fire impacts, along with all the other considerations, it is considered that it is possible for this proposal to be assessed in accordance with the strategic principles required in Chapter 4 of PBP 2019. While a 1 km radius was suggested as an initial assessment zone, I note that other examples of strategic studies also consider an outer radius of 5 km that allows due consideration of fire histories and of potential fire intensity and severity. I have included a link to another example which may assist in this assessment. This is likely to help with Tim's ROS considerations.
General	Section 4.2 of PBP 2019 - Strategic planning in bush fire prone areas, requires the preparation of a Strategic Bush Fire Study (SBFS) addressing at a minimum the components in Table 4.2.1.						

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<p>The bush fire assessment report, while providing detail in relation to a specific development concept, does not satisfy the requirements in relation to a SBFS. It is more suitable for the assessment of a DA where no LEP or DCP amendments need to be considered. The conclusion that the development can satisfy bush fire protection measures on one area does not consider the potential impacts of the development land use intensification on the surrounding and existing developments.</p> <p>Provision of a SBFS would identify the landscape potential for fire impacts from the surrounding area and consider the existing and proposed road networks and their ability to address the significant increases in population density and increased traffic congestion during any evacuation scenarios. Bush fire air quality impacts could also be considered. This is probably more important based on the recent wildfire events that occurred both to the east and west of this precinct.</p> <p>The significant increase in population density and traffic movements that is proposed should be assessed in relation to the traffic movements and evacuation impacts of people and the movement of emergency services. Consider the current road width of Highfields Circuit and parking congestion now as well as the length of the cul-de-sac. It appears that there is currently no public through road connections off the eastern end of Highfields Circuit and would consider this to be a major consideration in a SBFS in relation to emergency evacuation.</p> <p>It is also recommended that where amendments to the DCP are proposed that consultation with the RFS is recommended. The SBFS would assist in this assessment as well.</p>	<p>and east of the whole precinct and how this interacts with the proposed increase in density and the capacity for the road network to cope with resident evacuations and emergency fire-fighting, including escape routes (alternate access at the most eastern ends of Highfields Circuit and Kulai Place) would be valuable. The amended report and applicant response currently only talks to through access between the roads adjacent to the subject lots.</p> <p>The traffic impact assessment should consider the interactions of not just this proposal but the future changes as a result of other land use changes in consultation with the RFS and a detailed Strategic Bush Fire Study.</p> <p>Further clarity is requested around the planted KET and their future use so that it is understood how the proposed development and adjacent sites will still be able to achieve the necessary APZ and BPM relating to canopy density and connectivity.</p> <p>With the preparation of a detailed Strategic Bush Fire Study, there are opportunities for the LEMC to review this proposal in consideration of the greater area of the HEP masterplan and the potential further densification to the east of the proposed lots. This provides clarity to the RFS as where possible this should be addressed prior to proposal being submitted to the Gateway process. (page 36 - section 4.4.1 of PBP 2019).</p> <p>I would query the assumption that adjoining land owners would not be affected as the SBFS does not integrate proposed landscaping and vegetation connectivity at the landscape scale and the subsequent increase in vegetation that would connect to adjoining land owners. The requirement for more detail in</p>	<p>at a macro scale for the wider master plan area.</p> <p>Comment - The Bush Fire Report has been prepared to focus on the development. The increase in density would require modelling population numbers for the whole precinct and then likely effects. See further in comments.</p> <p>Action - No change to Report</p> <p>2. There are also a number of comments that are not specific to the requirements, ie an assumption that the proposal will be referred to the LEMC. This should be noted and form part of the feedback for the proposal once the BFSS has been provided in detail.</p> <p>Comment - There are matters that are out of the control of the Bush Fire Consultant. The necessity for emergency response, for instance Government level. That was my reasoning for referral where appropriate to the Bush Fire Management Committee</p> <p>Action - No change to report</p> <p>3. Specifically, a clear impacts assessment that addresses the fire behaviour potential generated from the National Park area and Kooloonbung Nature reserve to the south and east of the whole precinct and how this interacts with the proposed increase in density and the capacity for the road network to cope with resident evacuations and emergency fire-fighting, including escape routes (alternate access at the most eastern ends of Highfields Circuit and Kulai Place) would be valuable. The amended report and applicant response currently only talks to through access between the roads adjacent to the subject lots.</p> <p>Comment - To consider the density there would need to be extensive study completed modelling population numbers and likely movements in the event of an emergency. It should be remembered that Bush Fire is not the only emergency that needs to be considered for the precinct. It is not possible to expand on a</p>	<p>I recommend that the study considers the adopted Mid Coast Bush Fire Risk Management Plan information as supporting background for the strategic study. In relation to the structure of this report, the Strategic Study may read better in a chapter/ paragraph format rather than just a table.</p> <p>Note: updated report issued taking into consideration this additional feedback.</p>
