Background

Sunshine Coast Council (SCC) is leading the Sunshine Coast Airport Expansion Project (SCAEP) that will see the creation of a new runway at Sunshine Coast Airport (SCA) known as Runway 13/31.

In 2016 the SCAEP was approved by State and Federal governments, following SCC’s submission of the Environmental Impact Statement (EIS), which included concept flight paths that would support the operation of the new runway.

In 2019, Airservices designed flight paths that were modelled on the flight path design concepts in the approved EIS. Where there were opportunities to improve environmental outcomes, Airservices proposed some variations to the concept flight paths.

Airservices held targeted consultation sessions between 20 March and 30 April 2019. The sessions were designed to seek feedback from the specific communities where the proposed flight paths varied slightly from the concept flight paths in the EIS, with the aim of reducing overflight of these communities.

Details of the proposed flight path changes are available on our website: http://www.airservicesaustralia.com/projects/flight-path-changes/sunshine-coast-airport-airspace-changes-runway-1331/

We received a considerable amount of feedback, both from the areas where we consulted on the proposed flight path variations (‘consultation areas’), and from the broader Sunshine Coast community where the flight path designs are consistent with the concept flight paths in the approved EIS.

As a result, we have decided to release summaries of feedback, and our consideration of the feedback in the context of the final design development, in three (3) stages:

1. **Summary of Feedback – Part 1 (‘consultation areas’)**: Summarises the feedback received from the communities in the specific areas where we consulted on proposed flight path variations, and provides an analysis of the themes within this feedback.

2. **Summary of Feedback – Part 2**: Summarises the general feedback received from communities in the broader Sunshine Coast area, including an analysis of the themes within this feedback (release date by end of June 2019).

3. **Consideration of Feedback**: A summary report on how we have considered the feedback provided by the Sunshine Coast communities in shaping the final flight path designs (release date early July 2019).
Purpose

This Summary of Feedback – Part 2 (‘general areas’) summarises the feedback received from the communities outside the specific areas where we consulted on proposed flight path variations, and provides an analysis of the themes within this feedback.

Disclaimer: Airservices seeks to accurately reflect the community sentiment of the feedback we received, however it is important to note this does not necessarily reflect Airservices views, nor is it an assertion of fact. We ask that all community members respect the right of everyone to express a view.

Key dates

The community consultation was open for six weeks from 20 March to 30 April 2019.
The Airspace Change Proposal is due for submission to the Civil Aviation Safety Authority (CASA) Office of Airspace Regulation (OAR) by 29 July 2019.

A timeline of the Sunshine Coast Airport Expansion Project for Runway 13/31 is available on our website.

Where did we consult?

Airservices consultations were targeted to communities in the areas where the proposed flight paths varied from the EIS concept flight paths. These are areas where there may be opportunities to further refine the concept flight paths, to minimise the effect of aircraft operations on the environment and communities (Figure 1). The analysis for these communities for Summary of Feedback, Part One (Update). These communities were identified as (in alphabetical order):

- Black Mountain
- Cooran
- Cooroibah
- Cooroy
- Cooroy Mountain
- Doonan
- Lake Macdonald
- Pinbarren
- Pomona
- Ridgewood
- Ringtail Creek
- Tewantin
- Tinbeerwah

![Figure 1: Consultation areas (Blue), proposed flight path variations (Green) versus EIS concept flight paths (Orange)](image-url)
How did we consult?

We recognise that community members like to receive information and engage in different ways. The following describes the range of activities we undertook to support our community consultation.

Website

Airservices shared information to notify the community of the consultation period on our website from 13 March 2019, and further details of the consultation process from 20 March 2019, along with the dates for all four Sunshine Coast drop-in sessions.

Further updates were provided on the website during consultation and again following the conclusion of the consultation period on 30 April 2019. There have been 12,957 total website page views with 10,414 unique hits, between 13 March 2019 and 28 June 2019 (Figure 2).

![Figure 2: Website page views – Airservices Sunshine Coast Airport Airspace Changes Runway 13/31; Source: Google Analytics](image)

Factsheets

Four (4) fact sheets and a Frequently Asked Questions (FAQs) document have been provided on our website to assist the Sunshine Coast community to better understand the proposed flight path designs and variations (Figure 3). Suggestions on how to improve our material were received from community members during our on-site consultation sessions and community information was updated and expanded to reflect this valuable feedback.

![Figure 3: Example fact sheet](image)
Correspondence and communication

On 20 March 2019 written correspondence was sent to 183 community members registered with Airservices Noise Complaints and Information Service (NCIS).

