
From: ESD, LRAC
Sent: Wednesday, 25 October 2017 1:59 PM
To: Konovalov, Alexander
Subject: FW: LRAC circulation - Proposed licence over part Block 16 Section 46 GREENWAY - 19 October 2017 [DLM=Sensitive]

Have also received this advice from Conservator Liaison.

From: McKeown, Helen
Sent: Wednesday, 25 October 2017 8:15 AM
To: ESD, LRAC <ESDLRAC@act.gov.au>
Subject: RE: LRAC circulation - Proposed licence over part Block 16 Section 46 GREENWAY - 19 October 2017 [DLM=Sensitive]

There are no ecological issues with the site being used for another purpose as the site is of low ecological value being exotic grass dominated and planted eucalypts from the 1960-70s.

1. Built structures should be situated lower, closer to Athllon drive so as to not impact the visual amenity of the people within the visual catchment. If privacy is an issue a screen type fence, 2.4m Colour bond will be required.
2. Fire. Any structures should be built to meet higher level fire standards so that the temporary OAPZ don't have to be managed especially by Parks and Conservation Service (both the Inner and Outer Asset Protection Zones) e.g. a Colour bond fence to the North and West
3. Cultural heritage. Respect and secure the heritage stockpiled rocks or relocate them so that they are not exposed to theft. Rangers are now sure that this is the Tuggeranong stone wall salvaged from the Athllon drive to Oxley development area. These rocks need to be sensitively adaptively repurposed to the satisfaction of the Heritage Council (possible uses suggested by the Parks and Conservation Service are repair of Tuggeranong Wall or as use in rehabilitation of Aprasia habitat in the Bullen and Urambi Hills NR).

Helen McKeown | Conservator Liaison

Phone 02 6207 2247 |

Environment | Environment and Planning | ACT Government

Dame Pattie Menzies House, Challis Street, Dickson | GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: ESD, LRAC
Sent: Thursday, 19 October 2017 5:42 PM
To: Azzopardi, Adam <Adam.Azzopardi@act.gov.au>; Gell, Chris <Chris.Gell@act.gov.au>; McKeown, Helen <Helen.McKeown@act.gov.au>; Heritage <Heritage@act.gov.au>; Dekieftte, Rene <Rene.Dekieftte@act.gov.au>; Brown, Robin <Robin.Brown@act.gov.au>; Chappell, Hazel <Hazel.Chappell@act.gov.au>; Doherty, David <David.Doherty@act.gov.au>; TCCS_CW DRCGENERIC <TCCS.DRC@act.gov.au>; TCCS_LC LandUse <TAMS_LC_LandUse@act.gov.au>; [REDACTED]

Cc: Harding, Barbara (ACTPLA) <Barbara.Harding@act.gov.au>; Moore, AlisonM (ACTPLA) <AlisonM.Moore@act.gov.au>; Oswald, Petra <Petra.Oswald@act.gov.au>; Konovalov, Alexander <Alexander.Konovalov@act.gov.au>; Finlay, Jennifer <Jennifer.Finlay@act.gov.au>; Neilsen, Andrew <Andrew.Neilsen@act.gov.au>; Terrplan <Terrplan@act.gov.au>; Kaucz, Alix <Alix.Kaucz@act.gov.au>; Russell, Meaghan <Meaghan.Russell@act.gov.au>; Jarman, Ron <Ron.Jarman@act.gov.au>; Saad, Monica

<Monica.Saad@act.gov.au>; Zeller, Sam <Sam.Zeller@act.gov.au>; Sparke, Chris <Chris.Sparke@act.gov.au>; Luchetti, Christine <Christine.Luchetti@act.gov.au>; Hicks, Katherine <Katherine.Hicks@act.gov.au>; EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Inskeep, David <David.Inskeep@act.gov.au>; McLellan, Karen <Karen.McLellan@act.gov.au>; ACTF&R Risk & Planning <ACTF-RRisk-Planning@act.gov.au>; Pooley, John <John.Pooley@act.gov.au>; Carson, Lucia <Lucia.Carson@act.gov.au>; Smith, Brendon <Brendon.Smith@act.gov.au>; Yates, Brooke <Brooke.Yates@act.gov.au>; Uddin, Kamal <Kamal.Uddin@act.gov.au>; Bell, Jeff <Jeff.Bell@act.gov.au>; Gerrard, Darren <Darren.Gerrard@act.gov.au>; Sloan, Sean <Sean.Sloan@act.gov.au>; enworks <enworks@actewagl.com.au>

Subject: LRAC circulation - Proposed licence over part Block 16 Section 46 GREENWAY - 19 October 2017
[SEC=UNCLASSIFIED]

Land Requests Advisory Committee (LRAC) Circulation

* Please treat all LRAC information as having a *Dissemination Limiting Marker of "Sensitive"*
(ie. previously described as "in confidence")

Comments Due by Thursday, 2 November 2017

EPSD, Strategic Planning – Adam Azzopardi

EPSD, Assessment, Commercial – Chris Gell

EPSD, Conservator Liaison – Helen McKeown

EPSD, Heritage – Heritage@act.gov.au

EPSD – Office of the Surveyor-General – Rene DeKieft

Environment Protection Authority, EPA Planning Liaison (CMTEDD) - Robin Brown

CMTEDD, Land Development Agency – Hazel Chappell

CMTEDD, Property Group – David Doherty

TCCS, Development Review and Coordination – TCCS.DCR@act.gov.au

TCCS, Licencing & Compliance – TCCS LC Land Use

Icon Water - [REDACTED]