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			regards to vegetation assessments and future landscaping has also been previously raised and not yet provided.	<p>Emergency Response when there are no base details provided. Embers will travel long distances in fire and Inconsideration of this a lot of the town would be subjected to attack. The report recommends that the building is constructed to BAL 12.5 for ember protection</p> <p>Action - No change to report</p> <p>4. The traffic impact assessment should consider the interactions of not just this proposal but the future changes as a result of other land use changes in consultation with the RFS and a detailed Strategic Bush Fire Study.</p> <p>Comment - Not applicable for Bush Fire Report</p> <p>Action - No change to report</p> <p>5. Further clarity is requested around the planted KFT and their future use so that it is understood how the proposed development and adjacent sites will still be able to achieve the necessary APZ and BPM relating to canopy density and connectivity</p> <p>Comment - All landscaping will be required to comply with the requirements of Planning for Bush Fire Protection, 2019.</p> <p>Action - No change to report</p> <p>6. With the preparation of a detailed Strategic Bush Fire Study, there are opportunities for the LEMC to review this proposal in consideration of the greater area of the HEP masterplan and the potential further densification to the east of the proposed lots.</p> <p>Comment - See previous comments.</p> <p>Action - No change to report.</p> <p>7. This provides clarity to the RFS as where possible this should be addressed prior to proposal being submitted to the Gateway process. (page 36 section 4.4.1 of PBP 2019).</p> <p>Comment - My advice from the proponent is that the RFS do not need to review the Bush Fire</p>			
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				<p>Assessment Report prior to the Gateway determination.</p> <p>Action - No change to report.</p> <p>8. I would query the assumption that adjoining land owners would not be affected as the BFRSS does not integrate proposed landscaping and vegetation connectivity at the landscape scale and the subsequent increase in vegetation that would connect to adjoining land owners.</p> <p>Comment - All landscaping will be required to comply with the requirements of Planning for Bush Fire Protection, 2019.</p> <p>Action - No change to report</p> <p>9. The requirement for more detail in regards to vegetation assessments and future landscaping has also been previously raised and not yet provided.</p> <p>Comment - All landscaping will comply with the requirements of Planning for Bush Fire Protection, 2019.</p> <p>Action - No change to report</p> <p>10. In relation to consideration of potential cumulative development/traffic within the wider master planned area, I am currently doing some work in this space and would be happy to discuss further.</p> <p>Comment - No worries</p> <p>Action - No change to report</p>		
Appendix K - Infrastructure Servicing Strategy Report General	<p>With respect to the Planning Proposal, it has been determined that additional information will be required to accurately assess the Proposal. An initial review has been completed and is based on the Planning Proposal and the hydraulic plans from Marline (Revision 1, dated 15 May, 2020) which assumes that the water demand is not greater than 5L/s for each building. It is noted that floor areas have been provided for each component of the development</p>	<p>Refer to Appendix K – Infrastructure Servicing Strategy Report, prepared by Marline Building Services Engineers and Environmental dated 30 July 2020.</p>	<p>Given this is such a significant development, Council will need to comprehensively plan infrastructure augmentations to adequately service the proposed development and the wider precinct. A critical part of the planning is accurately modelling the water and sewer networks for both the interim/ultimate scenarios, to do this we require the best available water demand and sewer loading information.</p>	<p>With regards to ET calculations, please be aware that ET's are not an Australian Standard sizing calculation for sewer. However, I was able to undertake calculations and have come up with the following.</p> <p>8A Highfields- 7 floors containing: Hospital facilities = 10ET/Hectare floor area Total hospital facility floor area = 11,025 Hectares (= 11,025ET) Total ET = 11,025</p>	<p>It is noted that the proposed building uses within these overall calculations do not correspond with the information contained within other Planning Proposal documentation (i.e. hospital uses appear overrepresented in these calculations).</p> <p>The additional information provided for the Planning Proposal has been considered and in addition to our previous comments it has been determined that a new sewer pump station will be required.</p>	