We briefed Sunshine Coast Community Business Groups on the proposed airspace and flight path changes and also briefed some community advocates during the consultation period.

We attended Noosa Shire Council on 11 April 2019 and provided a briefing to Councillors on the proposed airspace design and flight path changes.

Advertising

We advised the Sunshine Coast community about the proposed flight path changes through local newspapers that have a combined weekly reach of over 115,000 people (Source: NewsCorp media). The public notice was advertised in six (6) local papers consisting of:

- Sunshine Coast Daily (27 March 2019)
- Buderim Chronicle (28 March 2019)
- Caloundra Weekly (28 March 2019)
- Nambour Weekly (28 March 2019)
- Coolum Advertiser (28 March 2019)
- Coolum North Shore News (29 March 2019).

Other promotion

Sunshine Coast Council promoted Airservices consultation activities on their website and distributed a notice to householders, which was letterbox dropped to approximately 35,000 households.


Noosa Shire Council promoted the consultation activities via their Facebook page on 1 April 2019 (Figure 4).

Figure 4: Noosa Council Face Book Post – 1 April 2019
On-site consultations

We hosted ‘drop-in’ sessions for the communities in the consultation areas between 8 and 13 April 2019.

We provided 26 hours of community consultation across our facilitated ‘drop in’ sessions held at Cooran, Pomona, Verrierdale and Cooroy.

The sessions provided the Sunshine Coast community with the opportunity to access a range of information from Airservices, Sunshine Coast Airport Expansion Project and Sunshine Coast Airport in one location.

This included a flight path design presentation which was released on our website - Flight Path Design Presentation (Figure 5).

There were 539 community members who registered their attendance at the ‘drop-in’ sessions and we received 184 pieces of written feedback through the Feedback Forms and Feedback Postcards that were provided at these sessions.

Community and Aviation Forum (CAF)

A full update on the proposed flight path changes was provided to CAF members on 17 April 2019, along with fact sheets detailing the proposal. The CAF is chaired by an independent Chair and comprises members from across local and state government, local traders, business and tourism associations, and community groups. Airservices is not a member of the CAF but is extended a permanent invitation to attend.

Media

Airservices conducted a radio interview with ABC Sunshine Coast on 11 April 2019. The purpose of the interview was to inform the community about the upcoming Verrierdale ‘drop-in’ session times and reconfirm that proposed flight paths were under consultation until 30 April 2019.
Who we heard from

We received 2915 submissions from 101 general communities, which were outside the consultation areas (Figure 6 and Figure 7).

Communities outside of the broader Sunshine Coast region (eg: Brisbane) are not indicated on the maps.

Figure 6: Proposed flight paths with general communities outside the consultation areas indicated (red pins)
Figure 7: Proposed flight paths with general communities outside the consultation areas indicated (red pins)

As presented in the following chart (Figure 8), five communities contributed 71.6% of submissions from the consultation areas:

- 28% of submissions were from Peregian Beach
- 20% of submissions were from Marcus Beach
- 15% of submissions were from Castaways Beach
- 5% of submissions were from Peregian Springs
- 3.6% of submissions were from Verrierdale.

Note: Airservices held a drop in at Verrierdale as it determined to be a centralised location with appropriate facilities for consultation.
The remaining 28.4% of submissions were received from 96 other communities where submissions ranging from between 3.19% and 0.03% of the total submissions received.

- Communities with **100 or less submissions** included: Eumundi, Weyba Downs, Mudjimba, Sunrise Beach, Sunshine Coast, Yandina Creek, Coolum Beach, Buderim, Noosaville, Noosa Heads, Marcoola, Sunshine Beach, Boreen Point, Maroochydore, Twin Waters and Bli.

- Communities with **10 or less submissions** included: Noosa, Maroochy River, Pelican Beach, Mooloolaba, Buddina, Mountain Creek, Caloundra, Palmwoods, Valdora, Eerwah Vale, Wurtulla, Yaroomba, Noosa Banks, Cootharaba, Pelican Waters, Lake Weyba, Mount Coolum, Pacific Paradise, Golden Beach, Sippy Downs, Alexandra Headland and Ninderry.

- Communities with **2 submissions** included: Carters Ridge, Bokarina, Kureelpa, Chevallum, Noosa North Shore, Maleny, Paddington, Keils Mountain, Diddillibah, Kin, Warana, Kings Beach and Nambour.

