

PO BOX 4678
KINGSTON ACT 2604
Tel: 0419633067
E-mail: edm@keyinsights.com.au

Trinity Point Helipad

Social Impact Assessment



Key Insights Pty Ltd

October 2016 (original)

Revised 2018

Key Insights Copyright and Disclaimer

1. COPYRIGHT

HANDS OFF!! © Key Insights Pty Ltd.

All rights reserved - inc. Intellectual Property Rights and Copyright.

Reproduction of this document, other than by the client (Johnson Property Group) and the NSW Department of Planning and Environment for the purpose of assessment, in part or whole by any means - electronic, mechanical or chemical – including photocopying, scanning, recording or by any storage or information retrieval system, in any language, is strictly prohibited. Where permission for reproduction is given, this notice must accompany that reproduction and acknowledge that permission has been given, including the date and reference of said permission.

2. DISCLAIMER

The information contained in this document forms part of the Trinity Point Helipad (“the Project”) documentation. It is intended to assist the Client in the planning and development process.

Information contained in this document is provided in good faith and is believed to be accurate at the time of printing. However, the statements or representations contained in it should not be accepted as universal statements of fact, nor should they be considered to be social planning principles and solutions that are capable of universal application.

Key Insights Pty Ltd and its employees, agents and contractors shall not be liable to any person or entity, whether through contract, tort, or any other legal or equitable obligation for the past, present or future loss or damage that may result from any implementation of or failure to implement the material set out in this document.

File Version and Reference	Date	Authors
Draft report	27/10/2016	Melissa Kilkelly Ellen Davis-Meehan
Final report	28/10/2016	Ellen Davis-Meehan
Reviewed	21/03/2018	Ellen Davis-Meehan
Review Finalised	23/04/2018	Ellen Davis-Meehan

Table of Contents

1 Executive Summary	5
2 Introduction	1
2.1 Methodology.....	1
3 Development Overview	3
3.1 The Helipad Proposal	3
3.1.1 Physical components.....	3
3.1.2 Uses.....	3
3.1.3 Number of flights	4
3.1.4 Operational management – “Fly Neighbourly”	4
3.1.5 Safety zone.....	5
3.1.6 Flight paths	6
3.1.7 Construction.....	8
4 Social Issues Scoping	9
5 Planning and Policy context.....	10
5.1 NSW 2021 Plan.....	10
5.2 Lifestyle 2030	10
5.3 Lake Macquarie Community Strategic Plan 2013-2023.....	11
5.4 Trinity Point Foreshore Reserve Plan of Management	12
5.5 Hunter Regional Plan 2036.....	13
5.6 Hunter Plan for Regional Growth 2016-2019: Economic Development Strategy for the Hunter.....	13
5.7 Hunter Visitor Economy, Draft Destination Management Plan	14
6 Demographic Snapshot.....	15
6.1 Morisset Park	15
6.1.1 Changes in Morisset Park between 2011 and 2016.....	16
6.2 Surrounding Suburbs	17
6.2.1 2016 Census Bonnell’s Bay - Silverwater.....	18
6.2.2 Changes in Summerland Point and Mannering Park (2016 Census)	19
6.3 Lake Macquarie Local Government Area	20
6.3.1 Changes in Lake Macquarie Local Government Area (2016 Census).....	20
6.4 Local Character and Nature of the Area	20
6.5 Social INfrastructure	21
6.5.1 Social infrastructure analysis under taken in SIA for Concept Plan (06-0309)	21
6.1.2 Social infrastructure analysis associated with the helipad proposal	21
6.1.3 Transport and access.....	22
7 Community Consultation	23
7.1 Original Concept Plan and SIA (from 2008)	24
7.2 Consultation on the Current Helipad Proposal	24
7.2.1 Consultation with Lake Macquarie City Council.....	24

7.2.2 Engagement undertaken by Johnson Property Group	24
7.2.3 Consultation undertaken by Key Insights regarding The Helipad	25
7.2.4 Community submissions and enquiries	25
7.2.5 Media coverage about The Helipad	26
7.3 Summary of Community Perceptions and Issues	27
7.4 Summary of Comparative Experience of Helipads	28
7.5 Perceived versus Technical Impacts	29
7.6 Lake Macquarie City Council Social Impact Response to MOD 3 Application	36
8. Impact Analysis	39
8.1 Social Impact Matrix	40
8.2 Likelihood, Sensitivity, Extent, Duration and Severity of Impacts	47
9. Conclusion	50
9.1 Recommendations	50
Appendices	51
Appendix 1: Response to Noise Survey Facebook Post	51
Appendix 2: Notes from Community Meeting	52
Appendix 3: Stakeholder Interviews	56
Appendix 4: Media Coverage – Helipad and Wider Marina Development	61
Appendix 5 Community and Stakeholder Engagement Plan	71

List of Tables

Table 1 Trinity Point Foreshore Reserve - Community Values (extract)	12
Table 2 Age Characteristics Census 2016: Morisset Park v NSW	17
Table 3 Perceived versus Technical Impacts	30
Table 4 Social Impact Matrix (based on Lake Macquarie Council Social Impact Assessment Guidelines)	40
Table 5 Media Coverage 2015 to 2016: Helipad and Wider Marina / Mixed Use Development	62

List of Figures

Figure 1 Location of Proposed Helipad	3
Figure 2 Temporary restricted zone (30m radius) for take-off and landings ONLY	6
Figure 3 Path A (left) and Path B1(right)	7
Figure 4 Path B2 (left) and Alternative Path C (right)	8
Figure 5 Morisset Park Snapshot	16
Figure 6 Bonnells Bay- Silverwater Snapshot	18
Figure 7 Summerland Point Snapshot	19
Figure 8 Mannering Park Snapshot	19
Figure 9 Lake Macquarie LGA Snapshot	20

1 EXECUTIVE SUMMARY

This social impact research finds that the proposed helipad development will add to the viability of the Trinity Point tourism development and that the expressed fears of the local community are unlikely to be realised based on the expert studies prepared for the EA and EIS.

The potential positive social impacts of the development are:

- Diversification of client and recreational streams
- Increased connectivity and access options between the Lake, Sydney and the Hunter
- Enhanced economic benefits flowing from improved investor confidence in attractiveness and viability development
- Flow on effects to tourism locally and regionally, with increased connectivity to the Hunter Valley and increased spending from new customers. (doubles up)
- Economic benefits associated with jobs during the construction stage

The potential negative social impacts of the development are:

- Noise during construction and operation, especially for those closest to the site or with homes associated with flight path.
- Potential for disruption of learning at Brightwaters Christian College
- Temporary restrictions if a small area of lake to public access during take-off and landing
- Potential for ongoing community ill will and poor relationships leading to compromised usage of the facility by local people and associated impacts to community cohesiveness and economic stimulation.

In order to maximise the potential positive social impacts and mitigate the potential negative social impacts the following recommendations are made:

1. Continue to develop and implement the Community and Stakeholder Engagement Plan (CSEP) as a communications and social impact monitoring tool for helipad operations. (CSEP is at Appendix 5).
2. Public access and safety – adhere to safety management procedures

Recommendations have been refined in 2018 in response to submissions received by the NSW Department of Planning and Environment during the public exhibition of the MOD 3 Application to Concept Plan Approval 06-0309. Social impact mitigations are primarily addressed through meeting the environmental standards and implementation of the CSEP.

2 INTRODUCTION

This report presents the findings of a Social Impact Assessment (SIA) undertaken by Key Insights regarding Johnson Property Group's (JPG) proposal to construct and operate a helipad at their Trinity Point Marina and Mixed-Use Development. This report has been prepared to accompany two applications to facilitate the helipad:

- Modification (MOD 3) to Concept Plan Approval MP06-0309 to include the addition of a helipad; and
- DA 1176/2014 for the construction and operation of a helipad.

The approved Trinity Point Concept Plan (including modifications) currently includes:

- a 188-berth marina
- 315 accommodation units (tourist and residential), including a 65-room hotel, serviced apartments and a, restaurant, 200 seat café, function centre, shops and office
- parking, landscaping and a boardwalk
- associated management plans, including for potential social impact.

Social impacts associated with the approved plan have been assessed during earlier iterations of documentation to inform the approval process, including a comprehensive Social Impact Assessment (SIA) regarding the Concept Plan (06-0309), undertaken by Key Insights in 2007.

Parameters for this current SIA investigation are limited to impacts associated with the Helipad only, with requirements guided by the NSW Department of Planning and Environment's (DPE) Secretary Environmental Assessment Requirements (SEARS) for both MOD 3 and DA 1176/2014 (SEAR 846), DPE's Social Impact Assessment Guideline¹, and Lake Macquarie's Social Planning and Social Impact Assessment practice documents.

2.1 METHODOLOGY

To prepare this SIA, Key Insights has undertaken social impact research comprising:

1. Document Review and Issues Scoping

Review of relevant documents, including proposal plans, regional strategy, expert technical reports, media coverage and Council documentation, as well as attendance at key community

¹ <http://www.planning.nsw.gov.au/~media/Files/DPE/Guidelines/social-impact-assessment-guideline-2017-09.ashx> Note this Guideline applies to Extractive Industries and includes the principle of proportion: "Scope and scale should correspond to the potential social impacts." The scope and scale of impacts of a helipad in no way compares to those for a coal mine or other extractive operation.

meetings to understand the context, identify community interests and scope issues specific to the Helipad proposal.

2. Community Demographic Snapshot

Snapshot of socio-economic data for the local and regional community surrounding the Helipad site, guided by the geographic parameters defined by the JPG noise survey mail out and open day invitation (i.e. this relates to the area that the notification regarding helicopter survey and invite to open day was distributed which covers about 6500 residences and businesses). (Updated in 2018)

3. Community Consultation

Review of existing consultation undertaken by JPG and other documentation such as Council submissions, supplemented by media analysis and additional targeted consultation undertaken by Key Insights with stakeholders identified in the issues scoping phase. Key Insights participated in a December 2016 “Community Drop-In Information Session” in the local community. The analysis of consultation includes discussion of perceived impacts (as identified by the community in consultation, meetings or media coverage) versus likely technical impacts (as identified by expert reports).

4. Qualitative Comparative Analysis – Commercial Operators

Interviews with tourist-based establishments with helicopter facilities in the Hunter region and helicopter companies who currently operate in the area. Discussions included consideration regarding types of trips, nature of users, noise and safety experiences, impacts to wildlife, relationships with commercial operators, perceptions from local community and overall economic contribution to business.

5. Impact Analysis

Analysis of the inputs above and identification of potential impacts on the local community including generation of a Social Impact Matrix responding to the “social conditions” highlighted in Lake Macquarie’s social impact assessment guidelines (e.g. amenity, environment, health, safety, economics and community connectedness). (Reviewed in 2018 with reference to community submissions and Agency reports / interviews).

6. Recommendations and Reporting

The above has been drawn together into a report that includes a social impact matrix that summarises the significance and extent of impacts, and offers appropriate recommendations to mitigate impacts and enhance opportunities associate with the proposal.

3 DEVELOPMENT OVERVIEW

3.1 THE HELIPAD PROPOSAL

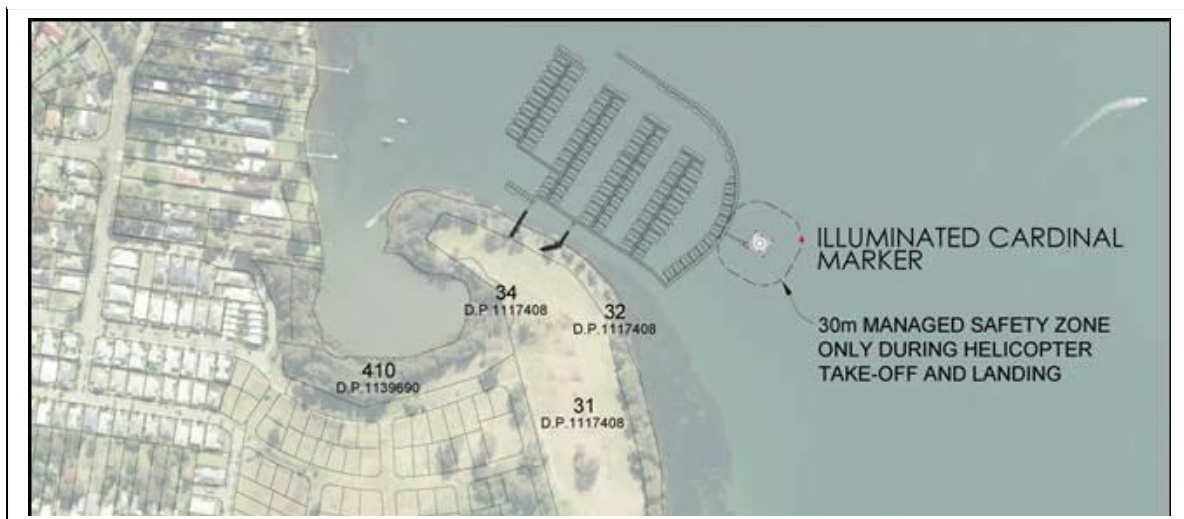
This SIA focuses on aspect and elements specific to the proposed Helipad inclusion, although consideration is also given to its place within the context of the wider proposal.

3.1.1 Physical components

The Helipad proposal comprises:

- Construction of the helipad in Bardens Bay (and attached to Trinity Point Marina)
- Helipad operation and operational management.

Figure 1 Location of Proposed Helipad



3.1.2 Uses

The helipad is anticipated to be used for a range of purposes (primarily tourism), with projected passengers anticipated to include:

- hotel guests arriving and departing from the hotel
- public speakers for conferences
- day trippers to Trinity Point or linking to the Hunter Valley with Trinity Point as a stop
- brides and wedding parties arriving for weddings
- permanent residents undertaking business travel to larger centres
- private/corporate transfers for a range of uses.

Helicopters using the helipad are expected to be able to cater for up to six people, although the total number on board each helicopter will be influenced by luggage or other weight constraints, with combinations of people and luggage determined according to specific circumstance (e.g. if there is more luggage, it is likely that there will need to be less people).

Key operators are expected to be commercial tourism or transfer companies from Sydney or the Hunter Valley.

The helicopters are anticipated to be similar to those used for typical commuter or tourist/corporate transfer and flown predominantly by professional pilots. A list of the range of helicopters likely to use the helipad is included in the Helicopter Landing Site (HLS) assessment in the wider EA and EIS (refer to Appendix D).

The proposal will exclude joy flights (which typically go up and down in 15-30 mins).

3.1.3 Number of flights

JPG's application allows up to 8 helicopter movements per day (to a maximum of 38 per week). All flights will be required to occur during day light hours, with no use prior to 8am Monday-Saturday, and 9am Sunday and public holidays. No night time flights will be permitted.

From the research: Qualitative discussions with existing helicopter operators suggest it is possible that the upper limit of eight helicopter movements may be an aspirational figure as it may be difficult to achieve full operational capacity (i.e. the full 8 flights per day). This would be influenced by several scheduling and operational factors which would constrain flights, regardless of the demands of the market (for example, there is only space for one helicopter to wait for charter passengers over lunch).

3.1.4 Operational management – “Fly Neighbourly”

Day to day operation of the helipad will be coordinated by the Trinity Point Marina Manager.

A suite of operational and management procedures will regulate and coordinate the safe and efficient use of the helipad in line with the Australian Government Civil Aviation Safety Authority (CASA) requirements. This will include a “Fly Neighbourly”² protocol which sets out requirements and expectations for operators to minimise impacts on local communities, such as only flying during daylight, protecting safety by temporarily restricting access during take-off and landing, and not flying under 1000m over built up areas.

Preliminary documents with operational procedures are included in the wider EA and Appendix D of the EIS.

Operational procedures of specific interest to social impact include:

- Inclusion of “Fly Neighbourly” protocol

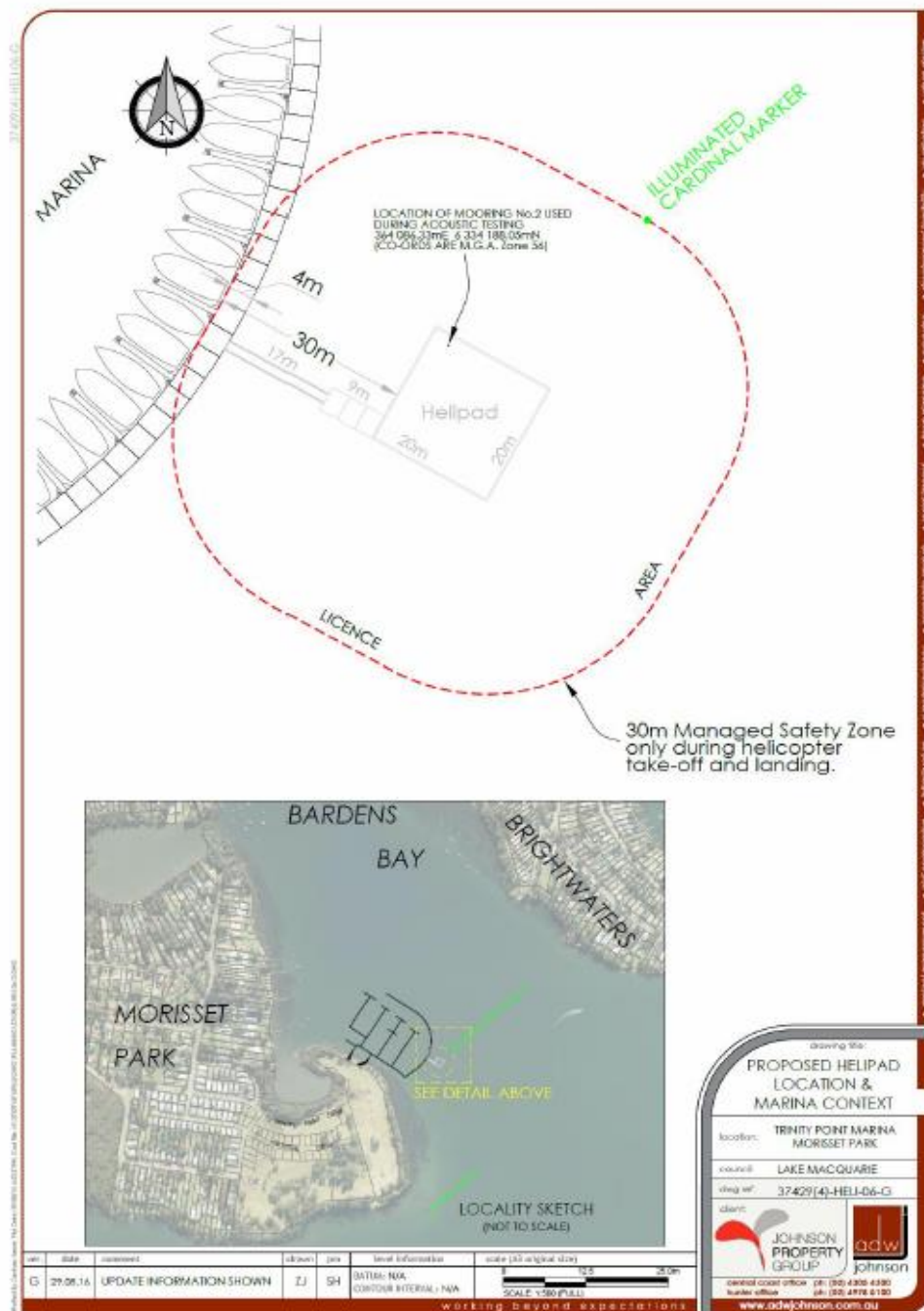
² CASA Fly Neighbourly Advice <https://www.casa.gov.au/standard-page/fly-neighbourly-advice>

- Use of helipad by prior permission only
- Requirement to follow prescribed flight paths
- Operational only in daylight hours and not before 8am
- No joy flights or joyrides from the helipad, and
- Operation of a temporary exclusion zone (30m radius) during landing and take-off (see Figure 2).

