



**Community Aviation Consultation Group  
Minutes of Meeting  
Thursday 16 May 2017  
Launceston Airport Boardroom**

**Present:**

James McKee	Independent Chairman
Donna Bain	Premiers Disability Advisory Board
Tim McLean	Airservices Australia
Sarah Tink	Dept. of Infrastructure & Regional Development
Damien Blackwell	West Tamar Council
Jan Davis	Launceston Chamber of Commerce
Chris Cano	Dept. of Infrastructure & Regional Development
Lea Weiler	Tourism Project Officer, City of Launceston
Bede Clifton	Launceston Chamber of Commerce / Country Club Casino

**Apologies:**

Matthew Smithies	National Trust
Emily Willie	Tourism Tasmania
Louise Clark	Pacific Aluminium
John Fitzgerald	Tourism Tasmania
Martin Gill	Meander Valley Council
Peter Nielson	Quality Management Services
Dianna Shearer	Tas Irrigation
David Groer	ARFF
Steve Farquer	Qantas
Michael Bailey	Tasmanian Chamber of Commerce & Industry
Aletta Macdonald	Tourism Tasmania
Tim Dyke	Emirates Leisure Retail Australia

**Also in attendance were:**

Paul Hodgen	Launceston Airport (APAL)
Michael Cullen	Launceston Airport
Peter Holmes	Launceston Airport
Michael McLeod	Launceston Airport
Ilya Brucksch-Domanski	Launceston Airport
Georgette Findlay	Launceston Airport

## **1. Introduction and apologies – James McKee**

The meeting was opened at 1105 by the Chairman, James McKee. Attendees and apologies are listed above.

A correction to the apologies list for the last meeting was noted, with Jan Davis having been missed as an apology on the previous minutes. It was noted that the fagus was also incorrectly identified as a eucalypt when in fact it is a deciduous beech. With the above amendments, the previous minutes were accepted as a true and accurate record of meeting.

### **New Member Introduction**

James noted that the invite list for the CACG meetings had been broadened and welcomed those attendees present at their first meeting:

- Lea Weiler – City of Launceston
- Chris Cano – Dept. of Infrastructure & Regional Development

Meander Valley Council and Tas Irrigation were also new invitees but unfortunately had tendered their apologies for this meeting.

## **2. Airport Update – Paul Hodgen provided attendees with an update on airport performance and developments since the previous meeting.**

### **2.1 - Passenger traffic:**

- Paul briefed the committee on the ‘Year to Year’ comparison of passenger traffic numbers and airline trends. Year to date growth was less than 2% which is at variance to some of the recent visitor trends quoted in the media.
- April performance was noted as having been strong, up almost 3% on last year, with recent events having a positive impact on the figures. May/June is expected to be quieter as flight schedules decrease for the winter season and some carriers continuing to rationalise capacity and pursue yield improvement strategies.
- APAL is currently working with Jetstar to make “Launceston” more visible as a port of choice on their web booking system, by designating the destination as “Launceston, Tasmania”

### **2.2 - Schedule changes:**

- Virgin commenced the summer schedule with the introduction of seasonal flying the Brisbane route operated by a B737 aircraft. As a consequence of this they also added an additional Melbourne arrival on a Friday and an additional Melbourne departure on a Saturday. APAL are hoping these additional seasonal services will be extended for the next summer season.
- Virgin Australia has also recently introduced a Business Class and Economy X product on services to/from Launceston. The Economy X product is a further option for passengers who wish to have a little extra leg room at the front of the aircraft without paying the cost of Business travel.

### **2.3 – Launceston Airport (APAL) Management and Board Changes:**

- David Hall; a former CEO of Jetstar Australia/New Zealand who recently joined Australia Pacific Airports (APAC) as CFO, has been appointed as chairman of the Launceston Board effective April 2017.
- Lyell Strambi will stand down from the role of Chairman but remains as CEO of APAC and will continue to attend the APAL Board meetings.
- Lisa Evans has been appointed as Director.
- Rachael Parker who was on a fixed-term appointment as Project Manager at APAL has left the business. A replacement has not yet been appointed.