Preliminary Document Review Comments - Planning Proposal for 8 Highfields Circuit, 3 & 5 Kulai Place and 9 & 11 Kingfisher Road, Port Macquarie

	as a whole, however to finalise any infrastructure augmentation requirements, further details relating to the final water demand will be required. This will include the total floor area of each component within each building along with details such as the number of students and the number and types of accommodation. The water and sewer comments below are based on the Planning Proposal and hydraulic plans and are to be incorporated into the final design.	It is appreciated that some additional information has been provided for the anticipated load generated from proposed Lots 8A and 8C, but this information will need to be presented in the format of Equivalent Tenements (ET) or Equivalent Persons (EP) as opposed to fixture units. Please also provide the ET or EP loadings for the entire development (i.e. 8 Highfields Ct t.3 & 5 Kulai Place and 9 & 11 Kingfisher Road).	8C Highfields- 7 floors containing: Hospital facilities = 10ET/Hectare floor area Café = 10ET/Hectare floor area Total hospital facility floor area = 0.9750 Hectares (= 9.75ET) Total Café floor area = 0.034 Hectares (= 0.34ET) Total ET = 10.09 ET 3 Kulai Place- 7 floors containing: Hospital facilities = 10ET/Hectare floor area Total hospital facility floor area = 1.015 Hectares (= 10.15ET) Total ET = 10.15 ET 5 Kulai Place- 7 floors containing: Hospital facilities = 10ET/Hectare floor area Total hospital facility floor area = 0.9975 Hectares (= 9.975ET) Total ET = 9.975 ET 9 Kingfisher Road- 7 floors containing: Hospital facilities = 10ET/Hectare floor area Total hospital facility floor area = 1.19245 Hectares (= 11.9245ET) Total ET = 11.9245 ET 11 Kingfisher Road- 7 floors containing: Hospital facilities = 10ET/Hectare floor area Total hospital facility floor area = 1.12 Hectares (= 11.2ET) Total ET = 11.2 ET Total ET for entire development = 64.3645 ET Please be aware that if Port Macquarie - Hastings council have alternative figures for this kind of development, it will change these figures.	Marline has estimated the total number of Equivalent Tenements for the proposed development to be 64 ETs. This appears to be in line with estimates for greenfield residential developments rather than high density developments. Marline's estimate is significantly lower than a coarse estimate that has been based on the proposed floor areas and uses detailed in the Ethos Urban Report (dated 22 May 2020) and Council's Development Contributions Assessment Policy. The total number of Equivalent Tenements estimated using this method is: <ul style="list-style-type: none">• Water - 325 ETs• Sewer - 405 ETs The following assumptions have been made in calculating this estimate: <ul style="list-style-type: none">• 10m² per pupil for educational areas• 35m² for each one bedroom high density accommodation Please note that this a coarse estimate only and it is based on a number of assumptions. This estimate can be revised when the proposed floor areas and their uses and are further defined. A Voluntary Planning Agreement will be required as the existing sewer pump station does not have capacity and a new pump station will be required.	
Water	The Concept Design indicates that there will be a significant water demand as a result of the proposed development. Augmentation of the existing local water mains may be required. Once the final demand for the development is defined, then accurate details relating to any augmentation can be provided.				
Water	As has been shown on the plans, each proposed lot will require a separate metered water connection to Council's main.				
Water	The final water service sizing will need to be determined by a hydraulic consultant to suit the domestic and commercial components of the development, as well as fire service and backflow protection requirements in accordance with AS3500.				
Water	Due to the proposed height of the development, it is likely the site will require a break tank and pressure system for internal water demands. A detailed report examining the internal hydraulics will be required as part of the application.				
Sewer	Each proposed Lot will require a separate sewer line to Council's main. Due to the size of the proposed development, each lot will need to discharge to a junction from a manhole. Additional manholes may need to be constructed.				
Sewer	There is insufficient capacity in the existing sewer system (PMSPS 54) to facilitate development beyond the existing allocated 1 ET (approximately a single dwelling) for each existing lot.				

Preliminary Document Review Comments - Planning Proposal for 8 Hightfields Circuit, 3 & 5 Kulai Place and 9 & 11 Kingfisher Road, Port Macquarie

Sewer	<p>Sewer Augmentation will be required to allow further development within the area. The previously advised augmentations include the following:</p> <ul style="list-style-type: none"> A deep carrier bypass sewer main through Major Innes Road near the intersection of John Oxley Drive. Approximately 150 metres of deep gravity sewer main along Major Innes Road. Approximately 250 metres of gravity sewer main on the northern side of Lot 8 DP 1094444. The infrastructure is to be developer funded and council is willing to facilitate Voluntary Planning Agreements or similar in the area to allow the cost of the infrastructure to be distributed among multiple developers. This would be generally done through a percentage breakdown for the cost of the infrastructure amongst the developers on an ET basis. 							
Sewer	Sewer augmentation may coincide with the John Oxley Drive Road Upgrade. As part of the concept design a new sewer main has been proposed along Major Innes Road to connect to the existing sewer main to the South of Ellis Parade which gravitates to PMSPS 82.							
Sewer	A detailed Sewer Servicing Strategy will also be required for the site to assess the impact on the local sewer reticulation system. This report will detail the proposed interim and ultimate sewer loads generated from the site. Given the size of the proposed development, augmentation along John Oxley Drive may be required.							
Sewer	Any sewer augmentations are to occur at no cost to Council.							
Aeronautical Impact Assessment General	<p>Port Macquarie Airport has been consulted in relation to the proposed Aeronautical Impact Assessment and Aviation</p>	Provision of the AA to Port Macquarie airport management will enable them	Noted. Referral to ASA and CASA would be required either					