3.1.5 Safety zone

There is an additional area outside the proposed lease area that surrounds the proposed helipad structure that is identified by CASA Guidelines as requiring to be managed for safety, during the take-off and landing of helicopters only (refer Section 7.1 of the EIS and EA). The part of this area that sits outside the proposed lease, being 3201m², will form part of a licence from NSW Maritime to provide for that essential public safety management area.

Figure 2 Temporary restricted zone (30m radius) for take-off and landings ONLY



3.1.6 Flight paths

The Acoustic Study (and Aviation Review) sets out the four proposed flight paths for the landing site with each designed for particular wind conditions and to avoid flying over built up areas. All paths avoid built up areas, except Alternative Approach C, designed as an extra option during a strong southerly, which flies below 1000m over locations over some residences on the Peninsula including in vicinity of Brightwaters Christian College.

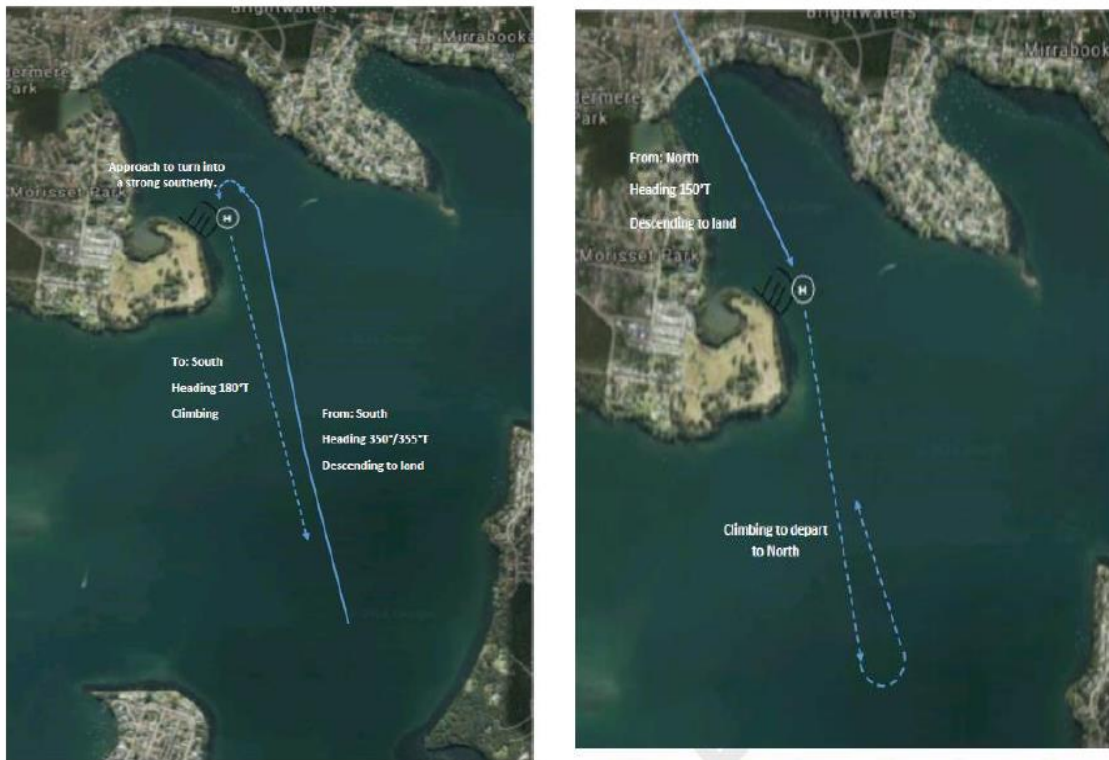
The Figures below present the paths.

- Approach Path A – (from South, to South) – designed to meet all calm conditions and North, North East, North West and East winds.
- Approach Path B1 – (from South, to South) – designed to meet North West, West and South West winds.
- Approach Path B2 – (from South, to South) - designed to meet South East, South, South West winds – approach to turn into a strong southerly.
- Alternative Approach Path C – (from North, climbing to depart North) – designed for South West, South, South East winds – this is an alternative to Path B2.

Figure 3 Path A (left) and Path B1(right)



Figure 4 Path B2 (left) and Alternative Path C (right)



3.1.7 Construction

It is anticipated that the helipad will be constructed off site and installed over a 3-month construction period. It can be constructed at any time once Stage 1 of the Marina is built.

Construction will involve minor piling (5 piles) and then installation of pontoons and gangway. The EA and EIS report that there are unlikely to be construction impacts of any significance.

4 SOCIAL ISSUES SCOPING

Parameters for this SIA investigation and report focuses on a consideration of the Helipad only, with requirements guided by:

- the NSW Department of Planning and Environment's (DPE) Secretary Environmental Assessment Requirements (SEARS), which require include consideration of local amenity and public access, as well as a program for genuine community discussion and response during planning and approval document preparation.
- Lake Macquarie Social Planning and Social Impact Assessment policy and practice documents, which, whilst not definitive, encourages analysis of several general social impact 'considerations', such as amenity, mobility, identity, crime and community connection.

Preliminary scoping, using the above requirements augmented with initial known community concerns, identified the following key issues and opportunities for investigation:

- Impacts to local amenity, especially noise.
- Restrictions of public access to helipad exclusion zones.
- Health and safety risks, such as accident and spray from fuels and gases.
- Impact to environment and wildlife values.
- Impact to schools and learning.
- Concern regarding the sufficiency of the helicopter survey for acoustic study.
- Concern regarding the process for approval (e.g. use of previous LEP).
- Lack of economic benefits or justification (to offset perceived impacts to community).

5 PLANNING AND POLICY CONTEXT

There are several local and regional government policies which have implications for a social analysis of the Trinity Point helipad. These relate to key themes associated with community aspirations, environmental values, tourism opportunities, economic directions and long-term settlement patterns and projections.

5.1 NSW 2021 PLAN

NSW 2021 is the State Government's 10-year plan to guide policy and budget decision making and to deliver on community priorities. It sets long term goals and targets, and outlines immediate actions to help to achieve the goals. The goals reflect the Government's commitment to state growth to improve opportunities and quality of life for people in regional and metropolitan NSW.

NSW 2021 is based around five (5) key strategies including:

Rebuild the economy – restore economic growth and establish NSW as the 'first place in Australia to do business'.

Comment – This section of the plan identifies a target of 100,000 new jobs (including 40,000 in regional NSW); new infrastructure; more land available for housing and jobs; growth of critical industries and investment; 20% red tape reduction; improving public sector efficiency; and boosting skills and qualifications. The proposed development remains entirely consistent with this strategy based on the following:

- The proposed helipad will contribute to the development of a five-star regional tourist facility on site.
- The proposal will be integrated into a quality marina facility on the south-western side of Lake Macquarie. The helipad proposal represents initial and ongoing investment into the Lake Macquarie and Lower Hunter Region.
- The helipad will form part of the overall Trinity Point mixed use development (tourist and residential) subject to Concept Approval 06_0309. The Trinity Point development will represent continued business, recreational and tourist investment in the Lake Macquarie and Lower Hunter Region.

5.2 LIFESTYLE 2030³

Lifestyle 2030 Strategy provides the long-term direction for the overall development of the City of Lake Macquarie and describes Council's high-level policies for managing private and public development. The earlier version of this document, then called Lifestyle 2020, was a

³ Lake Macquarie City Council, Lifestyle 2030 Strategy, Adopted by Council 11 March 2013

key strategic document guiding development of the early Trinity Point Concept Plan, including informing consideration of its social impacts and opportunities.

Lifestyle 2030 identifies the City's "social, environment and economic potential to be one of the most liveable places in Australia" and aims to combine "realistic expectation" about development with clear strategic and operational imperatives to protect and enhance the City's resources, character, environment, identity, culture, wellbeing and amenity, as well as the value of its economic and natural assets.

It sets out several objective outcomes, with those most relevant to a social impact consideration of the helipad being:

- New development supports the effective and efficient functioning of both public and private transport infrastructure.
- Congestion in the transport system is reduced, by encouraging use of alternative forms of transport.
- Investment opportunities in Lake Macquarie are promoted.
- Tourism opportunities within Lake Macquarie City are encouraged and developed.
- The Lake, coastline, and Watalgan's support a mix of recreation and tourism activities that are compatible with their environmental values.

The Strategy includes consideration of the City's "movement systems" to support the achievement of directions and outcomes. Important elements are highlighted as being:

- improving pedestrian, cycling and public transport links
- enhancing air quality
- improving accessibility for people with limited mobility, safety and efficiency, and
- the protection of the amenity of adjoining areas.

It also includes an aim for a regular air passenger service to be established, flying from the former Aeropelican Airport site. (NB: this service is now operational)

5.3 LAKE MACQUARIE COMMUNITY STRATEGIC PLAN 2013-2023⁴

Lake Macquarie's Community Strategic Plan is Council's key strategic planning document as part of the integrated reporting framework required for local governments. Based on extensive community consultation, it provides the overall strategic direction for Council's operations, and emphasises the vision, aspiration and priorities of the local community. The plan's vision for urban and economic development aims for managed growth that enhances the quality of life, while balancing employment and environmental aims.

Key economic priorities include:

- promotion of tourism opportunities
- encouragement of a wide variety of investment and employment, and
- provision of infrastructure that supports a vibrant and prosperous City.

⁴ Lake Macquarie City Council, Lake Macquarie Community Strategic Plan 2013-2023

5.4 TRINITY POINT FORESHORE RESERVE PLAN OF MANAGEMENT⁵

The Trinity Point Foreshore Reserve Plan of Management applies to 3.95 hectares of foreshore adjacent to the approved Trinity Point development and was adopted by Council on 22 August 2016. The purpose of the Plan is to ensure the values of the land are protected, appropriate management actions are in place, and the reserve meets a range of community needs.

The reserve is zoned Public Recreation and identified as having a range of values, including biodiversity conservation, heritage, recreation, public infrastructure provision and access to the proposed marina.

Land under the Plan will remain the control of Council, however there will be some specific areas that have recreational uses facilitated and maintained in association with the Trinity Point development. There are also Trinity Point related easements and other agreements to maintain access across the reserve connecting the marina and the lake.

While the helipad is not located on Reserve land, the reserve is in close vicinity to the proposed helipad site and contains several identified community and social values. It will be important not to comprise the Reserve's values. There may also be opportunity to enhance some of the values, such as public access and recreational use value of the old baths area by JPG, separate to this helipad proposal. JPG are currently in negotiations with Council on this outcome.

Table 1 presents the community aspects of these values included in the Reserve plan. Specific social values are considered to revolve around recreation, social interaction and community-based activity.

Table 1 Trinity Point Foreshore Reserve - Community Values (extract)

Recreational value	The Reserve has the potential to provide a range of recreation opportunities and encourage healthy, active lifestyles for residents of Morisset Park while also promoting tourism. Council has zoned the reserve for public recreation.
Ecological value	The reserve supports vegetation remnants of state and regional significance and adjoins extensive areas of seagrass within the Lake.
Cultural Heritage value	The reserve contains sites of both Aboriginal and non-Aboriginal heritage.

⁵ ADW Johnson prepared for Lake Macquarie City Council, Trinity Point Foreshore Reserve Plan of Management, 2016

Social value	The reserve has the potential to contribute to the community by providing opportunities for recreation, social interaction and community-based activity.
Educational value	The reserve has the potential to provide for interpretation of natural and heritage values.
Linkage value	The reserve provides a link with other public foreshore areas around the Lake.
Visual and aesthetic value	The reserve provides a visual buffer between the lake and adjoining development. Existing vegetation contributes to the landscape qualities of the lake.

5.5 HUNTER REGIONAL PLAN 2036⁶

This 20-year draft plan outlines the NSW government's vision, goals and actions to guide the sustainable growth of the Hunter region until 2036. It consolidates strategic planning considerations for land use and infrastructure for the 11 local government areas in the Hunter, and replaces the Lower Hunter regional strategy (2006 and 2010) which had previously planned for the Lower and Upper Hunter as separate entities.

According to the integrated approach, metropolitan planning will need to consider ideas and actions toward connectivity, efficiency, diversity and sustainability. Development will contribute to connected communities and support the efficient use of land and an efficient transportation network. Investment will support a sustainable and diverse economy. Directions include to "enhance inter-regional linkages", "grow tourism in the region" and plan for greater land use compatibility.

Actions include enabling investment in infrastructure to expand the tourism industry, including "connections to tourism gateways and attractions" with the intention to meet the "huge potential" to increase the number of nights that visitors spend in the region.

5.6 HUNTER PLAN FOR REGIONAL GROWTH 2016-2019: ECONOMIC DEVELOPMENT STRATEGY FOR THE HUNTER⁷.

Regional Development Australia (RDA)'s plan for 2016-2019 has identified the three regional priority areas, or 'strategic clusters', to assist "build a better future for the region" over the next three years as investment, innovation and infrastructure. Actions include

- supporting growth of the economy and communities
- responding positively to demographic change

⁶ NSW Planning & Environment, Hunter Regional Plan 2036, September 2016

⁷ Regional Development Australia Hunter, Hunter Plan for Regional Growth 2016-2019: Economic Development Strategy for the Hunter.

- building infrastructure to increase connectivity, and
- encouraging investment in the region and increasing links with Asian economies.

Tourism is presented as just one of the values of the region, but particular note is made regarding its existing strengths as a high-quality tourism destination (especially regarding wine) as well as the challenge to adapt to an Asian market. Further, the plan encourages consideration of the region and its relationships beyond the boundaries of the LGA or other clusters that divide it 'upper' and 'lower sectors', and encourages a coordinated approach to tourism and events across the region.

5.7 HUNTER VISITOR ECONOMY, DRAFT DESTINATION MANAGEMENT PLAN⁸

Tourism Hunter Draft Destination Management Plan 'Hunter Visitor Economy' sets out the early steps in better managing a sustainable and competitive visitor economy in the Hunter region. Developed in 2013, its aim is to build vision and direction and look at what is needed for the Hunter to achieve its State visitor expenditure targets (i.e. doubling of visitor expenditure by 2020 through management, development and promotion of its unique assets). The definition of a Visitor Economy goes beyond typical conceptions of tourism to include "experience creation" and "capacity building".

The plan specifically identifies the Trinity Point Marina as an example of upcoming "key infrastructure" for the region. In addition, it identifies goals for each LGA within the region, with goals specific to Lake Macquarie including: growing visitation and expenditure; encouraging investment and development; and ensuring that the infrastructure and services needed to "meet needs and expectations" of visitors, as well as to "facilitate and support the growth of the Visitor Economy". Specific strategic priorities include activation of the Lake Macquarie foreshore, development of conference facilities, better utilisation of the Lake and Foreshore areas for activities (adventure, sightseeing, events, etc.) and "increased visitor access pathways" from key hubs.

⁸ Tourism Hunter, Hunter Visitor Economy, Draft Destination Management Plan, July 2013

6 DEMOGRAPHIC SNAPSHOT

This section presents a brief snapshot of the geographic areas that are considered most relevant to an analysis of social impacts from the helipad, modelled primarily from the areas identified by JPG for notification regarding the acoustic study helicopter survey.

All statistics are sourced from the 2011 Census. A 2016 Census data update appears at the end of this section with a discussion of trends.

The key units of community profile analysis are:

- Morisset Park
- “Surrounding Suburbs” (Morisset Peninsula plus Summerland Point and Mannering Park)
- Lake Macquarie Local Government Area (LGA)

A brief snapshot of each area follows with a focus on the trends for Morisset Park and surrounding suburbs when data from the 2011 and 2016 Census are compared.

6.1 MORISSET PARK

Morisset Park is the suburb immediately adjacent to the helipad and is the location of the wider Trinity Point development. As of the 2011 Census, there were 617 residents living in 226 occupied dwellings, and an average 2.7 people per household. Other defining characteristics (when compared to wider Lake Macquarie and NSW) include:

- Higher household incomes
- Higher mortgage payments
- Higher proportion of professionals
- Lower rental stress but higher mortgage stress
- Higher proportion of unoccupied dwellings
- Higher proportion of couples with children.

In addition to the above, the Morisset Park residential population is expected to increase by way of new residents associated with the up to 157 approved apartments and other approved land releases (tbc) associated with the wider JPG Trinity Point development, including terrace houses and ongoing releases of vacant land. The predicted upward trend in population is evident in analysis of the 2016 Census data; the 20% increase is detailed below. Number of private dwellings, and number of families, are increasing, while the median age remains at 42. While the area retains its beautiful lakeside ambience, it can no longer be described as a “sleepy hamlet.”