ActewAGL Electrical – [REDACTED]

Jemena (natural gas) – [REDACTED]

Telstra – [REDACTED]

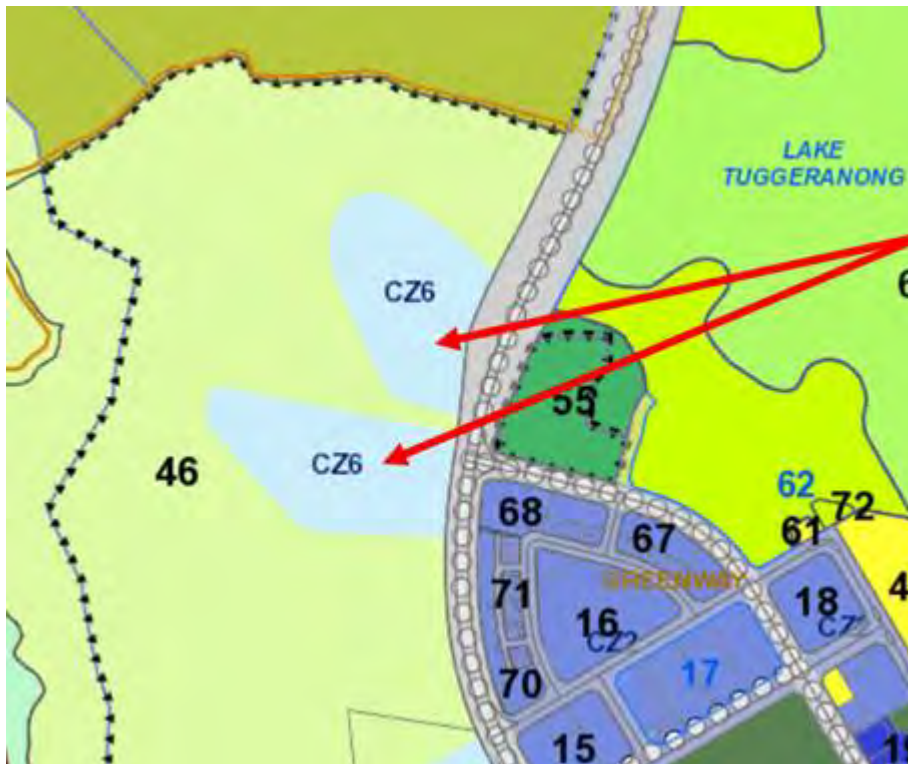
TransACT – [REDACTED]

(CC) EPSD, *Strategic Planning* – Alison Moore, Petra Oswald

EPSD, Land Policy & Strategy – Alexander Konovalov, Jennifer Finlay, Andrew Neilsen
EPSD – Territory Plan – Terrplan@act.gov.au, Alix Kaucz
EPSD, Heritage – Meaghan Russell
EPSD – Office of the Surveyor-General – Ron Jarman
EPSD – Leasing – Monica Saad, Sam Zeller
EPSD, Direct Sales – Chris Sparke, Christine Luchetti, Katherine Hicks
EPA – EPAPlanningliaiso@act.gov.au
JACS, ESA – David Inskeep, Karen McLellan, ACTF&RRisk&Planning@act.gov.au
Suburban Land Agency – John Pooley, Lucia Carson
CMTEDD, Property Group – Brendon Smith
CSD, Housing – Brooke Yates
TCCS, Development Review & Coordination – Kamal Uddin, Jeff Bell
TCCS, Licencing & Compliance – Darren Gerrard, Sean Sloan
ActewAGL Electrical - enworks@actewagl.com.au

Dear All,

Environment, Planning and Sustainable Development Directorate (EPSDD) is considering a site within one of the two CZ6-zoned areas (see location map below) on Block 16 Section 46 Greenway for a proposed licence. The northernmost of the two CZ6-zoned areas is preferred and EPSDD Land Strategy and Policy have marked out a site in that zone of about 9,000m² in the attached information. Please provide comments particularly on the site marked out, however any comments in relation to both of the CZ6-zoned areas would be appreciated.



Please provide your comments to the Land Requests Advisory Committee (LRAC) inbox ESDLRAC@act.gov.au by Thursday, 2 November 2017.

Thank you
Barbara Harding
LRAC Chair

Queries to LRAC Secretariat | p 6207 1665 | e esdlrac@act.gov.au

Barbara Harding | Urban Renewal

Phone: 02 6207 1665 | Email: barbara.harding@act.gov.au

From: Harding, Barbara (ACTPLA)
Sent: Tuesday, 31 October 2017 10:31 AM
To: Konovalov, Alexander
Cc: ESD, LRAC
Subject: FW: LRAC Circulation - Proposed licence over part Block 16 Section 46 Greenway - 26 October 2017 [DLM=Sensitive]

Hi Alex,

Comments from Conservator Liaison below.