### **2.4 - Ex-gratia rates status (including signs):**

- Northern Midlands Council is taking their case to the Australian Mayoral Aviation Council and is seeking support from the Council of All Governments. APAL noted the Departments current stance on the issue, whereby the second Herron Todd White valuation (which

incorporates subleased aeronautical areas), is regarded as determining the ex gratia payment obligations under the lease. APAL highlighted the impact likely to fall on tenants such as the Royal Flying Doctor Service and Sharp Airlines and users of these aeronautical facilities which are now deemed rateable. Cris Cano of the department clarified matters, indicating that an error had been made by the Department in the instructions issued to Herron Todd White in conjunction with the first valuation exercise.

- The annual lease review for the airport will shortly be conducted and following reconciliation of the implications of the second valuation exercise, any due payments will be made by APAL. The airport will continue to keep affected tenants informed on the matter.
- James McKee commented that other airports are having similar ongoing discussions with councils nationwide.
- The airport's intent is to seek a resolution going forward by means of a Memorandum of Understanding being established with Council.
- Members inquired as to the status of the signage. Launceston Airport had sought further information as to the existence of appropriate planning approvals regarding defamatory signage from Council through the Freedom of Information Act. It would appear that the due planning process may not have been followed at the time the signs were initially erected, but has been arranged in retrospect.

#### 2.5 - AAA Awards, Age Traveller magazine, Facebook:

- Since the last meeting, Launceston Airport was awarded Australian Airports Association "Major Airport of the Year" for a second successive year. The airport was also awarded the "Innovation and Excellence – Commercial" award for the recent retail development, against stiff competition from Sydney, Brisbane and others in the category. Launceston was the only Australian airport to take away two awards on the evening.
- The Age Traveller Magazine in its "global picks for the best experience in 2016" voted Launceston as "Best Departure", and quoted in their script: - "Holding onto the holiday vibe a bit longer is easier at Launceston Airport. After a \$3.5 m. transformation of the Terminal that includes the best of local food and wine at this gateway to the north of the state. Watch planes come and go with an Oomph coffee in hand or sample the local Josef Chromy Pinot on tap and an Ashgrove cheese board before boarding."
- The airports current Facebook at 4.1 star reviews rating places Launceston at the top of the 15 busiest airports in Australia.

#### 2.6 – Approach Road Flight Information Display Screen:

- Paul Hodgen informed the committee the operation and intent of the newly installed approach road display screen. The timing of the advice in terms of passengers being available for pick up, is automatically set following input of actual landing time (having been determined through survey which has indicated an average expected baggage delivery time of approximately 14 minutes) The signage provides guests arriving at the airport to collect travellers an option to use the carpark for delayed flights etc., and at the same time will assist in alleviating forecourt congestion. The sign has been well received on social media but it has been difficult to determine the precise operational impact as yet.

#### 2.7 – Tourism Dispersal video wall and imagery:

- In a co-funded initiative with government, further static imagery has been installed in the arrivals stairwell, creating an immediate "Sense of Place" and promoting food and wine and other recreational attractions of the region, with QR codes linking to the Tourism Northern Tasmania website.
- The newly installed digital screen jointly funded by the airport and government to promote tourism dispersal in the Northern Tasmania region, allows imagery of local events to be shown as well as attractions for tourists and incorporates drives ongoing feeds from the Tourism Northern Tasmania website. Appropriate acknowledgement will be provided on imagery used with the consent of professional photographers.

#### 2.8 – "Tassie-Style" Summer Advocacy campaign:

- Summer at the airport saw a visit from "Tigger", a fully trained (and painted) canine disguised as a Tassie Tiger. #Tassie Style was a social media based promotion by Tourism Tasmania, facilitated by the airport that rewarded visitors (and locals) for sharing moments that were distinctly Tasmanian. Entrants uploaded a Tassie photo to Instagram, Twitter or Discover

Tasmania' Facebook page with a unique caption and the hashtag #Tassie Style, to be able to enter for prizes valued at up to \$7,500.00. The terminal also provided a "selfie" board for such photos and the canine handlers handed passengers caps, stubby holders and other promotional material with the logo "#Tassie Style". Further activations at the airport included floor sticker decals, decals on screening trays and videos on the Flight Information Screen in the retail area. The campaign was highly successful.