Figure 5 Morisset Park Snapshot

2011 Census QuickStats

All people - usual residents



Australia | New South Wales | State Suburbs

Morisset Park

Code SSC11595 (SSC)



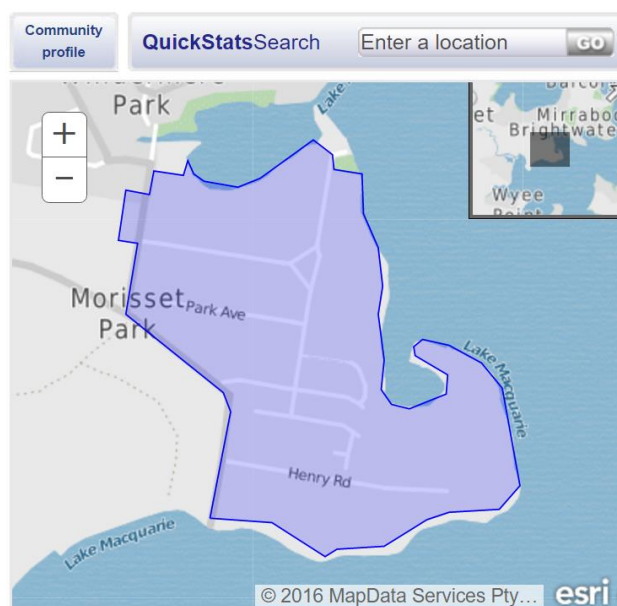
People	617
Male	291
Female	326
Median age	42



Families	181
Average children per family	1.9



All private dwellings	267
Average people per household	2.7
Median weekly household income	\$1,346
Median monthly mortgage repayments	\$1,800
Median weekly rent	\$320
Average motor vehicles per dwelling	2



6.1.1 Changes in Morisset Park between 2011 and 2016

The population is increasing; from 617 in 2011 to 743 in 2016 (Over 20% increase). The median age remains 42 years old, and the average number of children per family is stable. There were 2.8 people per household in 2016 (2.7 in 2011). Median weekly household income, median monthly mortgage payments, median monthly rents and average vehicles per family have all increased from 2011 to 2016. This suggests an area on trend with much of the region and this exceptional population growth would be expected in a location that has a significant land release approved.

In Morisset Park (State Suburbs) children aged 0 - 14 years made up 19.6% of the population and people aged 65 years and over made up 16.6% of the population. Morisset Park does have a higher proportion of residents over the age of 55, when compared to NSW. It also has a higher proportion of children between 0 and 9 years of age; which may be an indicator of longer term demographic change in the area. Table 2 below compares 2016 age characteristics for Morisset Park to NSW.

Table 2 Age Characteristics Census 2016: Morisset Park v NSW

Age	Morisset Park	%	NSW	%
0-4 years	48	7.8	458,736	6.6
5-9 years	40	6.5	434,608	6.3
10-14 years	36	5.8	439,168	6.3
15-19 years	30	4.9	443,416	6.4
20-24 years	40	6.5	449,685	6.5
25-29 years	39	6.3	473,160	6.8
30-34 years	30	4.9	468,336	6.8
35-39 years	26	4.2	488,124	7.1
40-44 years	37	6.0	483,502	7.0
45-49 years	38	6.2	481,428	7.0
50-54 years	44	7.1	469,024	6.8
55-59 years	55	8.9	419,612	6.1
60-64 years	57	9.2	390,678	5.6
65-69 years	49	7.9	304,327	4.4
70-74 years	25	4.1	237,362	3.4
75-79 years	8	1.3	186,032	2.7
80-84 years	8	1.3	150,724	2.2
85 years and over	7	1.1	139,735	2.0
Median age	42	--	38	--

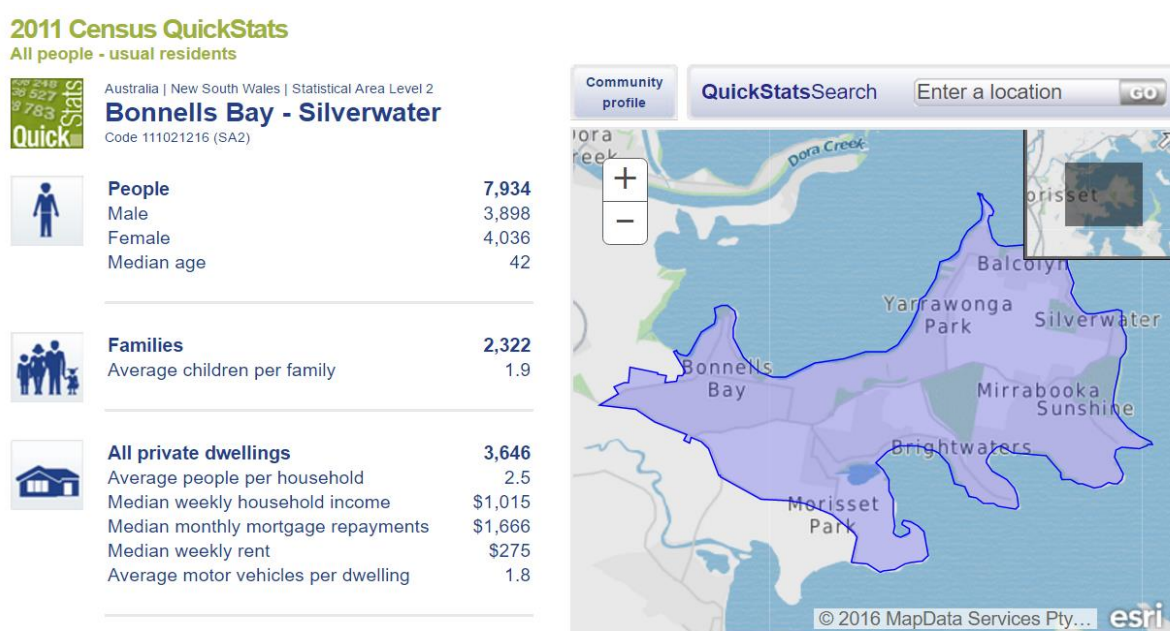
6.2 SURROUNDING SUBURBS

These are the next layer of suburbs in closest proximity to the helipad landing area and flight paths. This corresponds closely to the geographic area that JPG identified as being most likely to be impacted by the helipad helicopter survey (and to whom notification of survey and an invitation to the project Open Days were distributed).

These suburbs are located on the Morisset Peninsula (nine suburbs comprising Balcolyn, Bonnells Bay, Brightwaters, Mirrabooka, Silverwater, Sunshine, Windermere Park, Yarrawonga Park and Morisset Park) and across the lake (Summerland Point and Mannering Park).

The suburbs on the Peninsula (7,934 people) exhibit similar characteristics as Morisset Park, although with slightly lower incomes and considerably more couples without children. The suburbs across the lake (4,756) have lower incomes, more tradespeople and labourers and higher housing stress.

Figure 6 Bonnells Bay- Silverwater Snapshot



6.2.1 2016 Census Bonnells Bay - Silverwater

- People: Increased to 8,717 (representing nearly a 10% increase)
- Median age: 43
- Families: Increased to 2,536
- Average children per family for Families with Children remains at 1.9
- All private dwellings: Increased to 3,904
- Average people per household: 2.6
- Median weekly household income: Increased to \$1,238
- Median monthly mortgage repayments: Increased to: \$1,717
- Median weekly rent: Increased to \$350
- Average motor vehicles per dwelling: Increased slightly to 1.9

Figure 7 Summerland Point Snapshot

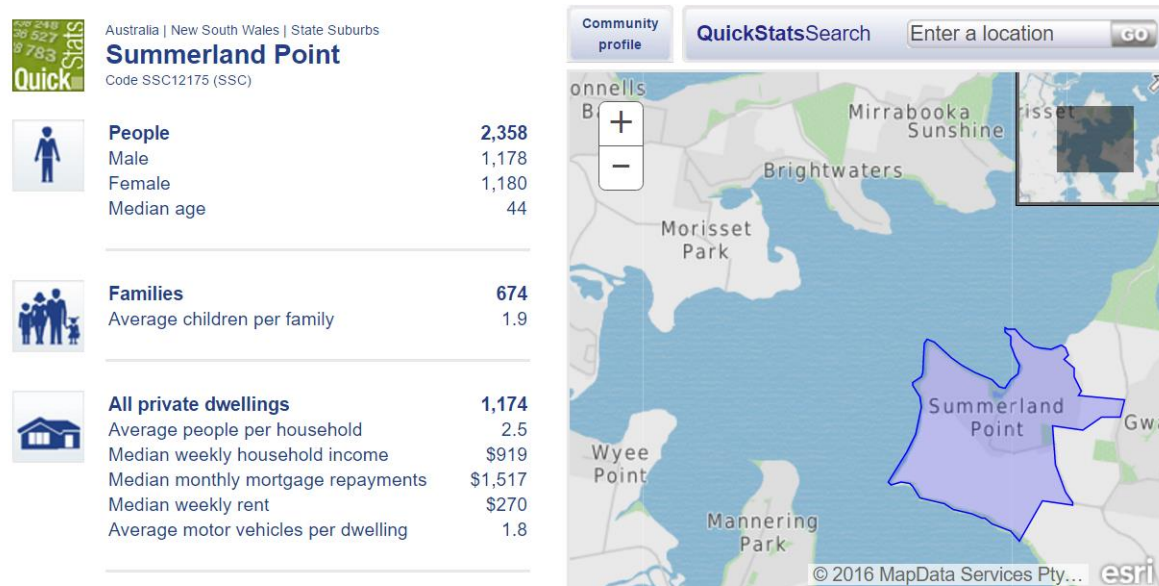
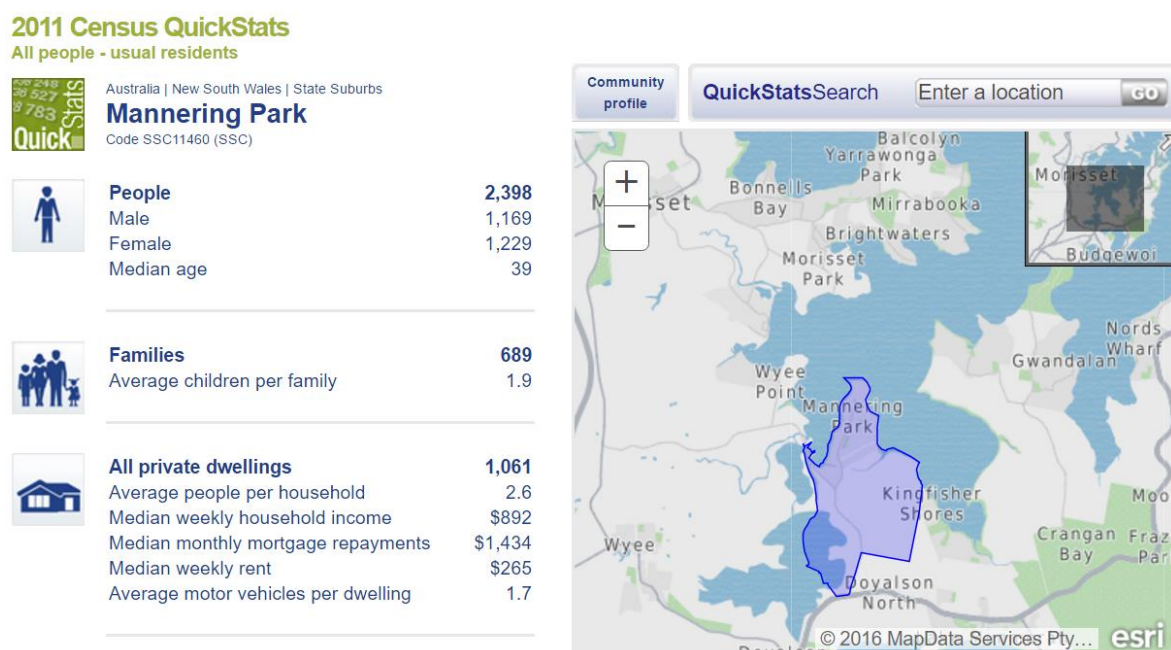


Figure 8 Mannering Park Snapshot



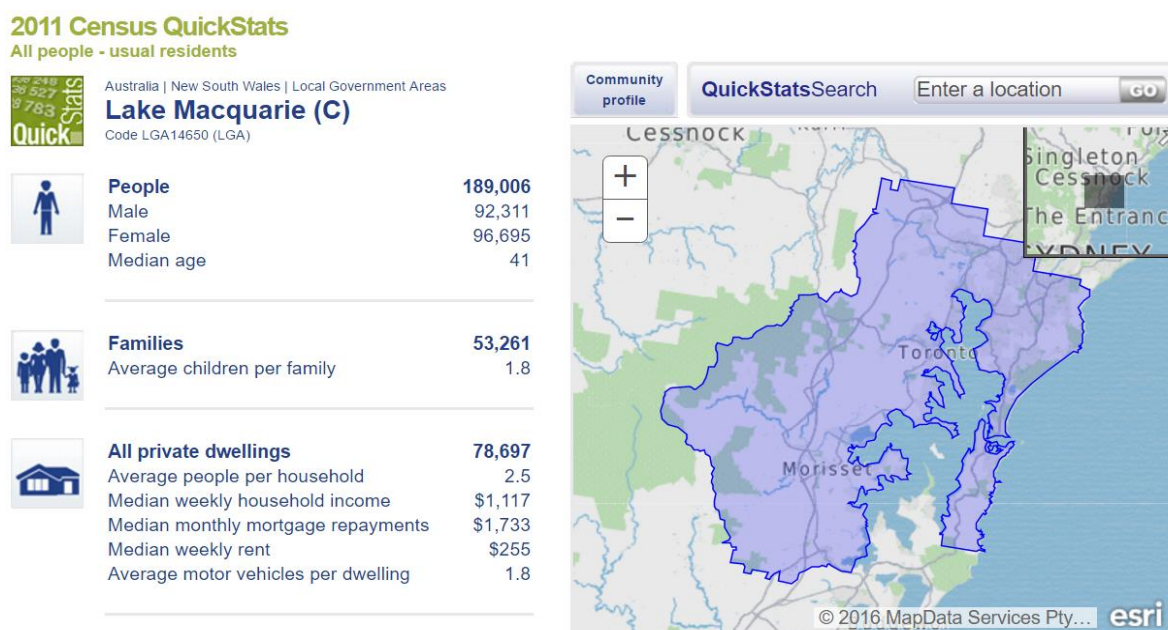
6.2.2 Changes in Summerland Point and Mannering Park (2016 Census)

2016 Census data shows that suburbs across the Lake from the subject site have seen population growth at a much slower rate (5.7% Summerland Point and 3% Mannering Park), to the Morisset Park area (20%). The number of dwellings has increased. Weekly household incomes, monthly mortgage payments and median weekly rents have also increased.

6.3 LAKE MACQUARIE LOCAL GOVERNMENT AREA

As of the Census 2011, there were 189,006 people living in Lake Macquarie, with this growing to 204,166 as at June 2015 (Lake Macquarie website), with the population distributed across 90 communities. Population growth is anticipated to continue to grow, in line with Councils ongoing growth projections of 60,000 people between 2006 and 2031.

Figure 9 Lake Macquarie LGA Snapshot



6.3.1 Changes in Lake Macquarie Local Government Area (2016 Census)

The 2016 Census data reveals that in the 4 years from 2011 to 2016 the population of the Lake Macquarie LGA has increased by 4.4% to 197,371 people. This is a much slower rate of increase than is experienced in the Morisset Park area (20%). Number of families and number of private dwellings have increased, as has weekly incomes and median weekly rent. Interestingly the median monthly mortgage payments have stayed steady across the LGA.

6.4 LOCAL CHARACTER AND NATURE OF THE AREA

The 2016 Census data reveals a rapidly growing local community with more contained levels of growth in the wider community beyond the immediate area of influence.

During this period of growth, the local communities have maintained their unique characteristics of quiet lakeside villages linked by meandering roads and small pockets of bushland. The Morisset Park and surrounding communities are all lakeside communities. They are relatively quiet suburbs, predominately low density, and located in a natural setting. The median age is the same as that for the entire LGA and the growth in numbers of families is evidence of the attraction the area holds for young families. For some commuting to Sydney

via train or the M3 is possible; although developing the wider Morisset area as an employment hub is far more desirable for the sustainability of these local communities.

6.5 SOCIAL INFRASTRUCTURE

6.5.1 Social infrastructure analysis under taken in SIA for Concept Plan (06-0309)

The original SIA for the Trinity Point Concept Plan undertook a detailed social infrastructure capacity analysis for the Trinity Point Mixed Use and Marina Development and concluded that:

- 1) There are limited services and facilities within close vicinity of the Trinity Point site with the nearest cluster of facilities located at Bonnells Bay;
- 2) The projected permanent population growth associated with the Marina and Mixed-Use development would be insufficient to stress community services and facilities;
- 3) The inclusion of recreational facilities would offset needs from Trinity Point population growth and cater to existing Morisset Park and Lake Macquarie population;
- 4) Population change needed to be viewed also within the cumulative growth for the region.

6.1.2 Social infrastructure analysis associated with the helipad proposal

Social infrastructure need, or capacity is primarily linked to changes to population growth, and there is no new or additional population associated with the helipad.

As such social infrastructure analysis is targeted to consideration of impacts associated with “location” rather than impacts associated with “capacity” (i.e. location in relation to the helipad site). Consideration will be given to social infrastructure that is of specific sensitive use or need (e.g. schools).

As identified in the original SIA for the Concept Plan, there are currently limited services and facilities within close vicinity of the Trinity Point site. The local neighbourhood comprises primarily residential blocks and passive recreational areas, such as parks, playgrounds and lakeside trails. These recreational values will diversify and intensify with the Trinity Point Mixed Use development.

As identified, the nearest existing commercial, medical and community facilities are located at Bonnells Bay, and there are also commercial and recreational facilities planned for Trinity Point development. There are several lake side tourist and recreational facilities in the area, including a lake side guesthouse at Mannering Park.