Barbara

From: McKeown, Helen
Sent: Tuesday, 31 October 2017 8:36 AM
To: Harding, Barbara (ACTPLA) <Barbara.Harding@act.gov.au>
Subject: RE: LRAC Circulation - Proposed licence over part Block 16 Section 46 Greenway - 26 October 2017 [DLM=Sensitive]

Generally this site is similar to the other location in that it is a mix of native and exotic species. African Lovegrass, Blackberry, St Johns Wort, clovers, Hypochaeris sp and exotic annual grasses would dominate over about 95% of the site. However a small patch of Natural Temperate Grassland or secondary woodland (Box Gum Woodland is most likely) occurs in the south-west of the block near the entrance to Pine Island Reserve. Both of these vegetation types are listed as critically endangered.

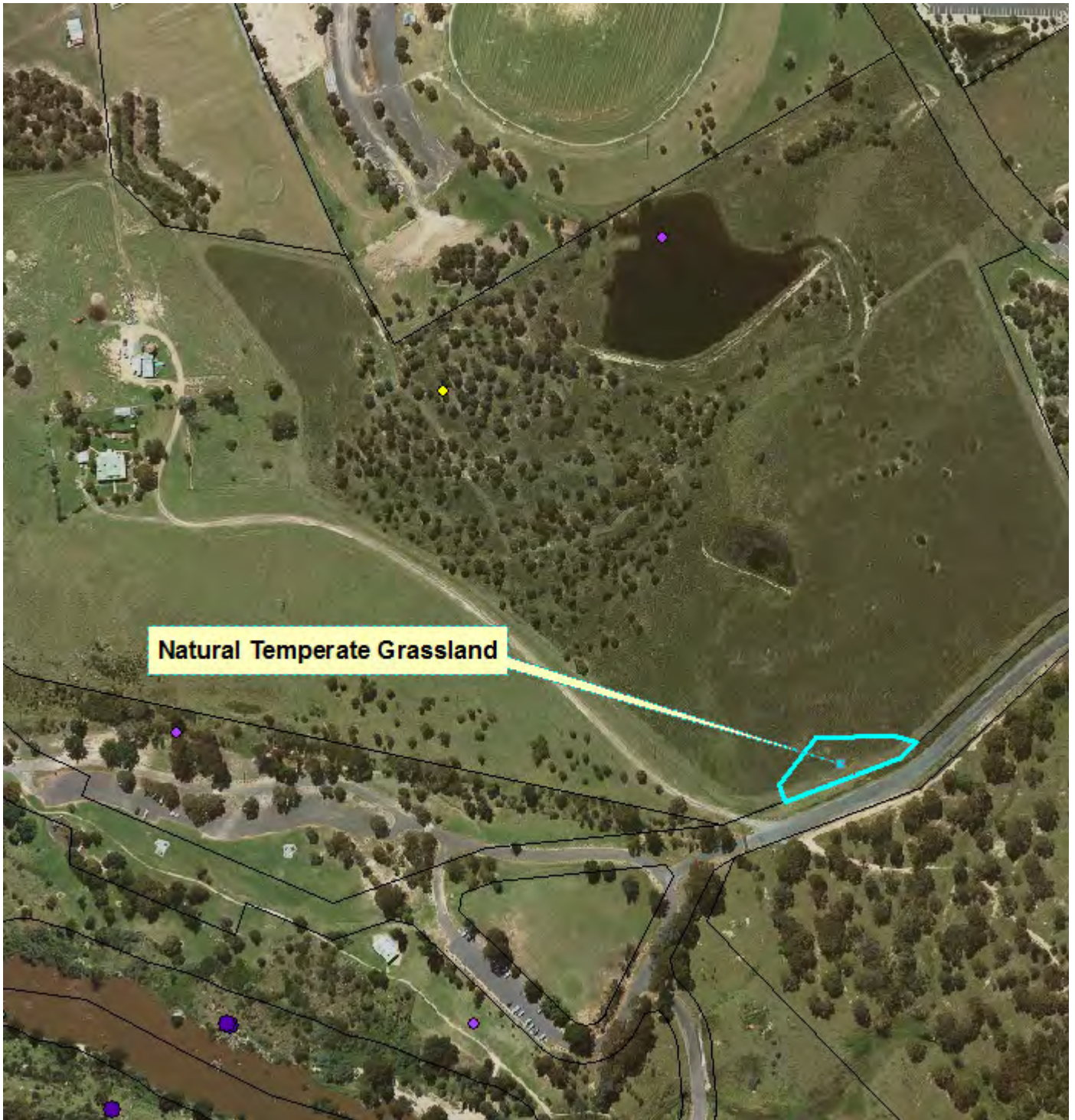
15 native non-grass plant species have been recorded within the patch and species wise it meets both the Natural Temperate Grassland and Box gum Woodland EPBC listing criteria. This patch is also good habitat for the vulnerable Perunga Grasshopper which has been recorded twice in the near vicinity. Uncontrolled African Love Grass invasion probably threatens the long term integrity of the patch. Nevertheless if possible development should avoid impacting this site.

The land can get very boggy on lower (southern end) of site. There is also significant traffic down Pine Island road daily and it would suffer from high public visibility and associated security issues.

The small dam within the proposal area is also of local biodiversity significance supporting a relatively rich dragonfly fauna and it is known habitat of the Broad-palmed Tree Frog (*Litoria latapalmata*), which is uncommon in the ACT. Thus the dam should also be retained as is.

