

LAUNCESTON

AIRPORT

CACG Meeting Minutes

24th November 2025

Attendees:	James McKee	Chair	
	Geoff Duggan	Launceston Airport	
	Ilya Brucksch	Launceston Airport	
	Lesley Aitken	Launceston Airport	
	Caitlin Pappalardo	Launceston Airport	
	Martin Grace	Launceston Airport	
	Arun Kendall	State Growth	
	Christopher Gleeson	Department of Infrastructure	
	Hayden Grigg	Department of Infrastructure	
	Jacinta Sinclair	Evandale Community Representative	
	Hannah ?	Airservices Australia	
	Madi Biggelaar	City of Launceston	
	Jonathan Harmey	MVC	
Apologies:	Des Jennings	NMC	
	Steve Farquer	Tourism Tasmania	
	Allison Horswill	Qantas	
	Alina Bain	LST Chamber of Commerce	
	Tim Gill	Airservices Australia	
	Tim Scott	Community Representative	
	Peter Neilson	QMS	
	Michael Bailey	Tasmanian Chamber of Commerce	
	Amanda Klingberg		
	Nicole Henty	RFDS	
	Simon Froude	RFDS	
	Darren Walker	State Growth	
	Amanda Klingberg	State Growth	
	Louise O'Donnell	Airservices Australia	
	Neil Grose	Launceston Chamber of Commerce	
	Jaclyn Snell	Qantas	
	Nick Pudney	State Growth	
	Tim McLean	Airservices Australia	
	Steve Pickering	Launceston Airport	
	Marcus Lancaster	Launceston Airport	
	Angie Hart	City of Launceston	
Minute Taker:			
MEETING MINUTES			
Agenda Item	Notes		
Introduction & Apologies	Introduction - LST CEO Katie Cooper		
Airport Update	- PAX continue to grow - FY 25 was an all time record - 1.435 million pax - FY 26 is on track to create yet another record - 1.45 million pax		

	• Perth & Adelaide direct routes have recommenced and we are in discussion with airline partners on how we transition to all year round flights • APAC Board visit in October and met with Deputy Premier • Eastern Precinct – collaborating with NMC & NTDC funding for feasibility
Property & Development	• Our capital program continues to deliver record infrastructure spend approaching \$20m in FY 26 • Opening of Gatty's bar, Kanamaluka café, Liv Eat • Opening of a larger Launceston Store – showcasing a great range of Tasmanian produce • Opening of new amenities in the departure gates • New amenities in CUDL close to completion • New seating in CUDL and expanded seating area where old security screening was positioned in progress • Taxiway foxtrot complete and to open before Xmas • Car park infrastructure and commencement of the new expanded car park • Planning underway for additional departure gates • Arrivals hall on hold pending a technology resolution to deal with the line of site issues from the control tower • Exciting progress on 2 developments that deliver on our strategy to be a key hub for emergency services • Signing of agreements to enable the \$22m RFDS development • Tas Fire new facility next year • Taxiway Foxtrot – complete and to open pre-Christmas to accommodate larger A321 freight aircraft • Airfield upgrades – managing degradation of areas of the airfield and consulting with airlines and RFDS for some single night closures of areas to maintain them • EOI for development of 1.2ha of land for a commercial zone on the left as you enter the precinct was in market for 6 weeks. There was good interest and the EOI is still live and progressing. • Eastern Precinct • Continue to work with the NTDC on the potential logistics precinct at Western Junction • A \$5million Federally Funded feasibility study and business case. Due for completion in late 2026 Jacinta raised possibility of Kids area – Ilya advised on next year's planning calendar.