Bonnells Bay Primary School is on the main road from Morisset Park to Morisset, and the nearest high school is in Morisset. Brightwaters Christian College is located on the foreshore at Brightwaters. There are several childcare facilities in the area, including Bonnells Bay and Mirrabooka, and a school and childcare in Mannering Park.

Emergency services are located at Morisset.

Specific Community Services and Facilities of potential specific interest to the helipad proposal (due to location or nature of uses include):

- Trinity Point Community Reserve
- Bonnells Bay Primary School
- Brightwaters Christian College
- Bonnells Bay Community Centre
- Any schools at Summerland Point or Mannering Park
- Reserve land on Summerland Point or Mannering Park

6.1.3 Transport and access

The wider helipad site (i.e. Trinity Point Development) will be accessed via the road from Morisset Park. Considerable road upgrades are being undertaken, or contributed towards, as part of the wider approved Trinity Point development.

The helipad site itself (i.e. the pontoon) will be immediately accessed by:

- Foot, from Trinity Point Marina and Mixed-Use Development foreshore
- Air, by helicopter from approved flight paths.

Access to the pontoon will be regulated by Trinity Point Marina Manager per operational procedures.

7 COMMUNITY CONSULTATION

The SEARS, issued by the NSW Department of Planning and Environment to guide development of an EA (MOD 3) and EIS (DA 1176/2014) for the proposal, emphasised the need for “genuine” engagement with community members. Several specific government agencies were identified in the SEARS as key stakeholders requiring input to the EA and EIS, and these have all been engaged and documented by JPG. Key Insights has reviewed the consultation documentation and undertaken additional targeted consultation.

Stakeholders engaged by JPG during development and/or refinement of the Helipad proposal and associated EA/EIS, or by Key Insights to specifically inform this SIA, include:

- NSW Department of Planning and Environment;
- Lake Macquarie City Council;
- Lake Macquarie City Council and LMCC Estuary and Coastal Management Committee and LMCC Aquatic Services Committee;
- NSW Environment Protection Authority;
- NSW Roads and Maritime Services (NSW Maritime);
- Office of Environment and Heritage (OEH);
- Commonwealth Department of Environment and Energy;
- Department of Planning & Environment – Hunter Regional Office, Newcastle;
- Department of Primary Industries (DPI) (NSW Office of Water, Crown Lands and Fisheries);
- Commonwealth Civil Aviation Safety Authority;
- Subsidence Advisory Board NSW (formerly Mine Subsidence Board);
- Registered Aboriginal Parties;
- Hunter Water;
- Ausgrid;
- Morisset Park and District Action Group;
- Bonnells Bay Residents Action Group;
- Sunshine Progress Association;
- Commercial helicopter operators;
- Tourist establishments with helipads in the Hunter region;
- Bonnells Bay Public School;
- Brightwaters Christian College; and
- Residents and businesses within the suburbs on the Morisset Peninsula and parts of Summerland Point and Mannering Park (6533 residences).

Details around the wider general consultation are discussed in the Consultation Chapters of the wider helipad EA and EIS documentation. This SIA draws on findings from the consultation of specific relevance to a consideration of social impacts, including community conceptions and perceptions regarding the proposal.

7.1 ORIGINAL CONCEPT PLAN AND SIA (FROM 2008)

Community consultation to inform the original concept plan for the Trinity Point Marina and Mixed-Use development (which originally included a helipad as part of the proposal) was undertaken directly by Johnson Property Group, with supplementary work by Key Insights for early social impact assessment purposes⁹. Consultation activities for the original plan and documented in the Concept Plan SIA comprised meetings with community groups, a Community Open Day and a feedback survey.

Discussions for the Concept plan identified a mix of support and concern for the proposal, with key issues associated with marina scale, helicopter noise, local amenity and traffic impacts, and key benefits identified as local and regional economic stimulation, local employment, increased tourism and increased recreational options, including improved access to the lake. Generally, it was found that those living in closer proximity to the development, including opposite waterfront, were likely to have more concerns about both the marina and the wider development.

The initial rounds for the concept plan consultation began in 2008, with ongoing consultation continuing as specific issues were considered and the project design amended (such as removal of the originally proposed helipad). Consultation has also occurred during processes to inform subsequent modifications and applications.

7.2 CONSULTATION ON THE CURRENT HELIPAD PROPOSAL

7.2.1 Consultation with Lake Macquarie City Council

Key Insights met with key planning and development staff in March 2018 to review Council's submission on the Helipad proposal in relation to the MOD 3 application and community inputs to date. Useful input was obtained on where to place the emphasis when updating this SIA. Particular attention was paid to developing the Community and Stakeholder Engagement Plan (CSEP) which is attached at Appendix 5.

7.2.2 Engagement undertaken by Johnson Property Group

JPG has undertaken a number of communication and engagement activities regarding the current helipad proposal, including a mix of written, verbal, face to face, telephone, email and formal letter mechanisms.

A comprehensive plan for ongoing engagement has been developed, and this is expected to continue throughout upcoming exhibition processes.

To date, key activities specific to the current proposal and MOD 3 (EA) and DA(EIS) processes have included:

⁹ Key Insights original SIA

- Meetings with stakeholder groups – government, community, resident, environment, business and Aboriginal stakeholders.
- Engagement around the helicopter survey (i.e. letter to residents, notice in newspaper, media release and story, face book updates).
- Drop in Information Sessions hosted by JPG in 2016 at Bonnells Bay in May (100 participants) and December (61 participants).
- Response to enquiries (email/letter/phone/face to face).
- Direct provision of information to individuals and groups, e.g. to Morisset Park and District Action Group.

7.2.3 Consultation undertaken by Key Insights regarding The Helipad

To inform this SIA, Key Insights spoke with targeted stakeholders associated with issues that had been identified by a review of JPG's existing consultation and issues scoping. This included schools in Brightwaters and Bonnells Bay (regarding community reports of disruptions to lessons) as well as other helipad resort facilities and helicopter operators (to build an understanding of existing experiences of helicopter services in the Hunter region).

Key Insights also attended a public meeting (organised and facilitated by Morisset Park and District Action Group) when first commissioned for the SIA in order to listen to community issues and to feed into accurate scoping of social issues.

Specific consultation undertaken by Key Insights has been:

- Attendance at community meeting organised by Bonnells Bay Residents Group to listen to issues to contribute to issues scoping (this meeting was well attended with 100 people present, including 4 local and state political representatives. (See Appendix 2 for notes from meeting).
- Interviews with Bonnells Bay Primary School and Brightwaters Christian College (see Appendix 3).
- Interviews with helicopter operators and resort facilities with helicopters (see Appendix 3)
- Review of JPG and community-initiated engagement and communication (see Section 7.2.1 and 7.2.2)
- Review of community comments in media coverage regarding the helipad (see section 7.2.3 and Appendix 4 also).

7.2.4 Community submissions and enquiries

At the 13th October 2016, Lake Macquarie Council had received 14 contacts via their online DA tracker regarding the proposal DA. These comprised:

- 1x action group objection
- 11x public objections
- 2 x information requests.

The content of these contacts included comments regarding amenity, noise, wildlife, exclusion zone and economic need, with themes integrated into Section **Error! Reference source not found.** Summary community perceptions and issues.

In addition to specific submissions associated with the DA tracker, review of Council minutes¹⁰ regarding community submission received regarding the draft Trinity Point Reserve Plan of Management (see Section 5.3) identified that 14 of the 28 submissions included a comment objecting to the helipad (please note, however, that the helipad was not a subject of the Plan nor applicable for consideration under the exhibition). It is understood that objections to the helipad have also featured strongly in public submissions to earlier modifications of the application.

The MOD 3 application to Concept Approval 06-3090 was publicly exhibited by the NSW Department of Planning and Environment (NSW DPE) from 17 November 2016 to 20 January 2017. The following community submissions were received by the NSW DPE during the exhibition period:

- Organisation Supporters – One (1) letter of support from Tourism Accommodation Australia.
- Individual Supporters – Eleven (11) letters of support were received.
- Group Objections – Six (6) group submissions were received in total. Submissions were made by Morisset Park & District Action Group (two submissions including one that provided over 200 individual objections that compromised of a signed standard proforma objection); Sunshine Progress Association; Community Environment Network; Mannering Park Progress Association; and Brightwaters Christian College.
- Individual Objections – 357 individual people objected to the proposal (some individuals made more than one submission)
- Greg Piper MP for Lake Macquarie submitted a letter of objection.

Feedback received on JPG Trinity Point Helipad Website – Whilst not part of the formal NSW DPE exhibition process for MOD 3, JPG established a helipad website to provide details of the helipad proposal as well as details regarding the environmental studies, consultation activities, fact sheets and a feedback form (<http://trinitypoint.com.au/helipad>). This process resulted in 3 public submissions which objected and requested further information. A direct response was made by JPG to these residents.

Matters raised are integrated into Table 3 below.

7.2.5 Media coverage about The Helipad

The Helipad proposal has featured in local and regional media coverage in the forms of news articles, letters to the editor and display notifications. Social media coverage has included postings and comments on JPG Trinity Facebook page.

¹⁰ Special Report of the Director Community Development to Ordinary Council Meeting 22 August 2016, Summary of submissions – Draft Trinity Point Plan of Management

A Table listing all media articles associated with the helipad, as well as the wider Marina/Mixed Use development, from early 2015 to 2016 is attached in Appendix 4. The articles about the wider development have been included so to give context and chronology around specific helipad coverage, which has only commenced in 2016.

Media coverage and key themes have included:

- Media articles – Media commentary regarding the helipad focused on details of the noise survey and were pitched as facts rather than specific commentary. There were many other media articles over the period which related to general Marina and Mixed-Use development which were a mix of ‘positive’, ‘neutral’ and ‘negative’ themes and tone. (see media coverage table in Appendix 4).
- Letters to the Editor – these comprised concerns about noise, amenity, process, safety, public access, community meetings, and perceived lack of adequate economic justification for the helipad. Positive comments included economic benefits, recreational opportunities and stimulation of the tourism industry (see media coverage table in Appendix 4).
- Display advertisements – JPG placed several adverts notifying about noise survey and the community open day.
- Comments on JPG Trinity Point Facebook page in response to posts regarding helicopter survey – received 91 interactions (86 likes, 3 loves and 2 ‘angries’) and 15 comments. Comments were primarily neutral to positive, with helicopter noise noted but not identified as a concern or an issue, and some expressing anticipation for the service (See extract in Appendix 1).

7.3 SUMMARY OF COMMUNITY PERCEPTIONS AND ISSUES

The following bullet points summarise the key community perceptions and issues arising from the above review of JPG community consultation, Key Insights’ consultation, community submissions and media coverage

(Please note, some of these concerns are based on information or assumptions that are inconsistent with advice from JPG (given also to community groups) regarding the specific elements of the project to be submitted, e.g. JPG will not be seeking 40 helicopter movements per day and there is no requirement for a permanent exclusion zone. Such assumptions appear to be widely assumed in community discourse about the project, including explicit inclusion in written information circulated by community groups at meetings and in presentations.

Negative perceptions or community concerns:

- Noise impacts on residential amenity
- Noise impacts on local wildlife and environment
- Loss of public access to lake from a perceived permanent no-go zone

- Deficiencies of the helicopter survey (wrong helicopter, wrong weather, didn't land or fully thrust), can't control flight path
- Health impacts from aviation fuels and 'spray'
- Safety risks from accident or fire
- Potential for disruptions to school lessons, especially for children with special needs
- Effects of downward thrust on water turbulence and waves
- Insufficient economic justification for helipad
- There are other air transport options easily available that will have less impact on local community amenity (e.g. fly into Lake Macquarie Airport)

Positive perceptions or community identified opportunities:

- Looking forward to "action" on the lake
- Brings different customers or residents into area – "big spenders"
- Increases connections with wider region, e.g. Hunter Valley
- Expect very little impact compared to Pelican rescue 24-hour helicopter service
- Possible use for medical emergencies.

7.4 SUMMARY OF COMPARATIVE EXPERIENCE OF HELIPADS

In order to build understanding of direct experience of helipad or helicopter operations in the Hunter, Key Insights spoke to 5 tourism resort operators (that host helicopter landings) and 2 helicopter operators that currently provide helicopter transport, including tourist transfers and day trips, in the region.

Discussions with tourism establishment focused on:

- Level of demand and types of clientele currently using (or wanting to use) helicopters in the Hunter region
- Direct experiences around helicopter landings– e.g. noise complaints, safety provisions, wildlife reactions, neighbours, operational procedures, impacts to guests
- The specific value of a helipad service to the tourism establishment (income stream)
- Relationships and interactions with helicopter operators.

Discussions with helicopter operators focused on:

- Level of demand and types of clientele currently using (or wanting to use) helicopters in the Hunter region
- Types of helicopters used for different purposes or demanded by different consumer groups
- Experiences with noise, odour, fuels, wildlife, safety and other risk
- Relationships with tourism establishments
- Specific discussion associated with the JPG noise survey (e.g. helicopter used).

Key findings from consultation were:

- There are a range of passengers, uses and destination – most trips are associated with tours from guests staying at the accommodation – demand is constant with capacity to grow.
- Helicopter landings ranged from 1 a month to 2 a day depending on the establishment.
- Facilities are used primarily by commercial operators who are considered very responsible by tourism staff – there is good communication and pre-planning, minimal disruption and the helicopters are “in and out” very quickly.
- Helicopters are important to business but not the biggest part of the business – difficult to quantify value but the business would notice if helicopters not there.
- Helicopter tourists on commercial services (e.g. lunch tours) don’t necessarily spend more, but people with private helicopters tend to spend more money.
- Noise has not been a problem – however some establishments noted they had few neighbours and typically lower density surrounding land uses.
- Many of the establishments had large populations of wildlife on site (kangaroos and waterbirds) who did not appear concerned about helicopters - “doesn’t bother them”.
- People with “big white boats” over 20m are most likely to use the helipad – experience from other marinas suggest these owners might also own their own helicopters – they also spend more money.
- Helicopters add a sense of specialness and prestige to the establishment – other guests are interested in the ‘comings and goings’ and many take photos.
- Noise associated with helicopters is not necessarily equated with the size of the aircraft – the sophistication of the technology is more important, as well as the way the craft is flown (e.g. various methods, speeds or trajectories to take off and land).
- The helicopter used for the JPG survey was selected for a number of reasons, including that it was not the quietest option – there was certainly no intention to cut corners.
- A helipad in that location would open up Lake Macquarie and it would meet tourist demand,
- It might be difficult to achieve the 8 movements a day due to constraints at landing site, such as limits to one helicopter on pad or limited spaces to stay overnight.

Details of individual discussions are included in Appendix 3.

7.5 PERCEIVED VERSUS TECHNICAL IMPACTS

Table 3 presents key perceived community impacts and concerns, compared against technical elements of the proposal as identified in proposal documentation, stakeholder discussion or expert reports.

Table 3 Perceived versus Technical Impacts

Theme	Perception or concern	Technical finding or impact
Number of helicopter movements	There may be 40 helicopter movements a day	<p>JPG is applying for approval of up to 8 helicopter movements daily (4 in / 4 out), and up to 38 weekly.</p> <p>It is possible that the misunderstanding has originated from information that JPG included on an Open Day board that detailed the upper limit of flights that the acoustic survey determined would be permitted before a specific noise threshold would be reached (which was 40 movements).</p> <p>It is understood that JPG's intention of including that information was to demonstrate the considerable gap between the numbers that JPG proposed (i.e. 8 flights) and the actual numbers that would be required to be flown to impact noise thresholds (40 flights).</p>
Poor methodology for helicopter survey	The survey used the wrong helicopter – the real helicopters that will be used will be bigger, louder and carry more people	<p>JPG has informed stakeholders that the acoustic testing for the helipad was undertaken based on the most common helicopter likely to use the helipad.</p> <p>Discussions with the helicopter survey operator affirm that considerable discussion was made about the choice of helicopter with the selection influenced by JPGs desire not to use the quietest or least intrusive helicopter and to not cut corners.</p> <p>Loading of the helicopter was calculated according to the specific mix of people, equipment and fuel being carried so to equate to a full load. For the survey, there were three people on board, a half load of fuel, helicopter safety equipment – with the load calculated for a full load.</p> <p>The acoustic test is only one component of the methodology and helicopters of all sizes have been factored into the testing.</p>
	The helicopter did not land or take off at full thrust	On the day of the acoustic testing, 3 landings on the Trinity Site (on land) were carried out, and a number of low-hovers over the proposed helipad sites were undertaken.
Experience of helicopter survey	Bonnells Bay school lessons were disrupted during the survey	<p>Discussions with Bonnells Bay School representatives (Principal and Acting Principal) identified that Bonnells Bay School was not affected by the helicopter survey. However, in order to fully investigate reported community concern regarding school disruptions, Key Insights also contacted Brightwaters Christian College which is located on Morisset Peninsula.</p> <p>Discussions with Brightwater Christian College confirm that the classrooms experienced 'disruption' from the</p>

		<p>survey (sound was constant, needed to close doors and windows), and that learning on the day was considered to have been temporarily affected, particularly for students with special needs. A key theme of the experience was the constancy of the survey noise, and a concern for student learning should the actual helicopter operations replicate the regularity and intensity of the helicopter survey.</p> <p>The Acoustic Survey shows the school is located immediately adjacent to one of the 7 key attended monitoring points for the helicopter survey (location 4) and therefore experiences at the school can be considered to have been duly captured and fed into analysis.</p> <p>Review of the acoustic report shows that the school will be located in close vicinity to the proposed northern flight path. However, it also shows that the movements experienced by the school in full operations by the school will be greatly different to those experienced during the survey</p> <p>Records from the acoustic report show that there were approximately 20 movements on Northern flight path within the 3.5-hour period of the helicopter survey. This is considerably greater than what will be allowed during operations (up to 8 movements allowed per day across ALL flightpaths, with a lower proportion anticipated on the northern path than the southern path.</p> <p>Brightwater Christian College has 26 children aged from Kindergarten to Year 6. Discussions with Brightwater Christian College will continue.</p>
	There was considerable disturbance to residents, schools and businesses under the flight paths of the survey	<p>As discussed above, Brightwater Christian College reported experiencing some disturbance from the constancy of the noise generated on the helicopter survey.</p> <p>JPG received 2 complaints about the helicopter survey on the day. It is also understood that Council received 2 calls (possibly the same complainants)</p> <p>Facebook comments responding to JPG's posting about the survey were either explicitly positive or neutral about the noise (e.g. could hear it but was not a concern).</p> <p>The constancy of the helicopter survey (which continued for over 3.5 continuous hours) will be different in quality and quantity to the schedule of the proposed helicopter service.</p>
	Helicopters need to circle at 1.5 kilometres from	<p>The Helicopter Landing Site (HLS) study analysed the seasonal wind data for the Lake, including analysing samples taken from July 1969 – 2004. It identified a</p>