- Communities with **1 submission** included: Sunrise Hills, Parrearra, Ferny Hills, Doncaster, Aroona, Brighton East, Kelvin Grove, Forest Glen, Mons, Kawana Island, Montville, Mapleton, Greens Creek, Gympie, Federal, Hervey Bay, Woody Point, Bald Hills, Bulimba, Kallangur, Dicky Beach, Newstead, Manly West, Kuluin, Shelly Beach, Kunda Park, Dover Heights, Hunchy, Dutton Park, Cotton Tree, Toowoong, Ilkley, Brisbane, Noosa/Caloundra, Birtinya, Crimer, Wights Mountain, Currimundi, Woombye, Belli Park, Yandina, Kadanga Creek, Curtin, Landsborough and Little Mountain.
Figure 8: Volume of feedback from consultation areas by location
What we heard

We have collated over **4,500** submissions received through advertised feedback channels and other means of correspondence, including submissions made through the offices of elected representatives.

These submissions have come from communities across the Sunshine Coast area, including communities in the consultation areas (where the proposed flight paths vary from the approved EIS) and other communities, where the flight paths are consistent with the concept flight paths in the EIS.

We received **2915** unique submissions from general areas (outside the consultation areas). The following analysis relates to submissions from the general areas only.

Our analysis process is summarised below (refer to Figure 8).

- We checked submissions for duplicates because some community members submitted the same response through different channels. Therefore we only analysed 'unique feedback'.
- If an individual submitted multiple items of feedback, as long as these were not exact duplicates, they were included in the analysis.
- Each submission was registered and the full content of the unique submission was analysed according to themes. As part of recognised engagement evaluation practice, the themes were shaped by the general topics and sentiment of the feedback and were not pre-determined by Airservices.

Most community submissions contained feedback that covered a range of topics for consideration. The submissions were therefore analysed across the range of themes and, where appropriate, the elements of the flight path design that they related to.

They were then allocated to themes that related specifically to those areas that could influence the proposed flight path design of the new Sunshine Coast Airport.

Analysis of submissions from communities in consultation areas is available on our website.
Development and Allocation of Themes

We sought feedback where our proposed flight paths differed from the concepts in the

We reviewed each piece of feedback. Each piece of feedback was read and analysed for
dominant themes. Themes were ‘organic’ and shaped by the feedback, and was not pre-
determined by Airservices.

The overall topic in the majority of feedback related to aircraft noise associated with the
proposed airspace and flight path changes.

We then assigned further themes to this general topic to assist in our consideration of
the feedback.

Disclaimer: While the information contained in this document has been presented with all due care, Airservices does not represent
that the Information is free from errors or omission
A summary and description of the themes that were shaped by the feedback is provided below (in alphabetical order):

- **Curfew**
  Feedback requesting an airport curfew, including the current ‘fly friendly’ and ‘fly neighbourly’ agreements, or questions on process for implementing a curfew

- **Current Runway (and flight paths)**
  Feedback relating to current (existing) runway operations, including future use of the current runway and flight paths associated with that runway

- **Efficiency**
  Airport and/or Aircraft Efficiency, including feedback that the proposed flight path designs prioritised efficiency over community or other environmental concerns

- **Environment – Emissions**
  Including feedback relating to aircraft emission impacts on water sources, areas of natural significance and wildlife

- **Environment – General**
  Effect on the environment, including general feedback about the impact of the proposed flight paths on the environment that could not be attributed to either noise or emissions or a specific area

- **Environment – Noise**
  Effect of noise, including feedback relating to noise impacts on people, community, areas of natural significance and wildlife

- **Environment – Lake Weyba**
  Effect of the proposed flight paths specifically on Lake Weyba and its surrounds.

- **Noise Abatement Procedures**
  Questions and feedback relating to current procedures or new requirement for noise abatement procedures to be implemented

- **Operational**
  All feedback relating to flight paths including: the need for new flight paths; their design; location of flight paths, and alternatives for consideration. This also included feedback on the planned use of the flight paths, including the type of aircraft, the frequency of operations and the time of day the aircraft would use the flight paths

- **Other**
  Remaining feedback that could not be categorised under a dominant theme. This included feedback regarding rates, helicopter operations, compensation, property values, and residents reconsidering investment in the area as a result of the flight paths

- **Process – Consultation Format**
  Feedback relating to the consultation process and format
• **Process – EIS Plan/Approvals**  
  Feedback relating to the Sunshine Coast Council’s EIS Plan, including the EIS approval process, the EIS consultation process, Airservices TEIA approval, or the Runway Project

• **Process – Extend Consultation**  
  Feedback seeking an extension to the current consultation process

• **Safety**  
  Feedback relating to the safety of the proposed flight path designs

• **Topography**  
  Feedback relating to weather and/or topography including the impact of terrain on the proposed flight paths.