2.9 – State Growth Road Safety Campaign:

- Rene Hidding and Jim Cox recently launched a State Growth Road Safety campaign at Launceston Airport featuring our very own "Bobbie the Bear". Bobbie appears on signage over the walkway at the arrivals end of the terminal and in promotional material within hire car vehicles. The signage is aimed at our arriving International visitors advising them to "Drive safely and keep left"

2.10 – Sense-T Phase II:

- During summer, the Sense-T Tourism Tracking team from University of Tasmania (UTAS) recruited visiting tourists in the airport arrivals hall. A smartphone app was used to track their subsequent travel around the state, in exchange for free data use. The recruiters were from UTAS and formed part of the – Sensing Tourist Travel in Tasmania (STT) project.

2.11 – Chinese student visitor campaign:-

- A campaign is being run over the winter season, with competition banners placed in the arrivals hall, as part of a promotion to encourage visitation by Chinese university students from Victoria, Queensland and New South Wales.

2.12 – Water fountain installations:-

- Members were advised that drinking water fountains have now been installed in the terminal. One is in the gate lounge and the other in the arrivals area. Signage will be installed above each fountain shortly.

2.13 – Sharp Airlines reservations centre:-

- Sharp Airlines have recently re-located their reservations centre to Launceston Airport from Hamilton, Victoria and extended its operational hours. The locally engaged reservations agents represent 6% of the total Sharp airlines workforce, bringing the number employed in Launceston to 33 staff, highlighting the airline's long-term commitment to Tasmania and the Bass Strait Islands. The airlines this year will carry over 22,000 passengers through their Launceston terminal, as well as approximately 420 tonnes of airfreight. Sharp Airlines operates regular services from Launceston to Flinders Island, King Island and Burnie/Wynyard.

2.14 - Breadalbane traffic works:-

- Works on the section of road north of the Breadalbane Roundabout have commenced. To complete this work and allow traffic to safely pass through the site, the highway has been reduced to a single lane in each direction for a section of 900 metres. The single lanes are on the existing southbound section of the highway. The traffic flow will remain in this configuration until mid-November 2017 when northbound traffic will be diverted onto the new highway. The speed restriction of 80 km/h will remain in place for this section of the road due to the significant change in traffic conditions and to ensure public safety. Additional speed restrictions may be in place during these works. Currently the airport has not been made aware of any significant impact on departing passengers.

Donna Bain and Lea Weiler sought further background information in respect of specific passenger traffic performance during February, March and April. Lea also spoke to the condition of the tourism-related City Council digital signage in arrivals which would be addressed. James McKee congratulated the Airport on their recent awards haul and commented on the significant changes that the airport has undertaken.

In respect of the dispersal imagery recently placed in the arrivals/departure corridor, Paul Hodgen confirmed that at least one image from each of the surrounding municipalities had been installed, including one featuring the old Launceston Post Office building.

The committee briefly discussed the recent April events which included:

- World Series Enduro Mountain Bike Championships
- Yamaha National Band Championships
- V8 Supercars
- Targa Tasmania
- Easter school holidays
- Hawks AFL game

These events as well as regular business travellers and tourists alike enabled Launceston airport to enjoy above average passenger growth figures during the month.

### **3. Property Update. Presented by Michael McLeod – Manager Finance & Property, Launceston Airport.**

Michael introduced himself to members that he had not met previously and briefly explained his role at the airport. The brief presentation covered:

- A new tenant on airport who has constructed an aircraft hangar.
- The recent expansion of RFDS into an adjoining building to accommodate their growing operations.

Both of these developments have occurred in the southern area of the airport precinct.