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	<p>Concept Design Report. It has been noted that the planned building height will infringe the OLS. This would require ASA and CASA assessment and review with CASA recommendations.</p>	<p>to assess the content of the AIA and the stated impact to airport operations. They will then forward the AIA and their own comments to ASA and CASA who will then review the information and reply back to the airport and yourself.</p> <p>Further, NSW Department of Planning, Industry and Environment (DPIE) does this as part of State Significant Development (SSD) Applications. The objective of the OLS is to define a volume of airspace in proximity to the airport which should be kept free of obstacles that may endanger aircraft in visual operations, or during the visual stages of an instrument approach. The intention is not to restrict or prohibit all obstacles, but to ensure that either existing or potential obstacles are examined for their impact on aircraft operations and that their presence is properly taken into account. As an example, there is a very high mobile phone tower just south-east of the HLS at Port Macquarie Base Hospital. The tree around this development also impinge on the OLS. Since they are relevant to visual operations, it may sometimes be sufficient to ensure that obstacles are conspicuous to pilots, and this may require that the obstacle be marked or lit. It may also be registered on aeronautical databases. In reality, there is little issue with breaching the OLS as pilots will be visual with the obstruction and can work on "see and avoid" principles.</p>	pre or post Gateway subject to DPIE advice.				
General	<p>Please confirm if consultation has been undertaken with the Ministry of Health in relation to the proposed helipad and associated flight paths. This may assist in informing Section 6.2.3 in relation to the potential future development of the Port Macquarie Hospital HLS.</p>	<p>No consultation has been undertaken with the Ministry of Health, as this is planned to be a private helipad for the emergent use of critically ill private, not public, patients. Apart from sharing the main inbound flight path with the Port Macquarie Hospital HLS, no other shared use is generally foreseen.</p>	<p>Noted. Additional consultation is considered appropriate either pre or post Gateway subject to DPIE advice.</p>				
Section 6.2.2	<p>The flight paths within Figures 6 and 7 appear different. Figure 6</p>	<p>Figure 6 is the approach and departure paths into the HLS</p>	<p>Noted. Additional assessment is considered appropriate</p>				

Preliminary Document Review Comments - Planning Proposal for 8 Hightfields Circuit, 3 & 5 Kulai Place and 9 & 11 Kingfisher Road, Port Macquarie

	shows north east north west flight paths, whereas Figure 7 appears to show a new flight path to the south west. Please confirm the potential impacts of the flight paths within Figure 7 on nearby sensitive receivers. Please also confirm any implications of the proposed new flight path in relation to the surrounding environment and potential hazards, including potential impacts to existing flight paths.	at Port Macquarie Base Hospital. Figure 7 is the proposed approach and departure paths into the HLS at the Hightfields Development Building 8A. They are different places of arrival. The approach and departure paths into the HLS at Port Macquarie Base Hospital are severely limited by the high terrain to the south so one (to the north-west) is "out of wind" or not designed to make best use of prevailing winds. The proposed approach and departure paths into the HLS at the Hightfields Development Building 8A are designed to make best use of prevailing winds. The north-east approach and departure paths into the HLS at the Hightfields Development Building 8A are superimposed on the north-east approach and departure paths into the HLS at the HLS at Port Macquarie Base Hospital but are higher. The south-west approach and departure paths into the HLS at the Hightfields Development Building 8A is predominantly down a busy road and across an industrial site (Bunnings).	either pre or post Gateway subject to DPIE advice.				
Section 6.3	Section 6.3 provides a 'Sears Summary'. Please confirm if the SSD application incorporates the proposed helipad, or if the existing SEARS will require review in relation to the addition of the helipad.	The SSDA does not incorporate the helipad, as it is currently not permissible under the LEP. It is desired to gain approval via the planning proposal first, and then subsequently apply under a new DA for permission for the helipad.	Noted.				
Section 7	This section states: 'it will be necessary to gain approval for the additional infringement of the OLS via an application to Port Macquarie Airport's Manager.' Please note that the Port Macquarie Airport has advised that the proposal would require a complete ASA and CASA assessment and review with CASA recommendations.	True, but we always start with the local aerodrome authority as they will have input to the ASA and CASA considerations. For an SSDA, DPIE will request ASA and CASA input as a matter of course.	Noted. Referral to ASA and CASA would be required.				
Aviation Concept Design Report V1.2 dated 12 August 2020							
General	Please confirm the potential impact of lighting associated with the use of the helipad on nearby sensitive receivers.	HLS deck lights are low intensity LED lights which are "angled" upwards. An HLS identification beacon is recommended in NSW Health	Noted. Additional assessment is considered appropriate either pre or post Gateway subject to DPIE advice.				