	<p>the landing zone to view the wind sock to allow them to land into the wind and need to take off into the wind – this will mean that they need a wider flightpath than communicated, and will need to fly over residential properties.</p> <p>Or more simply, Wind directions mean that helicopters will require wide landing paths which will require flying over residential areas.</p>	<p>predominate southerly wind direction in all seasons and proposes two probable Paths considered achievable without overflying built up areas.</p> <p>The study found the second most prevalent wind direction appears to be from the North East, and identified a flight path to meet this wind condition that could be achievable without over-flying build up areas.</p> <p>The study also noted that there would be periods of no wind (calm) when helicopters can operate over water and in line with Fly Neighbourly procedures.</p> <p>The preferred flight paths and the ‘fly neighbourly’ methodology including noise sensitive areas to avoid where possible will be communicated with pilots as part of the prior permission protocol for the HLS operation, as with all planned paths it will be up to the pilot on the day to conform with these preferred flight paths as much as safety will permit</p> <p>The proposed flight paths to the south do not overfly resident areas below cruise altitude by 1000ft (permitted by air navigation procedures). The northerly flight path (Alternative Approach C) does overfly residential properties at the northern end of Bardens Bay and that forms part of the acoustic assessment.</p> <p>The flight tracks that have been nominated do not involve circling over residential areas for approach and departure, adopt fly neighbourly procedures and the use of flight paths are specified in the helipad operations.</p> <p>Advice in the acoustic report from the EPA indicates that regulation of all aircraft noise, even when it on the ground, is regulated by Air Services Australia not Council or the EPA. The Acoustic report has based its criteria on ANEF 20 which is a noise criteria based on socio-acoustic studies. However, the Acoustic Assessment expands its assessment to also consider criteria related to the existing acoustic environment of Barden’s Bay.</p>
Loss of public access to, or navigation of, large parts of the lake	CASA requires that the helipad requires a 3600m2 ‘no go’ permanent exclusion zone which will extinguish that part of the lake for community uses.	<p>CASA does not require the proposal to have a permanent exclusion zone, however there will be a requirement to temporarily restrict access to the helipad site for a 30m radius upon helicopter landing and lift off and there is a requirement for an additional cardinal marker adjacent to the pontoon.</p> <p>The Coastal report concludes that the addition of the helipad would not significantly impact the navigation of the lake, or ‘prejudice’ other lake users, especially in the context of the wider changes associated with the approved marina.</p>

Impact on environment and wildlife	Downward thrust will create waves and water turbulence which will affect lake life and sea grasses	<p>The Coastal report does not identify any impact from downward draft on the generation of local wave energy or impact. The 30m exclusion zone includes the area anticipated by aviation consultants to experience rotor disturbance.</p> <p>The Acoustic report says that helicopter noise is less likely to impact water life than boat noise, which is endorsed by the ecology report.</p> <p>The ecological report says that sea grass will not be affected by the proposal.</p>
	Air turbulence and noise will impact birds	Interviews from existing establishments suggest that birds and wildlife are not visibly affected by helicopters. Kangaroo populations grazing directly under helicopter landing paths have been observed to not be disturbed. Birds that have been observed to scatter quickly return (e.g. swallows in Mascot fig trees, lake birds in Hunter Valley). Addressed in the Ecological Report.
	Helicopter operations will pollute the lake	<p>There will be no re-fuelling on the helipad permitted.</p> <p>The Coastal Study prepared for the EA found a negligible likelihood of water quality impacts associated with spills or leaks of hydrocarbons from helicopters due to</p> <ul style="list-style-type: none"> a) there being no refuelling undertaken at the marina, b) safety checks for helicopters, including regarding fuel containment, are very regular and stringent, and c) fuel leakage would likely be identified during take-off or early stages of the flight and the helicopter would return to the airport rather than continuing to the marina. <p>To address residual, the report promotes management options including bunding the deck, providing readily accessible spill kits and a “first flush treatment” for the deck of the pontoon structure.</p>
Health and safety risks	Avgas will spray all over residential areas	Addressed in expert study.

	<p>There is a likelihood of a helicopter accident occurring.</p>	<p>According to CASA data, across Australia, there was 42 fatal accidents involving helicopters in the 10 years between 2004 and 2013. A similar statistic is that there were 37 helicopter accidents per million hours flown over the period between 2004-2012.</p> <p>Helicopters have been involved in about 28% of all general aviation accidents and 29% of all fatal accidents in the last 10 years. At the same time, they account for 14% of all registered aviation fleet and flew far less hours than aeroplanes.</p> <p>However, there is a considerable difference in accident rates for different types of helicopter operations or uses – for example, there were only 2.5 fatal accidents per million hours for charter helicopters compared to 11.1 for aerial work, 8.7 for flying training, and 37 for private/business travel.</p> <p>Helicopters used for aerial work (e.g. surveys, emergency, photography fire control, mustering), pilot training or private/business flying had a higher chance of accident.</p> <p>Flights by commercial operators had the lowest accident rates. Flights by private operators had higher, but not as high as those used for aerial work</p> <p>Minimising risks</p> <p>According to the Helicopter Landing Site assessment prepared for the EA/EIS, the smaller the landing site and the less known about the hazards presented by the obstacles and surface conditions, the greater the risk associated with its use.</p> <p>Landing risks are reduced when:</p> <ul style="list-style-type: none"> • the size of the landing area is greater than the minimum size • the pilot has access to accurate update to information about the site, and • there are sufficient visual information, cues and positional markings present. <p>The Trinity Point helipad is 400m² in surface area, an additional cardinal marker will be put in place, a comprehensive manual for operation will be developed and distributed, and regular direct contact will be initiated and maintained with pilots and operators, in the days prior the flights (when planning) right up until they are coming in to land.</p> <p>This is consistent with experiences of operators in the Hunter Valley establishments who report positive relationships and proactive communication with operators.</p>
--	--	---

	The more landings the more chances there are of an accident.	The CASA data report confirms that, across all aircraft, most accidents occur on departure or approach.
Impacts from downward draft	Downward draft will create large waves that impact lake and lake edge, including contributing to coastal erosion	The Coastal report does not identify any impact from downward draft on the generation of local wave energy or impact.
	Severe downwash will upset small craft	The Coastal report does not identify any impact from downward draft on the generation of local wave energy or impact.
Lack of economic justification	There appears to be insufficient economic rationale for the helicopter	JPG regards the inclusion of a helipad an important addition to the tourism options and service mix of the development and it is considered to add and enhance value in a number of ways. Whilst not directly creating employment or new income streams, a helipad is considered to diversify access, increase connectivity, strengthen benefits and enhance economic streams.
	The helipad is required by "investors"	The helipad is considered to increase the attractiveness of the development to commercial operators or partners for a number of reasons including increased access, profile, marketing options and prestige.
Other landing options	There are other options to "helicopter in" to the site, for example, landing at Pelican	<p>It is understood that helipad facilities are available to commercial operators as part of Pelican Aerodrome (Lake Macquarie Airport) at Marks Point/Belmont.</p> <p>Pelican Aerodrome is located approximately 45km/40 mins by vehicle to Trinity and a significant boat ride across the full breadth of the Lake.</p> <p>It is unknown if there is operating or commercial constraints regarding access for helicopter operators to the Aerodrome; however, landing at the Aerodrome and transferring by boat defeats the ease of access purpose of a helipad at the Marina and adds little to the prestige or sustainability of resort and marina facilities.</p>
Use by emergency rescue helicopter	The Helipad will be able to be used for emergency services landing – e.g. Westpac Rescue service	While the Helipad will not be restricted from use by emergency services, it is of smaller dimensions than that typically used for emergency services helicopters; any decision to use would be subject to individual pilot or service discretion.
Downwash	Downwash will be a nuisance,	According to the HLS study, the downwash from a charter helicopter may cause movement of loose items

	including for people on boats	<p>if they are not secured prior to flight operation, and CASA guidelines state that no person is to be within 30m of the closest point of a hovering or taking helicopter except those required to be there for its safe operation or who have been trained in safety procedures.</p> <p>As such, there will be planned 30m safety and rotor management area, and a procedure to ensure the one is clear the exclusion zone is free of watercraft.</p>
--	-------------------------------	---

7.6 LAKE MACQUARIE CITY COUNCIL SOCIAL IMPACT RESPONSE TO MOD 3 APPLICATION

LMCC's Coordinator Social and Community Planning made a Social Impact Referral Response in relation to the MOD 3 Application, in December 2016. Key Insights has met with the Coordinator in 2018 and used the inputs to strengthen this current SIA update. The following clarifications are made in response to Council's inputs:

The Character and Nature of the Area

Council's position that the area is predominantly an aging community *"as the suburbs are attractive to the 'sea changers' who are looking for the quieter, relaxed lifestyle, which offer outdoor / recreational activities"* is not entirely supported by the demographic data where we see a median age of 42 and 20% growth in the population of Morisset Park, accompanied by strong growth in the numbers of families settling in the area. **In Morisset Park (Census 2016) children aged 0 - 14 years made up 19.6% of the population and people aged 65 years and over made up 16.6% of the population.** Morisset Park does have a higher proportion of residents over the age of 55, when compared to NSW. It also has a higher proportion of children between 0 and 9 years of age; which may be an indicator of longer term demographic change in the area. (See Table 2 in Section 6.1.1)

Even with the high rate of population growth, the area appears to maintain its quiet lakeside ambience. Council's contention that *"The proposed helipad will significantly affect the character and nature, and impact on the broader community (all the suburbs on the peninsular)"*, is contested. The flight path of the proposed helipad is not over all suburbs of the peninsular. 8 movements a day is not significant, and the assessment of the acoustic expert must be relied upon. The flight path will vary depending on wind conditions and will only occasionally track over Morisset Park itself. Any noise impacts are likely to be highly localised (refer to Acoustic Report).

The Helipad and Benefits

Council contends that *"... the potential benefits of the helipad will be felt by a select few people, who are not members of the local community ..."* and that *"... the proposed helipad is non-*

essential infrastructure for the marina and tourist facility". These concerns are echoed in submissions from people who are active in their opposition to the helipad.

These claims are contested. Firstly, it is the owner and proponent of a business that is best able to decide what is essential to maximise the performance of that business. Primary comparative research with other helipad operators conducted for this SIA suggests that:

- Helicopters are important to business but not the biggest part of the business – difficult to quantify value but the business would notice if helicopters were not there.
- Helicopter tourists on commercial services (e.g. lunch tours) don't necessarily spend more, but people with private helicopters tend to spend more money.
- Noise has not been a problem – however some establishments noted they had few neighbours and typically lower density surrounding land uses.
- Helicopters add a sense of specialness and prestige to the establishment – other guests are interested in the 'comings and goings' and many take photos.
- A helipad in that location would open up Lake Macquarie and it would meet tourist demand,
- It might be difficult to achieve the 8 movements a day due to constraints at landing site, such as limits to one helicopter on pad or limited spaces to stay overnight.

Further there has not been a cost-benefit analysis of the helipad operation as this is deemed a highly speculative approach to take for a small component of the business.

Secondly the potential benefits, although not fully quantified, will have positive impacts beyond the few who are able to fly to the resort. These include jobs associated with the helicopter flights both locally and in bases in Sydney, jobs associated with the tourist development itself as the helicopter is able to strengthen the local business and the possible benefit of bringing more people with high disposable incomes to the area who may use other services, facilities and tours throughout Lake Macquarie and the Hunter.

Brightwaters Christian College

Council states that "... *Of particular concern regarding the proposed helipad, is the significant impacts on Brightwaters Christian College*".

These potential impacts are acknowledged and discussed in this SIA, and particular attention has been paid to addressing risk and developing a communication mechanism with the College in the Community and Stakeholder Engagement Plan (Appendix 5).

This SIA contests the claim that the impacts on the College would be "*significant*" and relies on the acoustic assessment to reach this position.

Trinity Point Reserve and Community Values

Council has expressed a concern that “... *no information is provided in the SIA as to how these values are to be considered, or when they are to be considered.*” This is a fair point as the assumption has been made in the SIA that preservation of the lakeside ambience of Trinity Point Reserve is critical to the unique offering of the tourist resort and therefore both the business and the local community will work towards that end. Attention has been paid to monitoring and communication on this, and other issues, in the Community and Stakeholder Engagement Plan (Appendix 5).

Community Support for the Proposed Helipad

There has been some support expressed for the helipad and it is not entirely related to emergency services (we note that the helipad has not been designed to specifically cater for emergency helicopters and this is not promoted as a benefit of the proposal by JPG). Support also highlights the contribution to the local tourism market and support for a high-end marina and tourist offering.

While there has been a consistent campaign against the helipad in the local community, there has also been a very low response rate from the catchment which has been sent mailouts on this proposal by JPG.

8. IMPACT ANALYSIS

The following impact analysis, presented in **Table 4** Social Impact Matrix, draws all the inputs from this SIA Study above to respond to specific social impact considerations identified in Lake Macquarie's Social Impact Assessment Guideline document. It includes consideration of mitigating measures.

8.1 SOCIAL IMPACT MATRIX

Table 4 Social Impact Matrix (based on Lake Macquarie Council Social Impact Assessment Guidelines)

Social Condition	Potential level of impact (with mitigation)	Significance / comments	Recommended mitigations / enhancements
Population change	LOW	<ul style="list-style-type: none"> The helipad will not directly introduce new residents to the area nor change the demographics of the existing local or wider Lake Macquarie residential population. Any population change associated with Trinity Point has been considered as part of wider planning and approval processes. 	nil
Accessibility	HIGH	<ul style="list-style-type: none"> The helipad will provide an additional and alternative transport option for visitors and residents to Lake Macquarie and increased and diversified connectivity to regional areas, attractions, markets and assets. There is some concern from the local community regarding the permanent loss of access to a large area of the lake immediately adjacent to the helipad. This contrasts to the actual technical requirements for the proposal which requires a smaller area that is only temporarily restricted (restructured only during take-off and landing). The exclusion zone will be temporary will comprise a 30metre radius area, which includes making sure there are no pedestrians on the Marina walkway during times when helicopters are operating from the helipad site. The helipad is not considered to impede other forms of transport or decrease accessibility in other modes or areas. 	<p>Communication to community around temporary restrictions, including reasons for restrictions (e.g. safety)</p> <p>Clear operational systems and procedures</p> <p>Proactive communication with helicopter pilots to ensure best possible planning around landing times.</p> <p>Clear expectations, and enforcement of rules, for private operators</p>

<p>Local amenity</p> <p>Includes noise</p>	<p>MID</p>	<ul style="list-style-type: none"> • Noise impacts from the helipad have been modelled to be below acceptable levels as measured by the EA/EIS acoustic study. However, as the perception and interpretation of noise is a particularly personalised impact, and influenced by a range of subjectivities and sensitivities, it is possible that some people may experience noise as more of a nuisance, and feel more impacted, than others. • There has been considerable community interest in the noise components of the helipad and it will be important that it doesn't divide community members and potentially impact upon local community use of the facility should it be approved. • Brightwater Christian College has reported experiencing a disruption to classrooms during the noise survey – however it is noted that the quantity and quality of the regular helicopter service will be less intense in terms of frequency of movements than that experienced in the survey (less constant noise, fewer flights, and more targeted flight paths). • It is probable that some community concern has been based upon some inaccurate information or misunderstanding around key aspects of the helipad proposal, most notably a considerable difference in the number of flights intended by JPG and the amount of lake space that would be required in an 'exclusion' area, as well as the methodology of the helicopter survey. • Visual impacts have been assessed as low to medium, with medium impacts confined to close range views from the waterway and visibility of movement of aircraft. The helipad has been found to not cause significant view loss, is not visible from any roads, and is considered compatibility with the approved marina development. • There are not anticipated to be any specific odours associated with the helipad or its uses • There is not anticipated to be additional road-based transport or congestion created by the proposal. 	<p>Implementation of "Fly Neighbourly" protocol and procedures.</p> <p>Similar to above regarding community communication, operator relationships, attention to flight paths, and expectations around private operators.</p> <p>Further discussion and monitoring with Brightwaters Christian College</p>
--	-------------------	---	---

Crime and Safety	LOW	<ul style="list-style-type: none"> The HLS study identified risks associated with the aircraft operation to be: helicopter accident, fuel spill, fire/explosion, structural collapse, and deck or locality fire. The study identified the risks as “extremely rare” with risks further decreased by the proposed management mitigations proposed. Helicopters will not be stored on site or overnight or require additional security measures, or alternatively, helicopters staying on site overnight will be subject to specific security measures. Some community concern has been expressed regarding the potential for a helicopter accident and resulting fire, building damage or loss of resident life. Findings from the HLS indicate that the chances of an accident are reduced by sufficient size of the helipad, appropriate visual context and the pilot’s access to accurate, up-to-date information about the site, all of which is addressed in the helipad design and proposed operational guidelines. There will be a temporary restriction zone to protect public safety during take-off and landing, although it is noted that this zone will not be permanent or impinge on public access beyond take-off and landing. 	<p>Community consultation around temporary restriction zone and best ways to implement for minimal community disruption and risk,</p> <p>Consultation/communication to include reasons for zone, ways to communicate to community that the zone needs to be enforced (operational procedures), risks to community (e.g. if zones not adequately enforced or people do not adhere to zones), ways of managing the zone (fines etc.).</p>
Public Health	LOW	<ul style="list-style-type: none"> Some community concern has been expressed regarding health impacts of AVGAS and other fuels that might be released by helicopters whilst in flight or on landing. There will be no fuel stored on-site or re-fuelling undertaken on the helipad. Some community members have noted the potential for mental health associated with helicopter noise. The impacts of helicopter noise on individuals has been identified as a particularly subjective type of noise, with a range of social and personal contributing to the way in which it is perceived and interpreted. As such, it is possible that some people will find the helicopter noise different degrees of nuisance and annoyance, according to pre-existing subjectivities and sensitivities. 	