#### **3.1 RFDS:-**

- Are now leasing 'Building 85'; formerly the old Airport Maintenance Services building. This was signed off by the Airport Building controller as of 15 May 2017. The building has been completely refurbished and houses vehicle storage and office accommodation. RFDS have branched into Patient Transport, for the transfer of non-emergency patients as well as regional dental services. Prior to moving to their new premises RFDS temporarily rented additional held a smaller office space within the Terminal building.

#### **3.2 - Cirrus Hanger:**

- This is a privately constructed Hangar and currently houses a Cessna Citation Mustang 510 private aircraft.

James inquired what occupancy percentage, of all potentially leasable areas, that the airport was currently achieving. The members were advised that at this stage it was at 95% of what is available, as some building that are currently vacant are either too small or too derelict to lease.

The airport would look at further expansion for private aircraft storage should growth require.

### **4. Security Update – Peter Holmes provided members with an update on security related matters arising since the previous meeting.**

#### **4.1 – Second X-Ray Operations:**

- The second X-Ray has been operational since approximately November 2016 on a pre-scheduled roster arrangement agreed and funded by the operating airlines, with additional deployments on occasions underwritten by the airport. ISS who is currently the screening provider have been pro-active during these times in calling in additional staff to cater for these requirements on an as-needs basis. Feedback received from the airlines is that during these times they are not receiving complaints in regard to the length of the screening queues.

#### **4.2 – Office of Transport Security Audit (OTS) – November 2016**

- Based on previous audits and outcomes, Launceston airport have a very good relationship with OTS. The inspectors that have conducted these audits look at various methods, techniques and equipment that are used to ensure continued compliance with standards.

Following a recent audit Launceston airport was approached to ask whether the airport could be used as a training airport for other operators based on their findings. Launceston has declined this request.

- The next OTS audit is scheduled for June 13 & 14, where two officers will once again visit over a two day period. The airport is currently rated as 'Low Risk', taking previous results in account.

#### 4.3 – Office of Transport & Security Tests

- Peter Holmes explained to members how OTS regularly conducts covert testing throughout the terminal, which forms part of the base findings for audits.

#### 4.4 – Active Armed Aggressor

- Currently the aviation sector is not considered to be at high risk. There is only a 1% representation of these types of attacks at airports compared to overall attacks in this category.
- Tas Pol recently held its annual training exercise on such a scenario and 3 Launceston airport staff attended as observers. The exercise was held at UTAS stadium. Airport representatives also attended a similar scenario exercise conducted at Hobart Airport.

#### 4.5 – Annual Emergency Exercise

- Launceston airport held its Annual Emergency Exercise based on an 'Active Armed Aggressor' scenario. This title does not necessarily relate to a terror type of attack, as it could also be a disaffected individual or an individual under the influence of alcohol or drugs. Tas Police ran the event. It included encouraging all Terminal tenants to be dynamic and self-reliant on their ability to inform and assist their staff should such an event arise within the airport facility. The airport has received excellent feedback from all attendees and will consider that this scenario be played out as a full-scale exercise in future.

The committee inquired if the threat to regional airports has increased and were advised that the threat was less than that compared to 'softer' targets used for this type of attack.

- Peter Holmes will attend the Australian Security Intelligence Organisation (ASIO) conference during the week commencing 22 May.

#### 4.6 - ISS Contract extension and Security Services Tender:-

- ISS are currently the Screening Service provider for Launceston airport. They had been granted a one year contract extension on their initial contract term taking it to May 2018. Launceston and Melbourne airports are currently in the process of conducting a joint tender for Screening Service providers. This may be of benefit, as it allows for larger companies to enter into the process and be able to provide a larger suite of services and staff.

The committee briefly discussed if customers were prone to 'over-indulge' since the new bar had been operating and whether any increase in abusive/disruptive passengers had been noted. The airport had not noted any significant change in this area. Bar staff use 'Responsible Service of Alcohol' skills and affected face the prospect of being off-loaded from their flight by the individual airline concerned.