The design elements were:

1. Runway 31 Arrivals
2. Runway 31 Departures
3. Runway 13 Arrivals
4. Runway 13 Departures
5. Runway 13 Arrivals Smart Track - near Marcus Beach
6. Runway 31 Departures - near Marcus Beach
7. Runway 13 Smart Track /Runway 31 Departures - near Marcus Beach
8. Runway 31 Departures - North
9. Runway 13 Arrivals – near Noosa North Shore
10. Runway 13/31 Arrivals and Departures (combined)
11. Runway 13 Arrivals - near Cooroy/Black Mountain
12. Runway 13 Arrivals – near Noosa North Shore/Runway 31 Departures - North

**Analysis of what we heard**

With **Safety** as our highest priority, we initially analysed each submission for feedback relating to safety of the proposed flight paths so that it could be considered by our design team. In the consultation areas, there was a low percentage (0.64%) of community sentiment and feedback related to safety from general communities outside the consultation areas.

When feedback related to **Operational**, the feedback was also assigned a design element that related to the flight paths presented during the consultation period. This was an important part of the feedback analysis, as it enabled feedback on the flight paths to be considered by our flight path design team.

Feedback that focussed on themes of **Environment**, including impacts of the flight paths on residential areas, were collated and considered in conjunction with the approved EIS and our TEIA.
Feedback that focussed on our consultation methodology including extensions to the consultation period will be considered as part of our continuous community engagement improvement activities.

Themes that related to other matters including Curfew, the EIS Plan and Approvals, and Current Runway were also captured and will be included in summary reports back to the SCC and SCA.

A relatively small amount of feedback that did not naturally align with a key theme was still analysed and collated as Other feedback. Feedback was only classed as Other if it could not be considered as part of our flight path design, our continuous improvement activities, validated through the environmental matters process, or used to inform the SCC and SCA.

Further exploration of the themes revealed during our analysis can be found in 'Overview of Themes'.

Through this thematic analysis, we have identified that:

- approximately 34.5% of resident submissions were about the ‘Smart Tracking’ approach and provided alternate options for review. They also wanted clarification on the 2014 EIS and validity of the data used
- approximately 16.7% of resident submissions were about concerns that there was no comprehensive noise study completed or considered as part of the 2014 EIS and believed that their peaceful lifestyle was under threat due to aircraft noise
- approximately 13% of resident submissions related to their belief that the current information they were receiving appeared inconsistent with the 2014 EIS, and requested a revised EIS to assess both cultural and environmental impacts
- the remaining resident submissions were broadly related to curfew, the environment particularly the issues of aircraft emissions, the general environment and Lake Weyba, the consultation format, and a call to extend consultation.
Figure 9. Thematic analysis of feedback from general areas
Overview of Themes

The following section provides an overview of community sentiment associated with each dominant theme. Five (5) themes that were less dominant (including ‘Other’) with an overall total percentage of 2.90% have not been summarised.

Figure 9 provides a summary of themes and percentages for feedback from the general areas.

1. Theme – Operational

<table>
<thead>
<tr>
<th>34.5% of resident submissions were about the ‘Smart Tracking’ flight path and provided alternative options for review. They also wanted clarification on the 2014 EIS and the validity of data used in calculating the aircraft usage of the approach flight paths.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Residents expressed strong opposition to having the ‘Smart Tracking’ approach (commonly referred to as the ‘green flight path’) over their community. The residents requested that either all flights should operate on the RNAV flight path, or requested alternative options to be considered to the west of the airport.</td>
</tr>
<tr>
<td>• Residents believed that an amendment had been made in the 2014 EIS that changed the description of the ‘Smart Tracking’ approach from ‘secondary’ to ‘primary’ over the Marcus Beach and Marcus Dunes areas, and they believed that this change would alter the number of aircraft operating on the proposed flight path. They believed that if this was a change, it was made without consultation with affected residents.</td>
</tr>
</tbody>
</table>

2. Theme – Noise

<table>
<thead>
<tr>
<th>16.7% of resident submissions told us that they believed that there was no comprehensive noise study completed or considered as part of the 2014 EIS, and they expressed the view that their peaceful lifestyle was under threat due to aircraft noise</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Residents living north of Coolum believed that there was no comprehensive noise study completed or considered in the 2014 EIS.</td>
</tr>
<tr>
<td>• Residents living near or underneath the ‘Smart Tracking’ approach, such as Peregian Beach, Marcus Beach and Castaways Beach, believed that their coastal lifestyle was threatened by proposed aircraft operations, and that this had not been considered in the 2014 EIS.</td>
</tr>
<tr>
<td>• Residents were concerned about the amplification of proposed noise levels over the coastal areas for aircraft arriving and departing that would be using the ‘Smart Tracking’ approach.</td>
</tr>
<tr>
<td>• Residents living south of Coolum believed that the aircraft noise from the proposed flight paths would have minimal impact to their environment.</td>
</tr>
</tbody>
</table>