Outcrops of Dacite rock are in parts of the area, particularly on the western portion, but apart from the patch of remnant vegetation there is not sufficient native grass coverage for the land to be considered potential habitat of the Pink-tailed Worm Lizard – which has also been recorded nearby.

The northern portion, closer to Roland Rees Cr, presumably has power and internet services and is not as publicly visible. This area has very low ecological value. The Fire risk would be low-moderate as the Greenway Oval and dam acts as a good buffers to the North and West.



I hope this is of benefit

Helen McKeown | Conservator Liaison

Phone 02 6207 2247 |

Environment | Environment and Planning | ACT Government

Dame Pattie Menzies House, Challis Street, Dickson | GPO Box 158 Canberra ACT 2601 | www.environment.act.gov.au

From: Harding, Barbara (ACTPLA)

Sent: Thursday, 26 October 2017 11:49 AM

To: Azzopardi, Adam <Adam.Azzopardi@act.gov.au>; Gell, Chris <Chris.Gell@act.gov.au>; McKeown, Helen <Helen.McKeown@act.gov.au>; Heritage <Heritage@act.gov.au>; Dekieft, Rene <Rene.Dekieft@act.gov.au>;

Luchetti, Christine <Christine.Luchetti@act.gov.au>; Sparke, Chris <Chris.Sparke@act.gov.au>; Hicks, Katherine <Katherine.Hicks@act.gov.au>; Brown, Robin <Robin.Brown@act.gov.au>; Chappell, Hazel <Hazel.Chappell@act.gov.au>; Doherty, David <David.Doherty@act.gov.au>; Jeffrey, David <David.Jeffrey@act.gov.au>; TCCS_CW DRCGENERIC <TCCS.DRC@act.gov.au>; TCCS_LC LandUse <TAMS_LC_LandUse@act.gov.au>;

Cc: ESD, LRAC <ESDLRAC@act.gov.au>; Moore, AlisonM (ACTPLA) <AlisonM.Moore@act.gov.au>; Oswald, Petra <Petra.Oswald@act.gov.au>; Konovalov, Alexander <Alexander.Konovalov@act.gov.au>; Finlay, Jennifer <Jennifer.Finlay@act.gov.au>; Neilsen, Andrew <Andrew.Neilsen@act.gov.au>; Terrplan <Terrplan@act.gov.au>; Kaucz, Alix <Alix.Kaucz@act.gov.au>; Russell, Meaghan <Meaghan.Russell@act.gov.au>; Jarman, Ron <Ron.Jarman@act.gov.au>; Saad, Monica <Monica.Saad@act.gov.au>; EPAPanningLiaison <EPAPanningLiaison@act.gov.au>; Inskeep, David <David.Inskeep@act.gov.au>; McLellan, Karen <Karen.McLellan@act.gov.au>; ACTF&R Risk & Planning <ACTF-RRisk-Planning@act.gov.au>; Pooley, John <John.Pooley@act.gov.au>; Carson, Lucia <Lucia.Carson@act.gov.au>; Smith, Brendon <Brendon.Smith@act.gov.au>; Yates, Brooke <Brooke.Yates@act.gov.au>; Uddin, Kamal <Kamal.Uddin@act.gov.au>; Bell, Jeff <Jeff.Bell@act.gov.au>; Gerrard, Darren <Darren.Gerrard@act.gov.au>; Sloan, Sean <Sean.Sloan@act.gov.au>; Burden, Ross <Ross.Burden@act.gov.au>; enworks <enworks@actewagl.com.au>

Subject: LRAC Circulation - Proposed licence over part Block 15 Section 46 Greenway - 26 October 2017
[DLM=Sensitive]

Land Requests Advisory Committee (LRAC) Circulation

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(ie. previously described as "in confidence")

Comments Due by Thursday, 2 November 2017

EPSD, Strategic Planning – Adam Azzopardi
EPSD, Assessment, Commercial – Chris Gell
EPSD, Conservator Liaison – Helen McKeown
EPSD, Heritage – Heritage@act.gov.au

EPSD, Office of the Surveyor-General – Rene DeKieft
EPSD, Direct Sales – Christine Luchetti, Chris Sparke, Katherine Hicks
Environment Protection Authority, EPA Planning Liaison (CMTEDD) - Robin Brown
CMTEDD, Land Development Agency – Hazel Chappell
CMTEDD, Property Group – David Doherty
CMTEDD, Active Canberra – David Jeffrey
TCCS, Development Review and Coordination – TCCS.DCR@act.gov.au
TCCS, Licencing & Compliance – TCCS LC Land Use
NBN Co – [REDACTED]
Icon Water - [REDACTED]
ActewAGL Electrical – [REDACTED]
Jemena (natural gas) – [REDACTED]
Telstra – [REDACTED]
TransACT – [REDACTED]

(CC) *EPSD, Strategic Planning – Alison Moore, Petra Oswald*
EPSD, Land Policy & Strategy – Alexander Konovalov, Jennifer Finlay, Andrew Neilsen
EPSD – Territory Plan – Terrplan@act.gov.au, Alix Kaucz
EPSD, Heritage – Meaghan Russell
EPSD – Office of the Surveyor-General – Ron Jarman
EPSD – Leasing – Monica Saad
EPA – EPAPlanningliaiso@act.gov.au
JACS, ESA – David Inskeep, Karen McLellan, ACTF&RRisk&Planning@act.gov.au
Jemena – Steve Donnelly
Suburban Land Agency – John Pooley, Lucia Carson
CMTEDD, Property Group – Brendon Smith
CSD, Housing – Brooke Yates
TCCS, Development Review & Coordination – Kamal Uddin, Jeff Bell
TCCS, Licencing & Compliance – Darren Gerrard, Sean Sloan
TCCS, Sport & Recreation Facilities – Ross Burden
ActewAGL Electrical - enworks@actewaql.com.au

Dear All,

Environment, Planning and Sustainable Development Directorate (EPSDD) is considering the site below, or part of it, on Block 16 Section 46 Greenway for a proposed licence. The site follows the boundaries of the unleased portion of the PRZ1- *Urban Open Space* zoned land.