Community Services and Facilities	MED	<ul style="list-style-type: none"> • The Helipad will not contribute to population growth or demographic change beyond that identified in the approved Concept Plan and is not anticipated to put further stress on existing community services or facilities. • The helipad diversifies the recreational and tourist connectivity options available to visitors and residents. • Potential impacts of the helicopter flight path to impact on sensitive community receivers such as schools and hospitals were assessed, with no impacts identified for specific concern. Brightwaters Christian College is located near the northern flight path and experienced some disruption from the constancy of noise during the helicopter survey, especially for students with learning needs. There will be considerably less flights during operations than there were during the survey exercise. • The helipad will be operated for commercial uses by a private operator and is not intended for use as a community service or facility. However, it has potential to be used by emergency services subject to pilot discretion. • The helipad requires a clearance zone of 30m radius however this is only temporarily required during take-off and landing and not considered a permanent loss of access to public space in the Bay which might otherwise be used for community and recreational uses (such as fishing). It may however create some nuisance or annoyance, and has potential for public safety issues should protocol not be able to be duly enforced. • The Trinity Point reserve has recreational and social values that are protected by Management Plan. 	<p>Communication with Brightwaters Christian College during planning.</p> <p>Discussions with Brightwaters Christian College of movements on northern flight path.</p>
Indigenous Heritage and Issues	LOW	<ul style="list-style-type: none"> • There are significant cultural and heritage values associated with the land at the wider development and wider Marina development has a comprehensive plan of management in place to protect and enhance those places. • It is understood that there are no additional sites or impacts relating to Aboriginal or European heritage arising specifically from the Helipad. 	

		<ul style="list-style-type: none"> • Consultation with Aboriginal stakeholders did not identify concerns specific to cultural issues. 	
Environmental values	LOW	<ul style="list-style-type: none"> • There will be no dredging or removal of marine sediment required. Minor disturbance to bed sediments may occur during pile driving of the four telescopic piles that will support the helipad, however the sediments are not contaminated. • The helipad represents an approximate 2% increase in the Stage 1 marina footprint, and 1% footprint of the final marina footprint, and sits at a similar level in the water to the approved Marina. As such, the helipad is consistent with the hydrodynamic modelling of the approved marina and there are no identified impacts to water quality • The environmental assessment found that the helipad will not impact fauna or flora during either the construction or operational phase, especially when viewed in context of changes associated with the wider approved marina. The assessment included investigation of potential impacts associated with noise, wind turbidity, shadowing, construction, pollution and downward draft. 	
Economic Trends	MID	<ul style="list-style-type: none"> • The helipad will strengthen the overall economic value of the Marina and Mixed-Use development by increasing its attractiveness to investors, diversifying its potential customer base, improving access and connectivity to regional assets, and increasing its marketing value as a prestige destination facility, with flow on effects for local and regional employees, business partners and community. • It is not anticipated to create additional specific jobs beyond the 5 projected for delivery by the approved marina, however it is considered to strengthen those jobs by its increased value to investors and leases. • Other impacts may include increased stimulation of high end tourism market by way of increasing prestige property and associated value of the local area. 	
Housing	LOW	<ul style="list-style-type: none"> • The helipad will not deliver additional housing or increase the number of people requiring residential housing in the area, and therefore is considered not to impact housing needs or housing supply in the area. 	

Groups with particular needs	LOW	<ul style="list-style-type: none"> The helipad provides wider options for visitors to access Lake Macquarie and the wider region. It also increases the options for permanent residents who may have business in city centres and reside in Lake Macquarie area. It allows options to widen the scope of key note speakers or guests at conferences, business or social events, with benefits for the specific interest groups associated with those events or activities. Students with learning needs at Brightwaters Christian College have been identified at risk of learning disruption if helicopter noise similar in constancy and intrusion as the helicopter survey – discussions with school will continue as the proposal progresses. It is possible that the helicopter may increase access for some groups for which driving or other forms of transport might not be available, for example people with a specific disability, although the high cost of this form of transport is noted in terms of impacting affordability. 	<p>Continue discussions with Brightwaters Christian College.</p> <p>Potential school programs around helicopters</p>
<p>Sense of Place</p> <p>Community Identity</p>		<ul style="list-style-type: none"> The visual assessment for the proposal found the helipad to be consistent with the changing visual character of the lake and the visual compatibility with the approved marina was found to be high. The helipad was considered acceptable in the context of the “destination development of distinctive character”. The helipad is not expected to impact on local landmarks (it may itself become a landmark). There is some potential for helicopter noise and increased activity to impact on the ‘sense of place’. For some community members and this may be positive or negatively perceived. While some have expressed concern about changes to the local space (letters to the editor, community meetings, objections), others note the helipad with positive anticipation in terms of increased activity, options and stimulation of the local space (JPG face book page). The helipad needs to be considered in light of the changing character of the local area and increased activation of the local space. Community values of the Trinity Point Reserve to be considered. 	Implement a community engagement strategy.

Community cohesiveness Community and cultural wellbeing		<ul style="list-style-type: none"> • The helipad has attracted strong community interest and there are strong opinions in both support and objection to the helipad proposal with objections from local residents the most vocal. • While there is considerable support for the helipad within the context of the wider development, and it is considered that misinformation regarding flight numbers and no go zones have contributed to community concern, it is possible that some community dissatisfaction and 'distrust' of JPG will remain regardless of development approval - with a negative social impact for both the development (decreased commercial viability) and the community (community tension and mistrust). • It is the responsibility of JPG to ensure fair and accurate information, and community representatives to facilitate accurate and representative transferral, so an informed and meaningful discussion can take place. 	Ongoing communication and engagement strategy to ensure community has access to accurate and up to date information, and a clear mechanism by which to clarify questions or concerns.
--	--	---	---

8.2 LIKELIHOOD, SENSITIVITY, EXTENT, DURATION AND SEVERITY OF IMPACTS

The 2018 Review of submissions for the MOD 3 Application to Concept Approval 06-0309 and update of the SIA uses the new NSW Department of Planning and Environment's SIA Guidelines¹¹ to present the issues outlined above in Section 8.1 in a more detailed predictive manner.

Identified Social Impact	Likelihood / Sensitivity	Extent	Duration	Severity
From Community inputs	<p>Is the perception of social impact real or likely?</p> <p>Are particular groups more vulnerable or sensitive to the impact?</p> <p>Is adaption possible over time?</p>	<p>Geographic Extent.</p> <p>Number of people potentially affected.</p>	When the impact will occur and over what period.	<p>The intensity of the potential impact on the social environment.</p> <p>Whether the impact is acute or chronic.</p>
Noise	Considering the Acoustic Report, Flight Paths and controlled operating hours, it is not likely that there will be significant noise impacts.	Noise impacts, when they occur, are most likely to be experienced by near neighbours in the Morisset Park suburb and on boats in the near vicinity of the Marina. It is highly unlikely that impacts will extend beyond near	Noise impacts will be experienced primarily in the immediate vicinity for short periods of time to a maximum of 8 times per day.	Given the findings of the acoustic study and the limited operating hours, it is unlikely that noise impacts will be severe.

¹¹ <http://www.planning.nsw.gov.au/~media/Files/DPE/Guidelines/social-impact-assessment-guideline-2017-09.ashx>

	<p>Local schools require ongoing communication and monitoring (CSEP).</p> <p>It is likely that near neighbours will adjust to any noise impacts over time.</p>	neighbours because the flight path is usually over the Lake.		
Local Amenity	<p>The local community is concerned that noise will impact negatively on amenity. As above, the acoustic study and limited operation hours render this concern unlikely to be realised.</p> <p>There is some excitement attached to seeing helicopters, particularly amongst children. Equally some local people will not welcome the visual impact of helicopters in the vicinity. It is likely that visual impacts will be normalised over time.</p> <p>No odour impacts anticipated with the helicopter operations.</p>	<p>Noise impacts, when they occur, are most likely to be experienced by near neighbours in the Morisset Park suburb and on boats in the near vicinity of the Marina. It is highly unlikely that impacts will extend beyond near neighbours because the flight path is usually over the Lake.</p> <p>The helipad will contribute to amenity impacts along with the boating community to a small extent.</p>	Noise impacts will be experienced primarily in the immediate vicinity for short periods of time to a maximum of 8 times per day.	Given the findings of the acoustic study and the limited operating hours, it is unlikely that amenity impacts due to noise impacts will be severe.

Safety	The risk to public safety from helicopters has been assessed as extremely low (HLS Study).	The geographic extent of this unlikely impact is along the flight path from Sydney to the Trinity Point Marina.	During Operational times.	Highly unlikely, however the consequences of an incident may be high.
Economic Benefits	It is likely that the helipad will contribute to the business performance of the Trinity Point Tourist offering. This adds to the performance of the business and its ability to sustain employment for local people.	Direct employment impacts of the helipad will be small and localised; however, the performance of the overall tourist offering of Trinity Point will be felt throughout the region.	Economic impacts will occur during construction of the helipad and for the life of the project.	Direct economic impacts are likely to be small but valuable to the tourist and marina business (based on research with comparable operations).
Community Cohesiveness	<p>The helipad proposal has galvanised some strong opposition locally. It is the assessment of the SIA that this will abate over time with the responsible operation of the helipad facility.</p> <p>Older residents who live near the proposed marina appear to be the ones potentially affected by this proposal.</p>	Limited to the local suburbs of Morisset Park and surrounds.	Impacts on community cohesiveness are strong during the project assessment and are likely to diminish significantly once the helipad is operational.	Impacts on community cohesiveness for Morisset Park and surrounding suburbs are not assessed to be severe.

9. CONCLUSION

This social impact research finds that the proposed helipad will add to the viability of the Trinity Point tourism development and that the expressed fears of the local community are unlikely to be realised based on the expert studies prepared for the EA and EIS.

The potential positive social impacts of the development are:

- Diversification of client and recreational streams
- Increased connectivity and access options between the Lake, Sydney and the Hunter
- Enhanced economic benefits flowing from improved investor confidence in attractiveness and viability development
- Flow on effects to tourism locally and regionally, with increased connectivity to the Hunter Valley and increased spending from new customers. (doubles up)
- Economic benefits associated with jobs during the construction stage

The potential negative social impacts of the development are:

- Noise during construction and operation, especially for those closest to the site or with homes associated with flight path.
- Potential for disruption of learning at Brightwaters Christian College
- Temporary restrictions if a small area of lake to public access during take-off and landing
- Potential for ongoing community ill will and poor relationships leading to compromised usage of the facility by local people and associated impacts to community cohesiveness and economic stimulation.

9.1 RECOMMENDATIONS

In order to maximise the potential positive social impacts and mitigate the potential negative social impacts the following recommendations are made:

1. Continue to develop and implement the Community and Stakeholder Engagement Plan (CSEP) as a communications and social impact monitoring tool for helipad operations. (CSEP is at Appendix 5).
2. Public access and safety – adhere to safety management procedures.

Recommendations have been refined in 2018 in response to submissions received by the NSW Department of Planning and Environment during the public exhibition of the MOD 3 Application to Concept Plan Approval 06-0309. Social impact mitigations are primarily addressed through meeting the environmental standards and implementation of the CSEP.

APPENDICES



APPENDIX 1: RESPONSE TO NOISE SURVEY FACEBOOK POST

Trinity Point Facebook Post – 29 May 2016

"The helicopter conducting noise testing at Trinity Point. Johnson Property Group has proposed a helipad as a component of the Trinity Point Marina and Mixed-Use Development."

RESPONSE

To date (30/08/2015) - 91 people have 'reacted' to the Facebook post - comprising 86 likes, 3 loves and 2 'angries'

Comments (all received 29 and 30 May) within immediate timeframe of survey

- I was at Trinity Point during this test, inside the house--was aware but wasn't bothered by it. It went on for several hours. In the real world, it would be very different as there would be only the occasional landing and take-off. I personally like the fact that if someone needed to be transported in a medical emergency, it would be close and quick.
- I wasn't home but my hubby was and said it was quite noisy. We are all for it but there would definitely need to be a limit on the hours of use and the number of trips done daily.
- I live adjacent to the development and I can't say that it was overly noisy. I knew it was there of course but it wasn't that bad.
- Was home in Windermere park with my two year old, all I heard was her screaming "Helicopa. Helicopa" for the duration but wasn't bothered but the flight path. In reality, they're not going to fly over every five minutes...right?!
- That was our concern. One day will someone see it as a money-making venture and start running joy flights???
- Didn't upset us or our animals, even the birds didn't worry. Nice to know WestPac helicopter can come in to our area feels safer.
- Wondered what the helicopter was doing.
- Saw it fly over our house many times...was wondering what they were up to...
- Yep we live across the lake on the flight path and no issues whatsoever... Like the action
- if it was one of your relatives I'm sure the noise would be tolerated.
- Couldn't hear a thing
- I did but it wasn't too bad.
- Love the sound =\$\$\$\$\$.

APPENDIX 2: NOTES FROM COMMUNITY MEETING

Summary Notes

Melissa Kilkelly from Key Insights attended the Community Meeting.

- Community Meeting – Bonnells Bay Hall, 5 July 2016, 5.30-7.30pm
- 100 people in attendance, 75% estimated over 50 years.
- 2 key speakers, Tom and Irene Bates
- Also spoke: Greg Piper, Cr Laurie Coughlan, Cr Kay Fraser,
- Cr Rosemarie Dawson in crowd but left early.

Key Points

1. Discussion of EIS process (with input from Councillors)
 - EIS not lodged “for various reasons” (therefore information “not made public”) - DA stalled with Council, without Community Consultation - being submitted to Planning to be tested for merit, and then will come back to council if it has merit.
 - JPG want it assessed under old LEP - lodged proposal 10 weeks before LEP was gazetted – (not well received by crowd) – councillor advised it will be ‘determined’ under old LEP, but decision will ‘consider’ new LEP (crowd - ‘sounds like bureaucratic double speak to me’)
 - Councillors pushed to pick a side – they advised that they have historically been opposed – advised new LEP reflects Council views – unable to say much now without seeing documentation.
 - Election will be in September, plus possible amalgamations. Might not be going to be determined by this Council anyway.
 - Greg Piper opposed – “unreasonable” and there are other options – prepared to tell Minister so.
 - Community only gets 30 days to review – wade through 100s of pages of plans - JPG has had 2 years to prepare - community “clearly have a disadvantage”
 - Will have another meeting when DA available
 - Lack of confidence in PAC – not impressed by previous experiences - will they come and listen to the helicopter?

2. Issues as raised by attendees

- Helicopter movements - “up to 40 movements a day” – noise and safety not acceptable
 - Acoustic report (and promo material) advised that “Up to 40 movements today could be achieved and be within noise criteria” – JPG can’t guarantee won’t occur
- Helicopter Study – lots of deficiencies (“sham”) - likely to get a peer review – issues include
 - Use of single engine Squirrel helicopter when it can be expected to be a twin engine – (twin engines in documents lodged and is common sense; i.e. number of passengers, economic viability, luggage room)
 - Did not land or come close enough to land, and therefore employ full thrust to lift
 - Was not fully loaded
 - Was undertaken on a fine day – should have been taken in worse winds
 - Was undertaken 9am on Monday – people at work.
- No Go Zone - sterilisation of bay area for other users (no-go zone adjacent to marina in bay)
 - 80m x 80m representing 6,400 sqm of Bardens Bay – why should one person have that access?
 - Trying to get another 30% of space (slide superimposing no-go zone over marina)
 - Manly/Warringah successfully stopped a helipad on the beach due to support from their council – main issue was that it stopped access for public – pressure for Council to oppose
 - Fishing – several commented that the no-go zone will affect fishing - “The noise will frighten my Jew fish”
- Safety
 - Avgas sprayed everywhere, and diesel
 - Risk of crash, 5 recent crashes, 90% of crashes on land/lift off
 - Higher chances of a ‘prang’ with increased landings
 - Long distance to travel for emergency transport

- Safety documents lodged by JPG documents say 'call 000'
- Economic feasibility doesn't make sense
 - Too much of a risk to investors if it is all reliant on helicopter – 'frankly unbelievable - no economic justification at all given - must be something more at play'
 - Other options for transport make more sense – different sites for helipad, or use aero pelican at Belmont
 - Acknowledgement that economic risk worn by developer, but amenity is legitimate concern for community (Piper)
- No benefits to the community – transportation will NOT be offered.
 - Community gets: no-go zone and safety issues
 - Developer gets: 6500sqm extra space, tourists and investors.
- Draft Plan of Management for Trinity Point Community Land on exhibition – mixed views:
 - some said not good, no community access that is independent of marina, favours developer and that developer should not be able to write it themselves – disappointing that public land being used for developer – council 'handing it over' to developer
 - one said that report was good, was undertaken by Council and had lots of community access, and to make sure to check it out for themselves
 - discussion that JPG should contribute to restoration of baths – ideal location for low scale picnic facility for general community
 - Councillor said she would extend exhibition period by 2 weeks.
- Impacts to wildlife – already 'hugely' affected by development, birds will be affected by helicopter (sea eagle/osprey/powerful owl)
- Tourism – area already experiencing impacts from people coming in to see kangaroos in hospital grounds

Other comments

- JPG told people that it was the Council that "made him do it" – he only wanted houses (Greg Piper later explained Lifestyle 2020 and its identification of tourism/commercial opportunities)
- JPG 'donated' \$750k to the RMS – needs to be considered (Greg Piper later explained likely to be S92 contributions)

- Casuarinas in study – no longer exist – situation is different - cutting down trees affect noise impacts and erosion control
- Professional sailor – worldwide travel – ‘never seen another marina with a helipad in it’
- Drawing upon knowledge of key people: person who “trains helicopter pilots”, ex Qantas pilot, ex-navy person.
- Vote taken – ‘consensus’ to oppose helipad
- Presentation to be sent out by email and will have another meeting after DA lodged

Note that there was no invite extended to the meeting to submit questions for the EIS process despite this offer having been made by JPG prior to the meeting.