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		HLS developments to aid pilot identification of the HLS location. For this development, the proximity to the Port Macquarie aerodrome may be cause for this navigation aid to be omitted. Such a decision should be left until much later in the development to determine the final position of any HLS identification beacon and whether it would be considered to impact the surrounding community.					
Section 2	Paragraph 3 states: 'The HLS will be suitably positioned for patient access between the hospital and the HLS deck via a walkway bridge below the rooftop level'. Is the hospital referred to the Port Macquarie Base Hospital, or a hospital facility within the proposed development? It is also noted that several other references to the 'hospital' are provided within this document. Please clarify.	In all cases, the use of the word 'hospital' in this report refers to the envisaged private hospital within the development, except where specific reference is made to the Port Macquarie Base Hospital.	Noted.				
Figure 3	Is the HLS on top of the structure required to accommodate the full width of the safety area?	No. The safety area may be 'in space'. The purpose of the safety area is to identify that area where nothing can be above 25cm in height.	Noted.				
Section 3.18	Please confirm potential noise and vibration impacts associated with the flight path and helipad on nearby sensitive receivers.	Section 4.12 recommends the completion of an acoustic report. This should be performed as part of the DA and is outside the scope of the planning proposal application. However, expected results will be for minimal impact based on experience with similar HLS developments at this height above ground level. The grey-headed flying fox camp at Koonlong Creek is well clear of the HLS. As the HLS is in the north-west of the development complex, it appears to be best sited to avoid foraging birds and mammals to the maximum extent possible.	Additional assessment is considered appropriate either pre or post Gateway subject to DPE advice.				
Section 2.0	Please confirm potential downwash impacts on nearby sensitive receivers and the surrounding environment.	Main rotor downwash will not be felt by people and fauna in the surrounding area. It will not impact flora in the surrounding area, other than to make the smaller branches of larger trees sway to a small	Noted.				

Preliminary Document Review Comments - Planning Proposal for 8 Hightfields Circuit, 3 & 5 Kulai Place and 9 & 11 Kingfisher Road, Port Macquarie

		degree. Approach and departure paths will be above the heights that gliding mammals can reach (i.e. below treetop level) and they will therefore not be impacted by main rotor downwash. As the HLS is planned to be in the north-west of the development complex, it appears to be best sited to avoid foraging birds and mammals to the maximum extent possible.							
Section 4.6	Does this section consider potential impacts on the Squirrel Glider and the Grey Headed Flying Fox as detailed within the JB enviro ecology report?	A discussion has been had with JB Environment and no impact has been noted to be of concern, particularly in view of only two planned helicopter movements each year.	Noted. Additional written advice should be provided by an ecologist.	Provided by proponent.	Noted.				
Section 4.8	This section states: 'The proposed HLS will be positioned on an elevated rooftop surrounded by buildings of the same height'. Does this consider existing development to the north, east and west?	Yes, the "same height" refers to other buildings within this development cluster. It is understood that this development will be the highest buildings in the general area. The Design and Development Overlay survey which will be produced as a result of this HLS design will identify that approach and departure path airspace which should be protected by Council in the future.	Noted. Additional assessment is considered appropriate either pre or post Gateway subject to DPE advice.						
Section 4.1.2	Please provide acoustic mapping to allow assessment of the impact of this development on nearby sensitive receivers.	Section 3.1.8 of the AvPro report gives worst case information which should be used until an Acoustic Report is completed in preparation for the DA.	Additional assessment is considered appropriate either pre or post Gateway subject to DPE advice.						
Visual Analysis Report General	This report does not consider stages 2 and 3 of the development. As such, potential visual impacts cannot be determined for these stages. Please include stages 2 and 3 within this report.	Many different outlines have been provided to provide Council as part of the planning proposal application with as much information as can be determined to be appropriate at this time. These are subject to change, so as such, formal visual impacts have not been prepared at this time, although will be prepared at the time of the planned DA.	Please include stages 2 and 3 within this report to assist in justifying the proposed significant increases above the FSR, HOB and inconsistency with other development principals such as vegetation cover and deep soils as detailed within the HEP Master Plan.	Due to the unknown nature of future development within stages 2 and 3, it is considered that resourcing a visual impact assessment for these stages is not warranted.	Noted.	Updated report issued which assesses stages 2 and 3.	Noted.		