The proponent is a technology company. The general features of their operation (and land use) will include the following.

- Temporary – perhaps up to a year. Some temporary buildings, and potentially some limited on-site works required.
- No public access required. There will not be any general interaction with the public.
- Relatively small number of on-site staff. Potentially around 12, with on-site parking and storage.
- Security – the site will need to be fenced off and otherwise secure.
- Availability of internet connection to the site is very important.

Please provide your comments to the Land Requests Advisory Committee (LRAC) inbox ESDLRAC@act.gov.au by Thursday, 2 November 2017. Apologies that only a week has been able to be given for comments. If you are unable to provide comments in that timeframe, please give me a call to discuss.

Thank you
Barbara Harding
LRAC Chair

Queries to LRAC Secretariat | p 6207 1665 | e esdlrac@act.gov.au

Barbara Harding | Urban Renewal

Phone: 02 6207 1665 | Email: barbara.harding@act.gov.au

Planning Policy | Environment, Planning and Sustainable Development Directorate | ACT Government

Dame Pattie Menzies House, 16 Challis Street, Dickson | GPO Box 158 Canberra ACT 2601 | www.planning.act.gov.au

Risk Management

The use of delivery drones in the ACT – Project Wing

January 2018



ACT
Government

Environment, Planning and
Sustainable Development

Risk Management Plan: Title Page – Setting the Context

Directorate:	EPSDD	Date risk assessment completed:	20/12/2017
Agency / Division / Business Unit:	Land Supply and Policy	Date risk assessment review to be completed:	
Risk Assessment Undertaken by	1. Alexander Konovalov	2. James Bennett	3.
	4.	5.	6.

Internal Stakeholders

Executive Responsible:	Geoffrey Rutledge, A/g Deputy Director General, Sustainability and the Built Environment		
Risk Owners – Officers responsible for managing the risk	1. Alexander Konovalov	Officers responsible for managing risk treatments	(Discussion required for long term policy responsibility of delivery drones)
	2. James Bennett		
	3.		
	4.		
	5.		
	6.		

Details

<p>Define the Activity</p> <p><i>Provide a summarised definition of the activity, process, function, project, product or service in terms of time, location in addition to goals and objectives.</i></p>	<p>Project Wing (a Google company) is seeking the use of a block of land in Tuggeranong (block 15, section 46 Greenway) to conduct a commercial drone delivery trial, starting with the suburb of Bonython. The drones would be based in the Tuggeranong site, and would then fly to a merchant location (starting with on-site food trucks and other merchants), pick up the goods, and then fly to deliver the package to the end user.</p> <p>The ACT Government is arranging the use of the site.</p> <p>CASA considering permitting the delivery drones as part of an approvals process.</p>
<p>Scope</p> <p><i>Set the parameters of the Risk Management process which includes specifics of the activities to be carried out – what is to be included and what is not to be included or considered in this plan.</i></p>	<p>This risk management process is intended to:</p> <ul style="list-style-type: none"> capture the main areas of risks and community impacts from this new business model; and allocate responsibilities between the ACT Government and CASA. <p>Delivery drones are a new business model, and the scale of Project Wing’s proposal has not been done anywhere else in the world. As a result the risks are to some degree unknowable, and this risk assessment will not pretend to assess the likelihood and consequences of some of the more uncertain risks.</p>