APPENDIX 3: STAKEHOLDER INTERVIEWS

Resort establishments with helicopter facilities

<p>Chateau Elan Pokolbin (the vintage)</p> <p>Front Office Supervisor</p>	<ul style="list-style-type: none"> • Has helicopter landing facilities on site. • Mostly used by commercial tour operators, primarily Slattery and private charters, plus some privately owned. • About 2 helicopters in/out per day • 90% are guests who charter a flight for a scenic, other 10% are those arriving at the resort. Those arriving are not necessarily people who wouldn't have come anyway – many have been at the resort at some point before. Rarely used by local residents although it has happened - only for returning from Sydney, not a general two-way commute. • Helicopters arriving at the resort usually sit about 3 people excluding the pilot. Special permission needs to be organised for the “bigger ones”, rare although that does happen. Helicopters can stay overnight but usually live at the operator site or Maitland aerodrome • Good relationships with operators – operators are really responsible - open dialogue – usually call and say how many coming through – and give good notice – private operators will sometimes leave it a bit late and also sometimes just try and find a spot to land • Helicopter services is a big part of business – but not the biggest – other aspects contribute more (e.g. the spa) - but would notice if it stopped. • People coming into the resort on a helicopter tour don't spend particularly more, but the ones coming in on private helicopter 'drop a bit of money'. • Private helicopter people are often on the golf course circuit – they go up and down the coast playing golf. • There are a number of private residences on site – no complaints since Tim has been there – 2.5 years • Only problem identified was identified internally (i.e. from staff member) who noted a private operator coming in on a different path than typically used with more potential for impact to residents • Noise is not a problem – helicopter produces about the same noise as a strong wind - 2 minutes and then it's gone - takes 30 secs to come down and with engine immediately turned off – (on tourist flights nobody can get out with blades running – loudest part is on lift off but only lasts 30 secs than gone. • Only takes a small amount of time to prepare area – restriction only for take off and land. • No safety issues to date • No problems with smells or gases • No problem scaring wildlife – about 70 kangaroos that live on the property and they don't notice it – goes “right over their heads” on some flight paths. • Resort has trees and buildings around - noise “might be different” on open water.
--	--

	<ul style="list-style-type: none"> • Helicopter landings managed by range of people, including interviewee.
<p>Cypress Lakes Country Club</p> <p>Golf Operations Manager</p>	<ul style="list-style-type: none"> • Helicopter lands on golf course at Country Club – landings managed by Golf Operations Manager (interviewee) • Operators give notice a day before and club makes sure someone there to organise and meet • Incoming flights ranges from 1 a month to a dozen a month • Mostly commercial operators - Slattery– high 90% are guests chartering scenic flights, a few arrivals to stay at the hotel but not many • Operators are responsible • No noise complaints since been here (2013) but very isolated here– no residential neighbours – neighbour is the Hunter Valley Gardens who also has lots of helicopters – mostly commercial premises operating between 9am and 5pm. • Guests range from 0-500 depending on season • Noisiest at landing when hovering for somewhere to land but it all happens very quickly – they don't stick around for long. Most stay off site, but somebody has left one here overnight once • No smells or gases • Probably makes a bit of a positive difference to people's choice to stay – is definitely an attractant for the club • Definitely adds a sense of excitement – golfers are always taking pictures of the landing – everybody is always very interested to see who's coming in • Don't know about birds, but quite a large population of kangaroos on site – they not very interested in it when it comes in • Doesn't take long to prepare landing space – all goes pretty smoothly • Have had people arrive for conferences by helicopter • Conference organisers will often organize a helicopter flight as an award or prize – happens a lot • Helicopter landings managed by Golf Operations Manager (interviewee).
<p>Cedars Mount View</p> <p>Owner</p>	<ul style="list-style-type: none"> • Cedars view is a small property - 5 units catering to 12 people • Helicopters land on the property in no set pattern - could be once or twice on one Sunday and then none for a month. • Helicopter tours are most popular package • Have had people arrive by helicopter – once they had to turn away 5 helicopters (arriving at same time) because the units were full • People like watching “the choppers coming” – adds interest • Only really hear it for a short time – see and hear it coming, but can also hear commercial planes • Have a lot of wildlife on site and doesn't appear to affect them - lots of ducks on the lake – doesn't seem to stress them • No noise complaints but there's no residences for 1km so nobody nearby • Hunter Valley Gardens might have had some problems with noise – were doing joy flights – were going up and down quite quickly.

Anchorage Marina Marina Manager	<ul style="list-style-type: none"> • Anchorage Marina is now separate to the resort – separated a few years ago. • The resort used to have helicopter facilities but not anymore – there is now a building on that space instead. • Helicopter facilities used to work well - added a sense of prestige. • Some hotel guests didn't like it because of the noise. • People using the marina are interested in helicopter tours – we now just refer them straight to tourism centre • There's a helicopter company about 3km away. • Used to have his own business on the lake a while back – people would helicopter down from the wineries, go on a boat tour, and then limousine back to the winery (or vice versa). • Some people might not like it because of noise and tall poppy syndrome, but if a Marina can get a helipad it's a good thing for the business – adds value in terms of prestige and the types of people using the helicopters spend more. • John Singleton would come in and spend a couple of thousand on lunch for a few hours. • The big white boats *are the ones that will be interested in a helipad – owners might have their own helicopter – if doesn't have space for those boats then might not be viable. • Not sure why the Anchorage Resort stopped the helipad – unlikely to have been a proper helipad at the time. • Westgroup own the Resort now.
---	---

Commercial helicopter operators

Slattery Owner	<ul style="list-style-type: none"> • Commercial service operating primarily in the Hunter region. • Main clientele are guests staying in the Valley and booking weekend tours– e.g. helicopter lunch tours. • Trinity Point would also have people from Sydney. • Have taken a few people from Sydney to Belmont - 2-3 clients. • There is going to be commercial helipad facilities at Pelican associated with the Rescue Helicopter. • In terms of noise, Westpac emergency service is going to be a nightmare – large helicopter, going 24 hours – different to Trinity Point. • Slattery has range of helicopters - 3 out of 4 customers pick the squirrel. • JPG survey picked squirrel for a few reasons - quite intent on using the right plane – didn't want to use the smallest or quietest. • Survey mixed it up and really pushed it. JPG certainly didn't want to go easy on it. • Load was calculated for full load equivalent of approximately 430kg – had 200kg of people (3 people) and 220kg of fuel, plus fire gear and other equipment. Helicopter loads are adjusted according to the amount of people, luggage and fuel, for example, if there were 5 people on board, the load might be adjusted with less fuel, or if full of fuel it would only take 2 people. • Helicopters are loudest on approach or land – for survey, hover sat for 30 seconds
------------------------------	--

	<ul style="list-style-type: none"> • Safety – we tend to only fly 1000 foot over built up area – 500 foot – apply a work safe method and have a copy of helipad register. • Don't believe that bigger twin engines will be used for that site – not the demand by clients and not many available for charter - most pick a smaller machine • Some bigger helicopters are quieter than smaller ones - more to do with technology than size.
Sydney Helitours Chief Pilot	<ul style="list-style-type: none"> • Sydney based helicopter company, largest in Sydney • Runs corporate transfers, scenic tours, lunch tours, day tours and private charters, air work (e.g. photography) and marine transfers • Predominately 'high end' clientele for tours and charters– corporate clients, emirates, property developers, people flying into their holiday residences, people travelling to the Hunter Valley for lunch - similar people that are likely to be market for Trinity helipad. • People tend to fly into Sydney then they need to get to their final destination/residence. • Size of helicopter used for a trip depends on a number of factors, including design of landing facilities and customer preference (e.g. some customers want large helicopters) • Currently do some trips between Sydney and Newcastle Harbour heliport • Lake Macquarie area currently not accessible by helicopter, but pelican airport is understood to be likely soon available to commercial operators. • Aware of Trinity site location – appears to be lots of space for appropriate flight paths. • Don't tend to have noise problems – effective noise management plans • Highly urban areas are not particularly helicopter friendly but there is new modern equipment that helps manage noise • Operations are based in Sydney where there are protected Morten Bay Figs and a large swallow population – small birds can be a problem for engines, but they themselves do not appear to be bothered by the helicopters (but not a wildlife expert). • Currently operate out of Erina on central coast –not allowed to go over residents in many places, need to come in over water for noise – there's a lot that can be done to manage noise. • Safety managed by identifying risks in advance and make appropriate management plans. Large lake area gives more options for safety management and controlling noise intrusion. • The size of the helicopter does not necessarily determine the noise or intrusiveness – larger helicopter can have newer technology (such as enclosed blades) and be less noisy or shut down quicker. • Company's helicopters range from the fairly common Rogerson R44 to the larger Eurocopter EC 130 and Augusta AW09 twin engine.

Local schools

<p>Brightwaters Christian College</p> <p>Principal</p>	<ul style="list-style-type: none"> • There are 26 children from kindergarten to Year 6, taught in 2 classrooms. • The survey noise was very noisy – throbbing – school is on the waterfront with just a reserve in front – noise comes right up from the lake – also have a COLA so acts as an amphitheatre – reverberating • Both classrooms were affected - had to close to doors and windows, needed air conditioning and lost natural light - children were struggling to concentrate on lessons – learning was being impacted by noise. • Noise was constant – the constancy was the problem – seemed to be noisier at different angles – possibly when coming down and hanging over one place • Have a number of kids with a disability or specialist learning needs – noise was putting them on edge, could see it, they were given headphones but we don't want to have to do that all the time. • Tried to work around it during the survey, but too loud. Thought might try and work around it by make more positive by doing projects on different types of helicopters etc. • The kids with the disability is the big concern – it really puts them on edge and affects their learning – sensitive to noise in general and have to accept noise happens – but don't want to have them in head phones all the time, and the windows closed – loses the whole day of learning. • One or two helicopters a day might be ok – be good if not during school hours – lunchtimes would be ok – if lunchtime, it would be 'interesting' for the kids rather than disruptive. When its once it's interesting, if it's going to be constant its disruptive. • Who's to say that it won't stop at 8 a day? • Can sometimes hear the rescue helicopter – a deep throaty sound but only happens occasionally – so rare • Don't want to stop it all - can see value in the marina going ahead (and accept that), but thinking of the cost to the children from the noise. • Went to an information session a few years ago about the whole development with some school concerns.
<p>Bonnells Bay school</p> <p>Principal</p> <p>Acting Principal</p>	<ul style="list-style-type: none"> • Staff do not recall any impacts from the survey • Class rooms were not considered to be affected or disrupted • Have heard rumours that the school was affected but this is not true

APPENDIX 4: MEDIA COVERAGE – HELIPAD AND WIDER MARINA DEVELOPMENT

Table 5 Media Coverage 2015 to 2016: Helipad and Wider Marina/ Mixed Use Development

Outlet	Type	Theme	Date	Tone	Title	Content
Newcastle Herald	News	Wider marina (not helipad)	29/03/15	Neutral	<i>Public meeting over plans to extend Trinity Point Marina</i>	Planning Assessment Commission (PAC) meeting with community to consider changes to Trinity Point development scope, including developing marina in 6 stages (not two) and inclusion of larger vessels. Access to breakwater restricted by JPG due to safety, security, antisocial behaviour and insurance concerns, with boardwalk alternative proposed.
NBN TV	News	Wider marina (not helipad)	30/03/15	Neutral	<i>Planning Assessment Commission hears opinions on Trinity Point</i>	TV news report on PAC meeting above
Newcastle Herald	News	Wider marina (not helipad)	30/03/15	Negative	<i>Residents critical of Trinity Point Marina</i>	Morisset Park, Bonnells Bay Progress Association and Sunshine Progress Association are concerned about the plan changes, particularly public access.
Lakes Mail	News	Wider marina (not helipad)	31/03/15	Neutral	<i>Trinity Point marina still contentious</i>	Joint Regional Planning Panel (JRPP) consultation meeting about proposed water side modifications (design, staging, removal of boat size limits, adding public access to foreshore). Modifications acknowledged as improvements. Attended by representatives of Council, Morisset Park and District Action Group, Bonnells Bay Progress Association, Sunshine Progress Association, Mannering Park Amateur Sailing Club and general public.

Lakes Mail	News	Wider marina (not helipad)	31/03/15	Negative	<i>Opponents fire salvoes at marina</i>	Additional concerns raised at PAC meeting (above) not regarding waterside modifications – including criticism of decision to review water and land separately, the increased complexity and ‘constant’ changes that the community has to deal with when considering the project, and that JPG already advertising for hotel which did not have a DA submitted.
Lakes Mail	News	Wider marina (not helipad)	31/03/15	Positive	<i>Marina following city’s plan</i>	JPG says location of marina influenced by Council’s vision for the city in terms of boosting tourism and employment, and multiple modifications respond to changing economic climate and wouldn’t be necessary if process was not so extended.
Lakes Mail	News	Wider marina (not helipad)	14/04/15	Neutral	<i>Revised marina gains PAC approval</i>	PAC approves modified concept plan for marina water based modifications; acknowledged community concerns about public access, boat sizes, native vegetation impacts and environmental monitoring, and advised that they satisfactorily considered and addressed.
Newcastle Herald	News	Wider marina (not helipad)	14/04/15	Neutral	<i>‘The controversy is over at Trinity Point’</i>	Modified concept plan approved – can now move ahead. Residents group remains concerned about ‘overall impact’.
NBN TV	News	Wider marina (not helipad)	15/04/15	Neutral	<i>Trinity Point marina moves forward</i>	PAC approves modified plan, work to begin September.
Lakes Mail	Letter	Wider marina (not helipad)	21/04/15	Negative	<i>Trinity Point DA process unfair</i>	Concern regarding the complicated nature of making a submission on a DA including difficulties accessing LMCC’s tracking system and inaccessibility of appendix naming system

Lakes Mail	News	Wider marina (not helipad)	16/06/15	Neutral	<i>Trinity Point marina decision due today</i>	JRPP meeting due to decide approvals for part of land based development; mix of community views, Council says “most” submissions objected to the development’ JPG estimates “70%” of the community supports the plan
Newcastle Herald	News	Wider marina (not helipad)	18/06/15	Positive	<i>Trinity Point Marina approved</i>	Modifications approved boosting Lake Macquarie’s tourist and recreational capacity. No opponents spoke at meeting. Supporters welcomed jobs, recreation and infrastructure.
NBN TV	News	Wider marina (not helipad)	19/06/15	Positive	<i>New milestone for Trinity Point</i>	Approval of first stage of marina; major transformation for southern end of Lake Macquarie; 16 years in the making
Lakes Mail	News	Wider marina (not helipad)	23/06/15	Neutral	<i>Full throttle ahead for Trinity Point marina</i>	Approval of the first 94 berths of the marina by the Joint Regional Planning Committee, still assessing land component, Council received 127 submissions of which 75% were opposed, nobody who objected spoke at the meeting, 3 people who supported spoke, approved after 6 years.
Lakes Mail	Letter	Wider marina (not helipad)	09/07/15	Positive	<i>Marina, police station... now a new Morisset hall?</i>	“Great news” re approval for marina – now let’s build a new community hall.
Lakes Mail	Letter	Wider marina (not helipad)	09/07/15	Neutral	<i>Who are the Trinity Point supporters?</i>	Asks where favourable submissions to marina DA are if JPG estimates 70% of community supports the marina plan, but most of the submissions received by Council objected.

Lakes Mail	Letter	Wider marina (not helipad)	30/07/15	Negative	<i>Marina opposition remains strong despite absence</i>	Criticism of the Joint Regional Planning Panel regarding lack of advice to community regarding dates for PAC meeting or process for community to speak.
Newcastle Herald	News	Wider marina (not helipad)	15/10/15	Positive	<i>Jennifer Hawkins at Trinity Point launch</i>	Jennifer Hawkins and Alan Joes star attraction at marina launch in Sydney, Jennifer passionate about project, new chapter for JPG, reflects JPG values of "people reaching their potential"
Newcastle Herald	News	Wider marina (not helipad)	25/10/15	Neutral	<i>Decision time for Trinity Point marina: poll</i>	PAC meeting about changes to be held. Changes include increase of apartments to 250 and addition of 65 room hotel – operators say not viable without changes, government recommends changes, community group says ridiculous that not a new plan and concern about lack of play areas for children. Herald poll shows 65%or readers supporting approval and 35% not supporting.
NBN TV	News	Wider marina (not helipad)	27/10/15	Neutral	<i>Community has final say on Trinity Point marina</i>	PAC planning meeting to be held.
ABC	News	Wider marina (not helipad)	27/10/15	Negative	<i>Public meeting on Trinity Point marina projects</i>	PAC meeting pending - residents say it's an overdevelopment that will destroy their quality of life, and have no faith in planning system

Lakes Mail	News	Wider marina (not helipad)	03/11/15	Neutral	<i>Opposition and praise for Trinity Point Marina: Trinity Point Marina development the focus of Planning Assessment Commission's meeting at Morisset Country club</i>	Mixed community responses at PAC meeting for land based modifications to concept plan (i.e. increase in apartments (150 to 250) and inclusion of hotel (65 rooms). Concerns included traffic, scale, environment and visual amenity; positive responses included enhancement of value and provision of quality accommodation and conference facilities, and recreation.
Newcastle Herald	News	Wider marina (not helipad)	09/11/15	Positive	<i>Accor Hotels to manage new five-star resort</i>	French Accor Hotels to establish Pullman hotel at Trinity Point, tourism to be boosted, Lake Macquarie currently attracts 900,000 visitors a year.
Newcastle Herald	News	Wider marina (not helipad)	23/11/15	Neutral	<i>Clarke buys luxury Trinity Point terrace</i>	Cricketer Michael Clarke and wife are first home owners at Trinity Point, delighted.
NBN TV	News	Wider marina (not helipad)	23/11/15	Positive	<i>Trinity Point unveils high profile resident</i>	Michael Clark purchases first home sold, and becomes an ambassador for Trinity Point.
Newcastle Herald	News	Wider marina (not helipad)	25/11/15	Positive	<i>Approval expected for Trinity Point on Thursday</i>	PAC has approved modification to concept plan with announcement pending, DAs can now proceed to JRPP, key economic driver for community, major destination, 3500 new jobs, land sales to begin.
Newcastle Herald	News	Wider marina (not helipad)	29/11/15	Positive	<i>Jennifer Hawkins and Michael Clarke launch luxury land sale</i>	Celebs add glamour to Trinity land sales launch, 15 land lots sold, JPG notes high demand for Trinity point land.