Planning,
Industry &
Environment

IRF20/4043

Mr Jeffery Sharp
Acting General Manager
Port Macquarie-Hastings Council
PO BOX 84
PORT MACQUARIE NSW 2444

Via email: council@pmhc.nsw.gov.au
Kieran.Metcalf@pmhc.nsw.gov.au

Dear Mr Sharp

I write about Council's request for comments on the proposed planning proposal prepared by the landowner for 8 Highfields Circuit, 3 and 5 Kulai Place and 9 and 11 Kingfisher Road that comprises part of the Port Macquarie Health and Education Precinct (the Precinct).

I am aware that the State Significant application (SSD-10392) for Stage 1 of the land associated with the planning proposal has now been lodged with the Department. Attached is the Department's letter dated 22 September 2020 to the proponent requesting further information and highlighting the importance of undertaking a holistic and coordinated approach that does not undermine Council's longer-term strategic planning and vision for the area.

I note that the wider Precinct is identified in the North Coast Regional Plan 2036 and is a key action in Council's draft Local Strategic Planning Statement and Port Macquarie Hastings Urban Growth Management Strategy 2017 – 2036. I am advised that Council has also commenced work on detailed project planning to implement stage one of the Health and Education Precinct Masterplan (the Masterplan) adopted by Council in 2019.

I appreciate the opportunity to review the landowner's proposed planning proposal and to work collaboratively with Council to ensure the coordinated delivery of this important Precinct.

As the planning proposal seeks to implement in isolation only part of the Precinct, I am concerned that progressing a site-specific planning proposal at this stage ahead of Council's detailed project planning will not facilitate the orderly development of the land.

Additionally, the planning proposal does not align with Council's strategic planning for the site as it includes substantial variations to the recommendations of the Masterplan, specifically in relation to floor space ratio and building heights. Significant variations to the Masterplan in the initial stages of the project could undermine the entire Precinct and compromise the vision for the area.

Given the significance of the Precinct to Port Macquarie and the region, it is imperative that a coordinated approach is taken.

On this basis, I strongly recommend that Council complete the detailed planning process to provide a strong strategic evidence basis for the development of the wider Precinct, and then review and amend the Masterplan (where it is intended to support any proposed alternative development controls), prior to seeking a Gateway determination for any individual sites.

If you have any more questions, please contact Ms Lucy Walker, Planning Officer, Northern Region at the Department of Planning, Industry and Environment on 5778 1402.

Yours sincerely



7/10/2020

Monica Gibson
Executive Director
Local and Regional Planning

Encl: Port Macquarie Health Precinct SSD letter to proponent

Planning,
Industry &
Environment

IRF20/4485

Mr Jim Murray
Associate Director, Planning
Ethos Urban
173 Sussex Street
Sydney NSW 2000

Our ref: SSD 10392

-via email-
jmurray@ethosurban.com

Dear Mr Murray

Port Macquarie Health Precinct Stage 1 (SSD-10392)

I am writing in response to your letter dated 25 August 2020, regarding the proposed State significant development (SSD) application for the Port Macquarie Health Precinct Stage 1 (SSD-10392).

I understand that, contrary to advice provided by Department officers both verbally and in correspondence, the SSD application was formally lodged on the Department's Major Projects Portal on Tuesday 25 August 2020, prior to any gateway determination being obtained for a planning proposal to update relevant planning controls for the development site (**proposed LEP**).

Your correspondence now requests the Department to proceed to finalise assessment and determination of the SSD application prior to the gazettal of the proposed LEP. You state, amongst other things, that *'there are no statutory provisions that prevent SSD-10392 proceeding under the current planning framework prior to the gazettal of the planning proposal'*.

However, this statement must be qualified in relation to your requests to vary the building height and floor space ratio development standards in the *Port Macquarie-Hastings LEP 2014 (PM-H LEP)*. We note the following:

- there may be permissive power in clause 4.6(2) to grant development consent for the proposed development which, amongst other things, contravenes certain development standards;
- however, clause 4.6(4) of the PM-H LEP establishes preconditions that must be satisfied before a consent authority can exercise the power to grant development consent to development that contravenes a development standard.

Preston CJ set out the correct approach under clause 4.6 in *Randwick City Council v Micaul Holdings Pty Ltd* [2016] NSWLEC 7 (and has subsequently reapplied this test in numerous cases including *Initial Action Pty Ltd v Woollahra Municipal Council* [2018] NSWLEC 118 – see paras 7-29). We do not repeat this test for brevity, but note that there is a precondition in clause 4.6 relating to this SSD application which is:

- The consent authority must form two positive opinions of satisfaction under clause 4.6(4)(a)(i) and (ii). Each opinion of satisfaction of the consent authority as to the matters in clause 4.6(4)(a) is a jurisdictional fact of a special kind (*Woolworths Ltd v Pallas Newco Pty Ltd [2004] NSWCA 442* at 25). The formation of the opinions of satisfaction as to the matters in clause 4.6(4)(a) enlivens the power of the consent authority to grant development consent for development that contravenes the development standard.