## 5. Commercial / Sponsorship and Activations – Presented by Michael Cullen, Manager Commercial & Business Development.

### 5.1 Sponsorship & Events:

- Michael provided an overview of the airports participation in the sponsorship of events and other organisations, including a particular focus on supporting the community of Evandale
  - Penny-farthing Championships
  - Glover Art Prize
  - Evandale Football Club

Michael Cullen spoke to the committee in regard to recent examples of working with partners at the airport, including Festivale, with free wine tasting, promotional support for Hawthorn Football Club and the National Band Championship. Michael also updated the group on how the airport promoted and supported Chinese New Year, including marketing materials; and the provision of a Chinese-speaking Ambassador during the peak travel periods to assist non-English speaking passengers, and to also welcome the passengers to Tasmania.

- Hong Mei; (a mandarin interpreter) engaged with the passengers as part of the 'Year of The Rooster' celebrations, which included a small token gift of Tasmanian fudge as a welcome gift to arriving passengers.

The group queried whether there was much demand for Chinese-speaking staff generally. The airport pointed to its recent introduction of Mandarin language signage and wayfinding. Donna Bain offered to provide contacts in relation to Ports Arthur's linkage with University students. Bede Clifton inquired as to whether the airport had noted a direct correlation with numbers/contribution to attendance at recent events. The airport responded that interstate traveller numbers for specific events had been difficult to ascertain but anecdotally this year's numbers reported by event organisers had been encouraging. A question arose as to where surveys were conducted at the airport to which group members were advised that TVS (Tasmanian Visitation Survey) surveys were conducted by independent researchers commissioned by Tourism Tasmania, with surveys conducted in the check in area. The QSM (Quality Service Monitoring) surveys were undertaken in the gate areas on a twice yearly basis, as commissioned by Launceston Airport and are focused on determining passenger satisfaction with airport facilities and services. The airport also intends to introduce a "Mystery Shopper" program during FY18.

#### 5.2 – Shuttle Bus Changes:

- Michael Cullen explained that a sub-contractor engaged by Redline will commence providing the busing operation for the Airport-City shuttle service. This will see new 'maxi-taxi' style buses right-sized for the market, replacing the larger coaches operated by Redline. Redline will however retain the contract with the airport which includes retaining the branding/credit card payments/online bookings and reservations functions. This change has occurred as Redline addressed financial challenges of operating the bus services themselves, particularly during off peak periods.

#### 5.3 – Car Parking:

- An overview was provided of the recently completed car park survey conducted by independent research company EMRS identifying key issues and opportunities for the airport as determined by its car park users.
- As a result of the survey, the airport intends to rebrand long term car park 2 into a "Saver" car park, with an appropriate discounted pricing structure and promotional initiatives expected to be introduced in June 2017.

Jan Davis queried the "Other" category shown in the reports, which unfortunately in the case of this particular survey; the airport had no further data available.

## **6. Projects – Presented by Ilya Brucksch-Domanski, Manager Planning & Development**

Ilya introduced himself to members he had not previously met and gave a brief description of his role with Launceston Airport. Ilya has been with the airport for approximately 9 months.

#### Taxiway Delta:

- A \$750k Taxiway Remediation project completed in December by Fulton Hogan
- Addressing concrete slab replacement, which was overlaid with asphalt and a grid material to bind the surface
- New stormwater drainage was installed together with new lights and line marking

#### Terminal Re-shape Project:

- The airport is now part way through a \$2m+ architectural change to the building
- Contractor is VOS

#### The project includes the following):

- New toilet facilities near check-in hall (including public shower)
- Re-shaped security screening area immediately after check-in
- Additional orientation screens with multiple flight information displays
- New full height glass walls and exit race for secure exit
- Re-shaped apron level with the area opened up by removal of glass panes and full access between the two levels
- Promotion of the ability to rest and relax prior to departure

James McKee queried whether arriving passengers could use the new "airside area", to which the airport responded that they could, as access would be provided at the top of the stairwell, prior to the entry to the exit race. Bede Clifton queried whether "farewellers" could accompany departing passengers into the area to which the airport responded positively. The impact on retail operators now having to pass through security screening was discussed. The group highlighted the importance of messaging to users (particularly those from remote areas and in advance of getting out of their cars) concerning the inability to bring prohibited items through screening. The group encouraged the airport to consider establishment of a "surrender service". Lea Weiler queried whether the changes were likely to make the terminal more amenable for international operations. The airport replied that it currently had no strategy to pursue international services and that such services would be likely to require further dedicated facilitation within the terminal for border control and customs activity.