Risk Criteria



	Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Assets	Loss or destruction of assets up to \$2,000	Loss or destruction of assets \$2,000 to \$10,000	Loss or destruction of assets \$10,000 to \$100,000	Loss or destruction of assets \$100,000 to \$5M	Loss or destruction of assets greater than \$5M
Compliance/regulation	Non-compliance with work policy and standard operating procedures which are not legislated or regulated	Numerous instances of non-compliance with work policy and standard operating procedures which are not legislated or regulated	Non-compliance with work policy and standard operating procedures which require self reporting to the appropriate regulator and immediate rectification.	Restriction of business operations by regulator due to non-compliance with relevant guidelines and / or significant non-compliance with policy and procedures which threaten business delivery.	Operations shut down by regulator for failing to comply with relevant guidelines and / or significant non-compliance with internal procedures could result in failure to provide business outcomes and service delivery.
People	Injuries or ailments not requiring medical treatment.	Minor injury or First Aid Treatment Case.	Serious injury causing hospitalisation or multiple medical treatment cases.	Life threatening injury or multiple serious injuries causing hospitalisation.	Death or multiple life threatening injuries.
Environment	Limited effect to something of low significance	Transient, minor effects	Moderate, short-term environmental harm	Significant, medium-term environmental harm	Long term environmental harm
Financial	1% of Budget or <\$5K	2.5% of Budget or <\$50K	> 5% of Budget or <\$500K	> 10% of Budget or <\$5M	>25% of Budget or >\$5M
Products and Services	No disruption to services	Minor disruption to services for up to 1 month	Total cessation of service for up to 1 days and subsequent disruption of 1 to 2 months	Total cessation of service for up to 7 days and subsequent disruption of 2 to 3 months	Total cessation of service for more than 1 week and disruption over subsequent months involving a major facility
Technology	Interruption to electronic records and data access less than ½ day.	Interruption to electronic records and data access ½ to 1 day	Significant interruption (but not permanent loss) to data and electronic records access, lasting 1 day to 1 week	Complete, permanent loss of some electronic records and/or data, or loss of access for more than one week	Complete, permanent loss of all electronic records and data
Reputation & Image	Internal Review	Scrutiny required by internal committees or internal audit to prevent escalation.	Scrutiny required by external committees or ACT Auditor General's Office, or inquest, etc.	Intense public, political and media scrutiny. E.g.: front page headlines, TV, etc.	Assembly inquiry or Commission of inquiry or adverse national media.
Cultural & Heritage	Low-level repairable damage to commonplace structures	Mostly repairable damage	Permanent damage to items of cultural significance	Significant damage to structures or items of cultural significance	Irreparable damage to highly valued items of cultural significance
Business Process & Systems	Minor errors in systems or processes requiring corrective action, or minor delay without impact on overall schedule.	Policy procedural rule occasionally not met or services do not fully meet needs.	One or more key accountability requirements not met. Inconvenient but not client welfare threatening.	Strategies not consistent with Government's agenda. Trends show service is degraded.	Critical system failure, bad policy advice or ongoing non-compliance. Business severely affected.

Likelihood	Frequency			Matrix	Risk Level				
	Almost Certain	Likely	Possible		1	2	3	4	5
Almost Certain	Is expected to occur in most circumstances	>1 in 10	5	Medium	High	High	Extreme	Extreme	
Likely	Will probably occur	1 in 10 - 100	4	Medium	Medium	High	High	Extreme	
Possible	Might occur at some time in the future	1 in 100 - 1,000	3	Low	Medium	Medium	High	Extreme	
Unlikely	Could occur but doubtful	1 in 1,000 - 10,000	2	Low	Medium	Medium	High	High*	
Rare	May occur but only in exceptional circumstances	1 in 10,000 - 100,000	1	Low	Low	Medium	Medium	High*	

Priority for Attention / Action		
Priority	Suggested Timing of Treatment	Authority for continued tolerance of risk
Extreme	Short term – normally within one month* Detailed action plan required	Director- General
High	Medium term – normally within three months Needs senior management attention	Senior Executive
Medium	Normally within 1 year Specify management responsibility	Managers
Low	Ongoing control as part of a management system Manage by routine procedures	All staff

Risk Control Effectiveness	
Control Effectiveness	Guide
Adequate	Nothing more to be done except review and monitor the existing controls. Controls are well designed for the risk, are largely preventative and address the root causes and Management believes that they are effective and reliable at all times. Reactive controls only support preventative controls.
Room for Improvement	Most controls are designed correctly and are in place and effective however there are some controls that are either not correctly designed or are not very effective. There may be an over-reliance on reactive controls. Some more work to be done to improve operating effectiveness or Management has doubts about operational effectiveness and reliability.
Inadequate	Significant control gaps or no credible control. Either controls do not treat root causes or they do not operate at all effectively. Controls, if they exist are just reactive. Management has no confidence that any degree of control is being achieved due to poor control design and/or very limited operational effectiveness.