This means that if the consent authority refuses the variation requests made under cl 4.6, then it cannot grant consent to the DA even if it was otherwise minded to do so on the merits.

In terms of the merits of SSD-10392, the following general observations are made:

- The site is located on land with an LEP height limit of 8.5m and a maximum floor space ratio (FSR) of 0.65:1. The Environmental Impact Statement (**EIS**) that you have now submitted to the Department states that the development proposes a height of 33.8m and floor space ratio of 1.43:1. I note the preceding discussion about clause 4.6 in the context of the significance and extent of the variation requested.
- Additionally, I note that the built form is entirely located on the Highfields Circuit parcel, and the proposed FSR of the development on this lot is 3.08:1, not 1.43:1 – representing an increase of 374% to the standard in the PM-H LEP. Further, the proposed development height represents an increase of 298% to the relevant standard in the PM-H LEP.
- I am aware the scale of the proposed 33.8m high development is not consistent with the scale of existing low-density land uses in the locality. In the absence of certainty regarding progression of a wider precinct by Council, does the EIS address that the proposed development would potentially result in land use and amenity conflicts with the interface of the development and the predominantly low density existing residential development in the area.
- I am aware that the Port Macquarie Health and Education Precinct (HEP) is identified in the North Coast Regional Plan 2036 and is a key action in the Council's draft Local Strategic Planning Statement and Port Macquarie Hastings Urban Growth Management Strategy (UGMS). Does the EIS address why the SSD application should not be seen to being used as a mechanism to circumvent Council's detailed project planning and transport investigations for the subject site and the wider precinct.
- I am advised that the scale of development proposed in the SSD application does not align with Council's strategic planning for the site, as it proposes a substantial variation to the recommendations of the HEP Masterplan in relation to building height. Does the EIS address why this variation to the HEP Masterplan in the first stages of the development of the precinct do not undermine the strategic planning outcomes for the precinct and compromise the ultimate vision for the area.
- As the SSD application seeks to implement in isolation, only part of stage one, how will progressing this development ahead of Council's detailed project planning facilitate the orderly development of this land and other land within the precinct without prejudicing broader strategic outcomes for the whole precinct.

Prior to progression of the SSD application to exhibition, I seek confirmation of whether you consider that the EIS sufficiently addresses the precinct-based issues previously raised by the Department and detailed above, in relation to the progression of this SSD application in the absence of an LEP amendment and ahead of Council's detailed project planning and transport investigations for the precinct, including the subject site.

I also seek confirmation as to whether you may wish to withdraw this SSD application under clause 52 of the *Environmental Planning and Assessment Regulation 2000*.

Given the importance of this site within the HEP and to Port Macquarie and the wider region, and noting the complexity of some of the known constraints to the realisation of the HEP (such as traffic congestion on the surrounding road network and potential land use conflicts), it is essential that a coordinated approach is taken to deliver development within the precinct.

The matters above reinforce the importance of progressing the SSD application concurrently with a planning proposal and to facilitate the orderly development of the land and precinct.

Yours sincerely



22/09/2020

David Gainsford
Executive Director
Infrastructure Assessments

CC: Leslie Williams MP (Leslie.Williams@parliament.nsw.gov.au)

Kieran Metcalfe

From: Matt Adams <Matt.ADAMS@transport.nsw.gov.au>
Sent: Tuesday, 18 August 2020 6:27 PM
To: Kieran Metcalfe
Subject: FW: Urgent - For Review - HEP Port Macquarie - Draft Response to Traffic Impact Assessment for Site Specific SSD Planning Proposal
Importance: High

Kieran

See below as sent yesterday, my apologies for the mistake in the outgoing email address and resulting delay.

Let me know if you have any questions.

Best Regards

Matt Adams
Manager Land Use Assessment
Regional Customer Service, Northern Region
Regional & Outer Metropolitan
Transport for NSW
M 0400 474 068

I work flexibly. Unless it suits you, I don't expect you to read or respond to my emails outside of your normal works hours.

From: Development Northern
Sent: Monday, 17 August 2020 5:13 PM
To: Kieran.Metcalfe@pmhc.nsw.gov.a
Cc: Anthony Donohoe <Anthony.DONOHOE@transport.nsw.gov.au>; Kaylene Evans <Kaylene.EVANS@transport.nsw.gov.au>; Brad Crispin <bradley.crispin@transport.nsw.gov.au>
Subject: FW: Urgent - For Review - HEP Port Macquarie - Draft Response to Traffic Impact Assessment for Site Specific SSD Planning Proposal
Importance: High

Dear Kieran,

Thank you for the opportunity to comment on the draft Planning Proposal (PP) and support Traffic Impact Assessment (TIA) for the proposed site-specific LEP amendments and State Significant Development SSD 10392.