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1 Smart Tracking – is a method of navigation that uses satellite-assisted guidance and provides on-board performance monitoring and alerting to the pilots to enable the aircraft to fly with greater accuracy and predictability than RNAV only approaches.
### 3. Theme – 2014 EIS and approvals

13% of resident submissions told us that they believed that the current information they were receiving appeared inconsistent with the 2014 EIS, and they requested a revised EIS to assess both cultural and environmental impacts

- Residents requested that a new EIS be undertaken to fully assess both cultural and environmental impacts not previously referenced in the 2014 EIS.
- Some residents expressed concerns about the inadequacy of the community consultation that was conducted in support of the 2014 EIS.
- Some residents were concerned that the 2014 EIS did not recognise or mention the proposed flight paths over several federally recognised wetland areas that are home to a range of species of endangered protected wildlife and migratory birds.
- Some residents living in the Noosa Shire Council believed that the 2014 EIS was heavily focused on the Sunshine Coast Council area and did not adequately consider the impacts to their community.

### 4. Implement a Curfew

8% of resident submissions told us that they wanted Sunshine Coast Airport to impose a curfew to secure peacefulness overnight, as well as have noise abatement procedures implemented

- Some residents called for a curfew at Sunshine Coast Airport, as they believed that the current ‘fly neighbourly’ policy will no longer be sufficient. The hours of operation for a curfew varied but the majority of requests related to the hours between 10.00pm and 6.00am.

### 5. Theme – Environment, General

8% of resident submissions told us they were concerned about the future of the natural environment that they lived adjacent to, in particular the wetland areas under the UNESCO Noosa Biosphere Reserve

- Residents expressed concerns about the effect of aircraft operations on the sensitive natural environment over federally recognised wetland areas under the UNESCO Noosa Biosphere Reserve, particularly with the potential impacts of aircraft operating below 5,000 feet.
- Residents predominantly from the areas of Peregrine Beach, Marcus Beach and Weyba Downs, were concerned about multiple species of endangered protected wildlife.
6. Theme – Process Consultation Format

6.8% of resident submissions told us the consultation for both the Airservices proposed flight paths and the 2014 EIS were inadequate

- Some residents expressed their concerns about the adequacy of the community consultation conducted by Airservices.
- Some residents expressed their concerns about the lack of community consultation in support of the 2014 EIS, specifically to the suburbs primarily affected by the proposed flight paths.

7. Theme – Environment, Emissions

2% of resident submissions told us they were concerned about aircraft emissions and pollution, with particular focus on the effects of aircraft operations on drinking water and the natural environment

- Some residents expressed concerns about the possible pollution of drinking water collected directly from the roofs by aircraft exhaust and fuel. They wanted to know if they needed to treat or filter this water, as there is no town water access for the majority of these areas.

8. Theme – Environment, Lake Weyba

3.8% of resident submissions told us they were concerned about the environmental habitat of Lake Weyba and the potential effect of aircraft operations on this area

- Some residents expressed their concerns about Lake Weyba and the Wetlands further to the north, which are protected at state and federal level. Residents were concerned that aircraft using the ‘Smart Tracking’ approach, regardless of altitude or noise output, will impact on the peaceful enjoyment and amenity of this natural asset.
- Some residents requested the release of Airservices Targeted Environmental Impact Assessment (TEIA) so as to review the impact of the proposed flight path over Lake Webya.

9. Theme – Process Extend Consultation

3.3% of resident submissions related to the request for Airservices to extend the community consultation period on the proposed flight paths

- Some residents requested an extension of the Airservices community consultation period on the proposed flight paths, to ensure all information was delivered to the communities who were potentially affected.

10. Theme – Noise Abatement Procedures

1% of resident submissions related to requests for NAP’s to be implemented

- There were some requests for continuous descent for approaches and noise abatement procedures for departures.
Next steps

**Summary of Feedback – Part One** is available on our website.

The **Consideration of Feedback**, a summary report on how we have considered the feedback provided by the Sunshine Coast communities in shaping the final flight path designs will be released on our website in early July 2019.

Please also refer to the **Timeline** on our website for further information.

Airservices would like to extend our sincere thanks to all community members in the Sunshine Coast region who provided feedback and submissions during our community consultation activities.