Sample Consequence Table

Categories of Risk	Consequence					
	Insignificant	Minor	Moderate	Major	Catastrophic	
	Assets	Loss or destruction of assets up to \$2,000	Loss or destruction of assets \$2,000 to \$10,000	Loss or destruction of assets \$10,000 to \$100,000	Loss or destruction of assets \$100,000 to \$5M	Loss or destruction of assets greater than \$5M
	Compliance/ regulation	Non-compliance with work policy and standard operating procedures which are not legislated or regulated	Numerous instances of non-compliance with work policy and standard operating procedures which are not legislated or regulated	Non-compliance with work policy and standard operating procedures that require self reporting to the appropriate regulator and immediate rectification.	Restriction of business operations by regulator due to non-compliance with relevant guidelines and / or significant non-compliance with policy and procedures that threaten business delivery.	Operations shut down by regulator for failing to comply with relevant guidelines and /or significant non-compliance with internal procedures could result in failure to provide business outcomes and service delivery.
	People	Injuries or ailments not requiring medical treatment.	Minor injury or First Aid Treatment Case.	Serious injury causing hospitalisation or multiple medical treatment cases.	Life threatening injury or multiple serious injuries causing hospitalisation.	Death or multiple life threatening injuries.
	Environment	Limited effect to something of low significance	Transient, minor effects	Moderate, short-term environmental harm	Significant, medium-term environmental harm	Long term environmental harm
	Financial	1% of Budget or <\$5K	2.5% of Budget or <\$50K	> 5% of Budget or <\$500K	> 10% of Budget or <\$5M	>25% of Budget or >\$5M
	Products and Services	No disruption to services	Minor disruption to services for up to 1 month	Total cessation of service for up to 1 days and subsequent disruption of 1 to 2 months	Total cessation of service for up to 7 days and subsequent disruption of 2 to 3 months	Total cessation of service for more than 1 week and disruption over subsequent months involving a major facility
	Technology	Interruption to electronic records and data access less than ½ day.	Interruption to electronic records and data access ½ to 1 day	Significant interruption (but not permanent loss) to data and electronic records access, lasting 1 day to 1 week	Complete, permanent loss of some electronic records and/or data, or loss of access for more than one week	Complete, permanent loss of all electronic records and data
	General management activities	no impact on business outcomes and strategic objectives.	Minor impact on business outcomes and strategic objectives. Non-essential or subsidiary services experience minor disruptions.	Moderate impact on business outcomes and strategic objectives. A number of objectives not met, minor or subsidiary services impaired.	Significant impact on business and strategic objectives. Key service delivery impaired.	Strategic business outcomes processes fail and business objectives not met. Unable to delivery necessary services.
Reputation & Image	Internal Review	Scrutiny required by internal committees or internal audit to prevent escalation.	Scrutiny required by external committees or ACT Auditor General's Office, or inquest, etc.	Intense public, political and media scrutiny. E.g.: front page headlines, TV, etc.	Assembly inquiry or Commission of inquiry or adverse national media.	
Cultural & Heritage	Low-level repairable damage to commonplace structures	Mostly repairable damage	Permanent damage to items of cultural significance	Significant damage to structures or items of cultural significance	Irreparable damage to highly valued items of cultural significance	
Business Process & Systems	Minor errors in systems or processes requiring corrective action, or minor delay without impact on overall schedule.	Policy procedural rule occasionally not met or services do not fully meet needs.	One or more key accountability requirements not met. Inconvenient but not client welfare threatening.	Strategies not consistent with Government's agenda. Trends show service is degraded.	Critical system failure, bad policy advice or ongoing non-compliance. Business severely affected.	

Risk Reference	<u>The Risk:</u> What can happen? A description of the risk	<u>Source</u> How can this happen? Drivers to the risk Contributor or source of the risk	<u>Impact /Outcome</u> What will be the outcome or effect, if what can happen does happen? Impact on the business objectives Impact from the event happening Consequence	Govt/regulatory body with oversight/approval/enforcement
1	Noise.	Delivery drones emit a high pitched buzzing noise. Some people may find this irritating. Hours of operation	Reduction in peace and quiet, community complaints. Tortious action – nuisance against the Territory <i>Environment Protection Act 1997</i> (ACT) implications	CASA (approvals) – to the extent that CASA approves flight paths, geographical limits and the type of drones used (). ACT Government – by limiting the hours of operations, no-go areas from noise perspective
2	Privacy concerns (a) surveillance and intrusion of privacy (b) inappropriate collection, use and disclosure of personal information.	The delivery drones are constantly taking downward photos. This may intrude on a person's reasonable expectation of privacy, e.g. backyards, schoolyards, private land. Project Wing advise that these photos are not stored. <ul style="list-style-type: none"> Amazon is reported to have recently taken out a patent – their drones would collect information on the state of someone's property, which would then support targeted advertising. 	Potential breach of right to privacy (in ACT Human Rights Act) Potential breach of ACT <i>Information Privacy Act</i> requirements Reduced privacy, with community privacy concerns and complaints. No recognized common law action in tort for breach of privacy – yet – however that does not mean that a particularly aggrieved applicant may not attempt to bring an action in tort – or for instance, that 'privacy' be an issue that arises alongside a trespass action.	CASA – has ability to audit information from a safety perspective ACT Government – can place requirements in licence for privacy Information Commissioner (provided that Google has adopted in to Cth Privacy Act jurisdiction)

3	Impact on domestic pets.	<p>Delivery drones may startle domestic pets, who then may, for example, jump over a fence and get lost.</p> <p>May also cause distress to domestic pets.</p>	<p>Harm to domestic pets, and community complaints.</p> <p>Tortious action – nuisance</p> <p>EPA implications</p>	ACT Government
4	Impact on wildlife.	Drones have the potential to cause stress to wild animals. There is limited evidence of the extent of this impact.	Harm to wildlife, with ecological damage.	ACT Government
5	Loss of amenity. - visual and noise pollution.	<p>To some people, drones will be perceived as a disturbance to peace and quiet, affecting reasonable enjoyment.</p> <p>Areas such as nature reserves and national parks may present a reasonable expectation of peace and quiet</p> <p>Could be mitigated by regulating the flight path.</p>	<p>Loss of amenity and enjoyment, community complaints.</p> <p>Nuisance</p>	ACT Government
6	Cyber security.	The drones are highly automated, and in the future may have limited direct supervision/control.	Drones used for a malevolent purpose. Uncertain/unknowable impact.	<p>CASA – can review security of systems (but note: limited cyber security specific expertise)</p> <p>Australian Government (general policy concern for the future)</p>
7	Sensitive locations – geographical issue.	<p>Drones may fly over a sensitive location such as an embassy, school, hospital or jail.</p> <p>Regulate the flight path.</p>	Uncertain impacts – potential for concern from some elements of the community.	<p>CASA (geographical limitations) – from safety perspective (restricted airspace – national security and unsafe/high risk areas)</p> <p>ACT Government (additional sensitive areas identified)</p>
8	Distraction risk to drivers, cyclists, pedestrians.	Delivery drones may distract drivers, cyclists, pedestrians.	Reduced traffic safety.	<p>CASA (geographical limitations) – from safety perspective</p> <p>Commonwealth – national road safety policy</p>