Further to my comments during the online conference on 10 August 2020, I provide the following feedback prepared in consultation with our Regional Planning & Programs team;

1. The current, site-specific PP seeks to amend existing planning controls to permit SSD ahead of strategic planning processes for the wider Health and Education Precinct (HEP). Whilst the PP identifies the merit for the SSD and potential benefits of expanding medical facilities, the TIA demonstrated that a significant additional traffic demand under existing conditions prior to upgrades to the State road network. During peak periods this development will contribute to ongoing congestion, which has been the focus of community and political interest, generating a level of risk for decision makers to consider. For example, page 15 of the TIA indicates that the Stage 1 development will increase delay of 100 seconds by 2036 at the Oxley Highway Wrights Road roundabout, contributing significantly to queue lengths. Accordingly, the TIA demonstrates that impacts of the proposed Stage 1 development will be reliant upon upgrades to the State

road network. TfNSW has provided ongoing advice that the timing and funding of future upgrades to the Oxley Highway has yet to be confirmed, and any development permitted to proceed in the interim will risk further deterioration of road network performance.

2. TfNSW's current investigations of future road upgrades to the Oxley Highway corridor are intended to accommodate recent and future growth of existing land use patterns. Whilst the (HEP) is identified in the *North Coast Regional Plan 2036*, it is understood that realisation of the HEP vision is subject to LEP amendments that will increase demand on State road infrastructure and public transport services. Such amendments represent a change to existing land use patterns and the extent of additional infrastructure required to accommodate the travel demand of the wider HEP has yet to be identified and costed. TfNSW investigations suggest that the scope of work required to accommodate growth of existing land use patterns is likely to be beyond the ability of individual developments to fund, however it is expected that developments should contribute to any solution required to accommodate further growth arising from PPs.
3. TfNSW's investigations will provide a basis for Council to consider the impact of forecast travel demands generated by PP amendments and can inform the preparation of equitable contributions plans and/or special infrastructure contribution (SIC) levies. Should the current PP proceed, then consideration should be given to how the Stage 1 development will contribute to future upgrades that are needed to accommodate the demand generated by the development. Furthermore, the PP proposes to also permit further stages of development under satisfactory arrangements provisions and it is unclear if this will provide a mechanism to capture any contributions required by the wider HEP.

In summary, the TIA demonstrates some remaining peak demand in the surrounding road network, but confirms the need for upgrades to support the Stage 1 development into the future. The PP does not explain how the Satisfactory Arrangements Clause and subsequent SSD will achieve an equitable contribution to the cost of State infrastructure required to support the development. A precautionary approach is recommended in the absence of certainty regarding the funding and timing of State road upgrades. A clearer understanding of proposed development yield for the wider HEP is needed to inform the total travel demand generated by the precinct and inform opportunities for sustainable transport options. Such information will also provide the basis for contributions mechanisms that are equitable for all stakeholders.

TfNSW continues to support a strategic approach to the planning for the HEP and will continue to contribute to the planning process.

Best Regards

Matt Adams
Manager Land Use Assessment
Regional Customer Service, Northern Region
Regional & Outer Metropolitan
Transport for NSW

I work flexibly. Unless it suits you, I don't expect you to read or respond to my emails outside of your normal work hours.

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E development.northern@rms.nsw.gov.au
A Level 1, 76 Victoria Street, Grafton NSW 2460



**Transport
for NSW**

I acknowledge the traditional owners and custodians of the land in which I work and pay my respects to Elders past, present and future.

From: Kieran Metcalfe [<mailto:Kieran.Metcalfe@pmhc.nsw.gov.au>]

Sent: Friday, 10 July 2020 9:34 AM

To: Matt Adams <Matt.ADAMS@transport.nsw.gov.au>

Subject: Traffic Impact Assessment - 8 Highfields Circuit, 3 & 5 Kulai Place and 9 & 11 Kingfisher Road, Port Macquarie

Hi Matt,

Thanks for the catch up yesterday.

Please find attached the Traffic Impact Assessment for 8 Highfields Circuit, 3 & 5 Kulai Place and 9 & 11 Kingfisher Road, Port Macquarie as discussed.

I'm sure we will be in touch to continue the discussion regarding this proposal in the near future. Don't hesitate to contact me in the meantime if you require any additional information.

Have a great weekend.

Cheers

Kieran

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#SupportLocalPMH

When locals support locals ... our whole community benefits

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