#### Taxi Toilet

- This week the airport opened a dedicated toilet for taxi drivers located remotely from the terminal with the new facilities being located close to the taxi rank to service our taxi drivers
- Fully BCA (Access Compliant)
- Next stage will be to liven the area with new landscaping to include a seating area dedicated to the taxi drivers

#### Conduct of a Site-Wide Environmental Assessment

- As part of our federal lease requirements the airport intends to further identify, understand and report contamination on the site
- This will include additional testing for all environmental hazardous material including:
  - Petrochemicals
  - PFAS (legacy firefighting foam)
  - Organic Carbons
  - pH Levels
- 18 permanent ground water bore holes are to be installed across the site
- 147 soil bore holes will be tested on an established grid
- The exercise will take one month and will commence at the beginning of June

#### Tree Removal

- Due to safety reasons, following a recent incident the airport has acted to remove a number of the older gum trees which were located in 3 main areas:
  - Next to Long Term Carpark 2
  - Next to the Undercover Carpark
  - Along the airport frontage with Evandale Road (6m into the site)

The re-planting of shrubs, more in keeping with the original Heritage Garden planning scheme will commence as soon as the plants are at a viable stage and the weather permits. They are currently

being cared for and growing off -airport to enable a stronger plant with the correct care and maintenance that younger foliage requires.

The group queried whether there had been any significant adverse reaction to the tree removal which had occurred along Evandale road to which the airport responded that there had not.

#### Landscaping

- The first phase of the landscaping project has been completed at the airport entrance with the expectation that the foliage will establish and grow with the upcoming spring weather.
- A larger Landscaping Master Plan is being developed for the northern carpark precinct and includes the following aims:
  - To soften the airport entry road landscape
  - To provide landscaping nodes for passengers to rest while walking to the terminal from the carpark
  - To create staff breakout areas
  - To create a sense of departure or arrival in the landscape
  - To be sympathetic to the existing heritage significant gardens throughout the site, complying but within current-day operational (safety) limitations pertaining to species-types used

James McKee commented on ongoing interest from the community with regard to the vines that were previously present at the airport. Launceston airport are still looking at options for the return of these; however, entering into a commercial agreement, where the vineyard would undertake ongoing maintenance appears to be a challenge at this stage.

#### 7. Committee Member Updates:-

The subject of Uber was raised by committee members. Launceston airport has advised that should Uber operations extend to Launceston, that this will be entered into as a commercial arrangement and Uber would have a designated area for drivers. This arrangement will not disadvantage current taxi drivers and Uber drivers will also be levied the \$3.00 airport access fee. The Tasmanian Legislative Council has approved the introduction of ride-sharing in the state.

Bede Clifton spoke to the committee on the strengthening numbers that had been experienced recently by the Country Club & Casino, noting a continued lengthening of the “peak” season, demanding additional accommodation space. Larger conference numbers had played a significant part in these figures, with several large conferences planned over the coming six months.

Lea Weiler also confirmed that the higher profile events were definitely making the season longer and bigger for the north of the state. Launceston Council and Tourism Northern Tasmania are working closer together in promoting off-season visitation.

Paul Hodgen inquired as to whether opportunities exist for other bodies to broaden Launceston airport awareness and profile nationally as a gateway airport; particularly in the passenger booking stages. The airport is keen to explore this through tourism advisors and would play a pro-active role as the ‘Northern’ gateway to Tasmania. The group suggested that the Launceston brand should progressively be positioned to stand on its own feet as opposed to the aspirational “Tamar Valley” brand.

Cris Cano advised the group that the Department would be conducting the annual Lease Review with airport management during the afternoon.