Lakes Mail	News	Wider marina (not helipad)	01/12/15	Positive	<i>Trinity Point makes flying start / Jennifer Hawkins and Michael Clarke celebrate Trinity Point launch with locals</i>	Trinity point launched, first land release, 15 blocks sold, Accor coming on board for 5 star Pullman Resort, celebrity ambassadors in attendance.
Lakes Mail	Letter	Wider marina (not helipad)	20/01/16	Negative	<i>Neighbours should brace themselves for Trinity Point</i>	Support development of the site, but concern regarding changes to design (low rise precinct to high rise complex, noise, future patron behaviour, and potential for hijacking of name Morisset Park to Trinity Point.
Newcastle Herald	News	Wider marina (not helipad)	06/02/15	Neutral	<i>Push to restore lake baths</i>	Threat of sharks, and need for safe swimming for new residents and tourists, prompts resident group to urge JPG to restore lake baths. JPG signals intention to do this.
Newcastle Herald	News	Wider marina (not helipad)	07/02/15	Positive	<i>Setting sail at Trinity / Trinity Point marina development begins at Morisset Park</i>	Construction to 'start on Monday' – project one of the biggest for Lake Macquarie – much needed infrastructure and major destination. Positive comment from marina designer who is owner of Marmong Point Marina about benefits to local area.
Lakes Mail	News	Wider marina (not helipad)	08/02/16	Positive	<i>Work on \$380m project: Keith Johnson never doubted his Trinity Point vision would happen</i>	Keith Johnson speaks at media conference marking start of work on marina project – maintained belief, followed what council wanted, providing quality project, operators lining up, 3500 new jobs to be created, finish by Christmas next year.
Lakes Mail	News	Wider marina (not helipad)	01/03/16	Positive	<i>Trinity Point marina rising from lake bed</i>	The first of 67 steel piles are driven into the lake bed – will be base for pontoon system and also serve as own constructed reef.

		Helipad	06/04/16	Negative	<i>Neighbours not considered with helicopter noise testing</i>	Resident did not receive leaflet warning of noise test but heard it. Lack of consideration. Happy pile driving almost complete
Lakes Mail	News	Helipad	06/04/16	Negative	<i>Locals will fight Trinity Point helipad</i>	Original proposal for helipad rejected but JPG pushing as new idea, JPG not concerned about noise and interference to residents and school children, leaflets didn't get to residents, emergency services not permitted to use private helipad facilities.
Lakes Mail	Letter	Helipad	24/05/16	Neutral	<i>Community say on helipad</i>	Comments regarding planning process, comparison to Sydney Harbor and need to ensure community views heard.
Lakes Mail	News	Helipad	24/05/16	Neutral	<i>Trinity Point helicopter noise put to the test / Noise tests completed today for proposed helipad at Trinity Point</i>	Story about helicopter survey, including 64 movements in and out for testing, not indicative of flight frequency, results largely determine whether state government approves, informs decisions about flight paths, 5000 notice letter box drop, helipad one of the most contentious aspects of the development.
Lakes Mail	News	Helipad	24/05/16	Neutral	<i>Drop in for latest on Trinity Point helipad / JPG to host information session</i>	Helicopter testing results found noise to be within permissible guidelines. Acoustic results and helipad proposal at JPG info session – invite to community to attend.
NBN TV	News	Reserve	24/05/16	Neutral	<i>Council adopts draft plan for public reserve</i>	Draft Council plans for management of Trinity Point Reserve go on exhibition.
Lakes Mail	News	Wider marina (not helipad)	15/06/16	Positive	<i>Michael Clarke turns first sod on \$1.4m pad at Trinity Point</i>	Cricketer Michael Clarke attends start of construction of his holiday house at Trinity Point. Likes fishing.

Lakes Mail	Letter	Helipad	29/06/16	Negative	<i>Trinity Point helicopter meeting on July 4</i>	Morisset Park and District Action Group is holding meeting regarding the helipad, expect JPG will have lodged EIS by that date, level of community dismay high, will be election issue, says movements could be up to 40 movements per day according to JPG.
Lakes Mail	Letter	Wider marina (not helipad)	7/07/16	Negative	<i>Speaking at Trinity Point meeting 'a waste of time'</i>	Considered speaking at JRRP meeting, but waste of time, disappointment re insufficient consultation, community worn out.
Lakes Mail	Letter	Helipad	27/07/16	Negative	<i>Real reason for Trinity Point helipad</i>	Concern regarding noise, pollution, accidents, downwash and loss of public utility of the lake to benefit private business. Scepticism that helipad will create employment.
Lakes Mail	Letter	Helipad	27/07/16	Negative	<i>Proposed helipad at Trinity Point Marina is unacceptable</i>	Concern regarding perceived requirement for 6400m2 of lake (community crown land) for a 'no-go zone' personal and personal use of a select few. NSW Crown Land has no rights to lease to a single person for commercial gain.
Lakes Mail	Letter	Helipad	26/07/16	Negative	<i>What is the motivation for Trinity Point helicopter?</i>	Concern regarding regular disturbance to 1000 people for the convenience of a small amount of passengers. Concern re local amenity and health. Questions rationale for helipad inclusion.
Lakes Mail	Letter	Helipad	27/07/16	Negative	<i>Who owns Lake Macquarie?</i>	Encourages interested community members to contact Minister for Lands and Water regarding thoughts on the helipad proposal
Lakes Mail	News	Reserve	30/05/16	Neutral	<i>Feedback sought on draft plan of management for Trinity Point Reserve</i>	Advice to community regarding opportunity to have a say on council's draft plan of management for Trinity Point Marina. The reserve is adjacent to the Trinity Point development and seeks to ensure continued public access to open space and the lake foreshore.

Lakes Mail	Letter	Wider marina (not helipad)	18/08/16	Negative	Concern over Trinity Point Changes	Resident concern regarding return of block of land to developer that had been approved to be community space, and consequential loss of community space, future access to the lake, removal of trees and loss of previously approved community benefits.
------------	--------	----------------------------	----------	----------	------------------------------------	--

APPENDIX 5
COMMUNITY AND
STAKEHOLDER ENGAGEMENT PLAN

COMMUNITY AND STAKEHOLDER ENGAGEMENT PLAN

TRINITY POINT HELIPAD



Prepared by: Ellen Davis-Meehan

1. INTRODUCTION

This Community and Stakeholder Engagement Plan (CSEP) has been prepared as part of the Social Impact Assessment for the Trinity Point development and it focuses specifically on proposed helicopter operations. The approved Trinity Point Concept Plan (including modifications) currently includes:

- a 188-berth marina
- 315 accommodation units (tourist and residential), including a 65-room hotel, serviced apartments and a, restaurant, 200 seat café, function centre, shops and office
- parking, landscaping and a boardwalk
- associated management plans, including for potential social impact.

This CSEP references the detailed engagement undertaken for this project to date and provides an opportunity for ongoing community inputs during exhibition of the proposed development and for community engagement post-approval.

2. CONSULTATION OVERVIEW

Tasks / Engagement	Stakeholders / Community / Methods	Responsibility / Implementer / References	Timeframe and Frequency
Preliminary engagement / demand analysis / Project information	<ul style="list-style-type: none">• NSW Department of Planning & Environment;• Lake Macquarie City Council;• Lake Macquarie City Council and LMCC Estuary and Coastal Management Committee and LMCC Aquatic Services Committee;• NSW Environment Protection Authority;• NSW Roads and Maritime Services (NSW Maritime);• Office of Environment and Heritage (OEH);• Commonwealth Department of Environment;• Department of Planning & Environment – Hunter Regional Office, Newcastle;	<p>Engaged by JPG during development and refinement of the Helipad Proposal and associated EA and EIS.</p> <p>Key Insights followed up on community stakeholders as part of the SIA.</p> <p>Media inputs monitored by ADW Johnson who also coordinated engagement.</p>	<p>Project outset and throughout EA/EIS processes as required.</p>

Tasks / Engagement	Stakeholders / Community / Methods	Responsibility / Implementer / References	Timeframe and Frequency
	<ul style="list-style-type: none"> • Department of Primary Industries (DPI) (NSW Office of Water, Crown Lands and Fisheries); • Commonwealth Civil Aviation Safety Authority; • Subsidence Advisory NSW; • Registered Aboriginal Parties; • Hunter Water; • Ausgrid; • Morisset Park and District Action Group; • Bonnells Bay Progress Association; • Sunshine Progress Association; • Commercial helicopter operators; • Tourist establishments with helipads in the Hunter region; • Bonnells Bay Public School; • Brightwaters Christian College; • Residents and businesses within the suburbs on the Morisset Peninsula and parts of Summerland Point and Mannering Park (6533 residences); • Greg Piper PM for Lake Macquarie. 		
EA and EIS Engagement post SEARS	<ul style="list-style-type: none"> • Meetings with stakeholder groups – government, community, resident, environment, business and Aboriginal stakeholders. • Engagement around the helicopter survey (i.e. letter to residents, notice in newspaper, media release and story, face book updates). • Drop in Information Sessions hosted by JPG in 2016 at Bonnells Bay in May (100 participants) and December (61 participants). • Response to enquiries (email/letter/phone/face to face). 	JPG and ADW Johnson	Frequent

Tasks / Engagement	Stakeholders / Community / Methods	Responsibility / Implementer / References	Timeframe and Frequency
	<ul style="list-style-type: none"> • Direct provision of information to individuals and groups. 		
Social Impact Assessment Engagement	<ul style="list-style-type: none"> • Attendance at community meeting organised by Morisset Park and District Action Group to listen to issues to contribute to issues scoping (this meeting was well attended with 100 people present, including 4 local and state political representatives). • Interviews with Bonnells Bay Primary School and Brightwaters Christian College. • Interviews with helicopter operators and resort facilities with helicopters • Review of JPG and community-initiated engagement and communication • Review of community comments in media coverage regarding the helipad. 	Key Insights Pty Ltd.	Throughout the duration of the SIA research. Post SIA completion as requested by JPG.
Community Submissions	All Community Submissions reviewed and integrated in SIA.	Key Insights JPG ADW Johnson	2017-18
Engagement during construction	Provision of information (through media), fact sheets for near neighbours, community enquiry line (phone in)	Johnson Property Group Construction management	2018 - 2020
Operational Engagement	Standard diverse community engagement; media, newsletters, community engagement and involvement.	Marina Management	2020 - ongoing

3. SOCIAL IMPACT ASSESSMENT CONSULTATION AND ENGAGEMENT PRE-SUBMISSION

Methods of consultation and engagement were based on direct contact with local people and organisations.

3.1 CONSULTATION SUMMARY RESULTS

Staging / Targets	Methods	Community Inputs / Perceptions
Preliminary Issues Scoping	Preliminary scoping, document review and informal consultation, augmented with initial known community concerns, identified key issues and opportunities for investigation.	<ul style="list-style-type: none"> • Impacts to local amenity, especially noise. • Restrictions of public access to helipad exclusion zones. • Health and safety risks, such as accident and spray from fuels and gases. • Impact to environment and wildlife values. • Impact to schools and learning. • Concern regarding the sufficiency of the helicopter survey for acoustic study. • Concern regarding the process for approval (e.g. use of previous LEP). • Lack of economic benefits or justification (to offset perceived impacts to community).
JPG Engagement from concept design to current proposal	<ul style="list-style-type: none"> • Meetings with stakeholder groups – government, community, resident, environment, business and Aboriginal stakeholders. • Engagement around the helicopter survey (i.e. letter to residents, notice in newspaper, media release and story, face book updates). • Drop in Information Sessions hosted by JPG and attended by Key Insights, in 2016 at Bonnells Bay in May (100 participants) and December (61 participants). • Response to enquiries (email/letter/phone/face to face). • Direct provision of information to individuals and groups. 	<ul style="list-style-type: none"> • Considerable concern by some people over helicopter survey and the constant operations on the day sound testing was undertaken. This led to JPG having to address inaccurate perceptions that operations would be “all day” operations. • Misinformation in community about the nature of the helicopter operations and the safety risk factors, leading to engagement around the details of the proposal. • Evident distrust in some sections of the community about the veracity of the information provided. • Objections centred in immediate vicinity. • Some local support.

Staging / Targets	Methods	Community Inputs / Perceptions
SIA specific consultation	<p>Key Insights:</p> <ul style="list-style-type: none"> • Attendance at community meeting organised by Morisset Park and District Action Group to listen to issues to contribute to issues scoping (this meeting was well attended with 100 people present, including 4 local and state political representatives. • Interviews with Bonnells Bay Primary School and Brightwaters Christian College. • Interviews with helicopter operators and resort facilities with helicopters • Review of JPG and community-initiated engagement and communication • Review of community comments in media coverage regarding the helipad 	<p>Negative perceptions or community concerns:</p> <ul style="list-style-type: none"> • Noise impacts on residential amenity • Noise impacts on local wildlife and environment • Loss of public access to lake from a perceived permanent no-go zone • Deficiencies of the helicopter survey (wrong helicopter, wrong weather, didn't land or fully thrust), can't control flight path • Health impacts from aviation fuels and 'spray' • Safety risks from accident or fire • Potential for disruptions to school lessons, especially for children with special needs • Effects of downward thrust on water turbulence and waves • Insufficient economic justification for helipad • There are other air transport options easily available that will have less impact on local community amenity (e.g. fly into Lake Macquarie Airport) <p>Positive perceptions or community identified opportunities:</p> <ul style="list-style-type: none"> • Looking forward to "action" on the lake • Brings different customers or residents into area – "big spenders" • Increases connections with wider region, e.g. Hunter Valley • Expect very little impact compared to Pelican rescue 24-hour helicopter service • Possible use for medical emergencies.

4. POST SUBMISSION / OPERATIONAL ENGAGEMENT

4.1 ENGAGEMENT APPROACH

The engagement strategy is focused on communicating accurate information, facilitating positive relationships and effectively managing community concerns or issues.

The key elements of the strategy are:

- 1) **ACCESSIBLE INFORMATION:** preparation of accurate and easy-to-access information related to helicopter operations.
- 2) **TWO-WAY COMMUNICATION:** targeted distribution of information and receipt of feedback to ensure an informed community and discussion.
- 3) **VALUED RELATIONSHIPS:** opportunities for stakeholders to meet the Trinity Point team, discuss issues, and work in partnership or be supported.
- 4) **EFFECTIVE MONITORING AND RESPONSE:** timely and measured monitoring and response to community concerns and issues.

4.2 COMMUNITY AND STAKEHOLDER ENGAGEMENT: OPERATIONAL PHASE

Objective / Community Target	Engagement Tools	Strategy
Brief General Community Respond to enquiries / complaints	<ol style="list-style-type: none">1. Website2. Enquiry / Complaints Line3. Fact Sheets (available on-line)4. Media release	<ul style="list-style-type: none">• Published operating hours and flight paths (on website)• Contact number for enquiries / complaints• Grievance Procedure (record, respond)• Occasional Media release for information
Near Neighbours	<ol style="list-style-type: none">1. Website2. Enquiry / Complaints Line3. Amenity Alerts (via letterbox drop if required)	<ul style="list-style-type: none">• Inform, Engage, Respond• Grievance Procedure (record, respond)
Local Schools	<ol style="list-style-type: none">1. Website2. 6 monthly meeting (if required)3. Mechanism for urgently addressing issues: Telephone hotline – 24-hour timeframe for Marina Operator response.	<ul style="list-style-type: none">• Schools notified in advance of helicopter movements during school hours via e-mail. Amenity alerts as required.• Agreed notification of students with special needs (relating to low level sound impacts) by school to operator.• Direct phone line with 24-hour turnaround on Grievance Procedure.

Objective / Community Target	Engagement Tools	Strategy
		<ul style="list-style-type: none"> • Scheduled bi-annual meeting to discuss operations and monitoring (e.g. number of flights using northern flight path, incidents, etc.).
Local Businesses	<ol style="list-style-type: none"> 1. Website 2. Direct Mail-outs 	<ul style="list-style-type: none"> • Inform, Engage, Respond. • Explore business opportunities
NGAs / Community Groups	<ul style="list-style-type: none"> • Website • Newsletter / Fact Sheets 	<ul style="list-style-type: none"> • Inform, engage, respond. • Grievance and response monitoring reported on website. • Occasional fact sheets / written updates and briefings as required.
Lake Macquarie Council	<ol style="list-style-type: none"> 1. Briefings 	As required: report on monitoring activities.
Government Agencies	<ol style="list-style-type: none"> 1. Briefings 	Report against Departmental interests as required.
Tourism, Boating and Fishing	<ol style="list-style-type: none"> 1. Website 2. Media release for Amenity Alerts 3. Tourism promotional media 	<ul style="list-style-type: none"> • Inform, Engage, Respond. • Grievance procedure.
Local and State MPs	<ol style="list-style-type: none"> 1. Briefings 	<ul style="list-style-type: none"> • On request

5. RISKS AND ISSUES MANAGEMENT

5.1 POTENTIAL EXCEPTIONS AND PROBLEMS

To be scoped pre-construction with project management

-

5.2 TRACKING RISKS AND ISSUES

[In the following table, track the risks and issues that you identified.]

Date recorded	Risk description	Probability	Impact	Mitigation plan

5.3 COMMUNICATION TOOLS AND SIGN-OFF PROTOCOLS

Progressing (JPG):

Letters

Website

Fact Sheets

Media Release

Meetings

Social Media

Grievance Mechanism

References

Technical Studies

AviPro. Trinity Point Helicopter Landing Site (HLS) Analysis. Date

Lamb, Richard, Dr (RHRLA). Trinity Point Proposed Helipad Visual Impacts Assessment Report September 2016.

Royal Haskoning DHV (RHDHV) Trinity Point Marina Proposed Helipad Environmental Assessment – Coastal Processes and Hydrodynamics, September 2016.

The Acoustic Company. Trinity Point