Airport Operations & Safety	• CISC audit completed in October 2025. Good outcome, all items identified are low level or administrative. Corrective action plans in place to improve and close out items. • Screening point equipment transition is now complete. New equipment for body scanning has relaxed stance. Data application now installed. • Lots of coordination required with projects – security, operational management, changes to security boundaries, procedure creation, document updates and change management. • Ground handler transition currently underway. Aus Flight Handling will now be the ground handler for Virgin, Jetstar and Qantas • Peak period management has gone well since the last meeting. Planning in place for the busy Christmas period. • Airline schedule has changed and reduced the peak period through the day – this has assisted with queuing and terminal management requirements. • Summer fire season will see rotary wing aircraft based at LST again from mid-December through to late February. • APAL has implemented overnight guarding on the site to increase security and staffing presence. This has directly correlated with a reduction in events within the car parks and precinct. • James raised concerns about the sensitivity of body scanners prior to upgrades being made and discussion revolved around educating travellers at the point of entry to security • James raised the terminal evacuation a few weeks ago and that communication as it happened was lacking and security team seemed confused. Once everyone knew what was happening, communication was exceptional. Great feedback for LST to clarify communications protocols across security and operations.
Aviation Update	• Record passenger volumes – 6 record months in a row. Tracking at 4.6% above FY19. Largely driven by record high load factors (87% average). • Summer capacity is 3.9% above FY25, • Aviation Attraction Fund. APAL investigating potential for extending seasonal ADL and PER; and new OOL, MCY and CBR services. • NTL-HBA services is good for the state and we need them to be successful to build confidence in TAS brand across all airlines. Airlines see TAS as a string market. • Load factors for all carriers are very high and LST talking to airlines to grow capacity, frequency and routes • Grant Deed Funding: \$150k to support market awareness campaign in Sydney

	region.
Customer & Stakeholders	• Customer sentiment at end of FY25 +17.9 within our target range of +15-+20 and considered Good. • Q1 saw a decrease for the quarter to +12.5 primarily due to construction-based disruptions where 18% of respondents reported inconvenience. We anticipate this will lift as we near the end of the works in December before we commence the next round. • Stakeholder sentiment based on in-depth interviews with Qantas, Biosecurity, Budget & ISS indicate a strong brand reputation score in the very good range. • Jacinta raised the word stakeholder could be offensive to First nations people and will share Uni research so that LST can change language. • New website launched with strong tourism focus and feedback is welcome from the CACG for further improvements • Government engagement – a covid grant for arrivals hall expansion is being redirected to Gate Lounges and introductions between new CEO Katie Cooper and Government Ministers is ongoing
Environmental Report	• Incidents: 3 which were notifiable . 2 were construction related and were cleared and had no impact. One was a passenger vehicle spilling fuel and again was cleaned up with no impact. • Waste: 37% of waste diverted to landfill. Maintaining a diversion rate between 28 – 34%. • Environment: All required monitoring has been completed for FY25. • PFAS: The on-site PFAS remediation at the Former Firefighting Training Ground was successfully completed by June 30. The Department of Infrastructure, Transport & Regional Development, AirServices Australia and APAL are working together to manage PFAS effectively moving forward. • RAP – made some progress with First Nations artists for NAIDOC week and planning for First Nations involvement in a native plant installation in the terminal • James raised that he has heard rumours of PFAS in a downstream reservoir and is still chasing down the facts • Jacinta raised that some local farmers have declined to have PFAS tests on their properties.
Airservices Update	• Traffic movements – Aug-Oct stable • Complaints – 13 from 2 complainants re certified path movements & airfield lights

Dept of Infrastructure Update	• Aviation Consumer Protection Reforms – consultation on draft legislation in Oct. Bills to be introduced for effect 2026. Charter and Ombudsmen scheme. • Productivity Commission – enquiry into regional airfares will open for submission • Senate enquiry into aviation services for regional and remote communities with submissions due by 11 December. • Airport Building Controller has been confirmed. • Funding for Sharp Airlines. State Growth looking to get government funding
Other delegates update	• Madi – City of Launceston. Finalising draft of visitation plan. Events Framework and Grants Policy also being worked through for consistent visitation. State funding for RV dump point. Place branding continuing. • Alex – Ombudsmen's office change. • James McKee – important to give response to the various enquiries and reforms as noted by Department of Infrastructure.
General Business	Next meeting – Arrange a physical tour for those who want to attend
Next Meeting	1:00pm –3:00pm, 22 June 2026