Tim McLean informed the committee on recent Airservices Australia developments including:

- 4 Noise complaints received by the Airservices Noise Complaints and Information Service (NCIS).
  - 2 in relation to freight aircraft over Youngtown in early morning between 0300-0400.

- 2 in relation to aerobatic aircraft operations at Launceston Airport. Airservices has advised the operator of the aerobatic aircraft of the complaints including as recently as a fortnight ago. No further action will take place as yet.
- A Tasmanian Airspace Review has been completed. New Standard Instrument Departures (SIDs) and Standard Terminal Arrival Routes (STARs) have been designed for Launceston. These have been provided to Airservices customers (airline operators) for review. Some further changes are possible as result of customer feedback. The expected implementation is the last quarter of 2017 - (Nov/Dec).
- Standard Instrument Departures will take departing Instrument Flight Rules (IFR) aircraft on runway track for approximately 3-4 nautical miles before turning towards outbound route. Standard Terminal Arrival Routes will process arriving Instrument Flight Rules aircraft via existing runway aligned approaches. Improved noise outcomes should be possible for Evandale, Perth and Devon Hills residents with aircraft departing from runway 14R climbing straight ahead before turning.

Jan Davis advised the members that the signing of the City Deal was now complete. There has been a huge increase in development within the city area, including; the Silo Hotel and the approval for a second hotel to be located at the site of the current Cimitiere/Cameron Street carpark. The demand for larger venue and conference facilities has become a regular issue. Paul inquired as to the recently reported Toll Logistics relocation from the city centre to Newstead, instead of the Western Junction Translink Business Park site. Jan Davis said that a meeting was to be held with Toll that afternoon at which details of the development applications would be explored.

Damien Blackwell spoke of the Tourism focus in the West Tamar area:-

- The mine-shaft at Beaconsfield should be completed and re-open to visitors by Sep/Oct 2017.
- The Rosevears complex has made vast improvements to its eating and accommodation facilities.
- The Beauty Point Marine improvements are underway providing the opportunity for cruise ship berthing.

Donna Bain spoke of the National Disability Insurance Scheme which has been in the media spotlight. Community access including recreational travel with a carer will now be fully funded. This will include travel for work and recreation. Tier 2 support (for 4.5 million people) will be at slightly more relaxed level of "independent living". Tasmania remains to have the highest proportion of persons with a disability in the nation. With this roll-out now complete, there is a renewed hope that disability travel of both a recreation and work-related nature will be on the increase.

James McKee highlighted the validity of "all good holidays start in the north" campaign informing members that Launceston still remained a challenge in being recognised as a 'Stand Alone' destination. James also highlighted the need to maintain ongoing advocacy with regard to the adequacy of the "share of voice" for Launceston port of entry achieved in Tourism Tasmania marketing material and digital media. Launceston presence can still be increased to show a more proportionate exposure as to point of entry into the State (e.g. Cradle Mountain) TNT will continue working with Tourism Tas. to incorporate more Northern exposure in the image library as one strategy to facilitate this. Key strategies around events have and will be placed into the system and Tourism Tas has committed to improve in these areas. The airport intends to raise the issue with the Access Director. Tourism Tasmania has appointed a new Marketing Director (Emma Benson)

Lea Weiler spoke of the importance of continual focus on regular events the needs to be maintained and not just on the larger events within the State.

Donna Bain enquired if Launceston Airport had considered a web-cam looking over some of Launceston's fabulous scenery e.g. Mountains. APAL had noted that other airports with significant operational activity such as some of the mega-hubs in the USA had introduced web-cams and agreed to explore the possibility/interest in such a facility at Launceston. .

Paul Hodgen and James McKee discussed the Tourism Industry Council (TICT) strategy for “future-proofing the state tourism icons” which had been tabled for consideration within the upcoming state budget.

Paul Hodgen highlighted the airports recent involvement in providing capacity and development data for the Cool Season research project commissioned by TNT, exploring the opportunity of attracting event-based traffic during the shoulder season.

Paul and James thanked members for their attendance and continued support of this meeting.

**The meeting closed at 1320**

**8. Next Meeting – To be advised.**