				ACT Government – local road safety
9	Safety – collision with people, infrastructure, other drones/planes.	The delivery drones may crash into something, for any number of reasons. This includes the potential for collision with people during the pick-up / drop-off point. CASA regulates the operational requirements (CASA Regs part 101)	Injury/damage to people/property.	CASA
10	Land use concerns. Delivery drones are not currently defined in the Territory Plan, thus not permitted except under a temporary use.	Property owners may not be happy to have a delivery drone site next door or nearby.	Criticism of the ACT Government around our planning controls, and why we are permitting delivery drones without first changing our planning legislation.	ACT Government
11	Trespass	Delivery drones may impact on a landholder's right to exclusive use of reasonable airspace above their own property. (CASA does not recognize rights to reasonable airspace above a property from their regulatory position)	Tort of trespass – legal liability	CASA – from downed aircraft perspective ACT Government – from planning perspective
12	ACT Government agency objections	Other Government Agencies may raise concerns about drone use near or above their sites (e.g. Alexander Maconochie Centre, schools, other institutions) Restricted flight paths.	Opposition from other ACT Government agencies Limited operational areas	ACT Government
13	Fire ignition	Delivery drone crash/malfunction causing fire (or bushfire)	Fire ignition	CASA – from perspective of requiring safety procedures ACT Govt – responsible for fighting any fires

14	Negligence	Negligent operation of drones may cause injury, death, damage to persons	Tort of negligence – legal liability for allowing land use	ACT Government CASA – from safety perspective
15	Reputational damage	If the project is not supported by the community, or there is an incident or accident, the ACT Government may be held responsible – or for instance face adverse public comment or adverse findings in the event of a coronial inquest etc. Note: CASA face a similar reputational risk in terms of their role in providing regulatory approval. Not being aware of incidents occurring.	While legal liability may not rest with the ACT Government for a safety incident, reputational damage may be suffered as the ACT Government has allowed the project to take place	ACT Government CASA

Risk Register part 2 – risk assessment, risk evaluation and risk treatment (Continued from Risk Register Part1)

Risk Reference	Risk Controls which are currently in place <i>This field is for the risk controls that already exist and are currently managing the risk</i>	Inherent Risk Rating			Control Effectiveness Rating	Action to be taken <i>Can include further risk treatment strategies or a rationale behind no further action where rating is rated as "Room for Improvement" or "inadequate." Reference can be made to an attaching "cost / benefit analysis" or "risk treatment action plan" for relevant risks.</i>	Risk Treatment Owner	Residual Risk rating			Control Effectiveness rating	Monitoring and reviewing <i>Monitored by whom with the inclusion of details about frequency requirements of monitoring in addition to the final review to occur. Where appropriate can refer to a "risk treatment plan."</i>
		Consequence	Likelihood	Inherent Risk Rating				Consequence	Likelihood	Residual Risk Rating		
1	CASA regulation and approval The <i>Environment Protection Act 1997</i> and the <i>Environment Protection Regulation 2005</i> set noise standards, including for residential areas – although noise from aircraft may be exempt under the Act – compliance by the EPA.	Uncertain	Certain	Uncertain	Uncertain	Set out permitted operating hours for Project Wing.	ACT Govt	Uncertain	Certain	Uncertain	Uncertain	Seek feedback from the community about their views. Complaints process.
2	Existing privacy legislation. (potentially PW not caught by either instrument – to be bound to the Cth Act by opt-in or contractually. The possibility of litigation and terminating the use agreement are the enforcements.	Major	Unlikely	High	Room improvement	ACT Government to require Project Wing to develop and make public a privacy policy which complies with either the <i>Cth Privacy Act</i> or the <i>ACT's Information Privacy Act</i> . Project Wing to be contractually bound to opt-in and comply with the <i>Privacy Act 1988</i> (Cth).	CASA	Major	Rare	Medium	Adequate	ACT Govt – compliance with licence agreement

Risk Register part 2 – risk assessment, risk evaluation and risk treatment (Continued from Risk Register Part1)

Risk Reference	Risk Controls which are currently in place <i>This field is for the risk controls that already exist and are currently managing the risk</i>	Inherent Risk Rating			Control Effectiveness Rating	Action to be taken <i>Can include further risk treatment strategies or a rationale behind no further action where rating is rated as "Room for Improvement" or "inadequate." Reference can be made to an attaching "cost / benefit analysis" or "risk treatment action plan" for relevant risks.</i>	Risk Treatment Owner	Residual Risk rating			Control Effectiveness rating	Monitoring and reviewing <i>Monitored by whom with the inclusion of details about frequency requirements of monitoring in addition to the final review to occur. Where appropriate can refer to a "risk treatment plan."</i>
		Consequence	Likelihood	Inherent Risk Rating				Consequence	Likelihood	Residual Risk Rating		
3	Nil.	Minor	Alm. cert.	High	Inadequate	ACT Government to require Project Wing to address this concern as part of the community engagement strategy.	ACT Govt	Minor	Likely	Medium	Adequate	ACT Govt – monitor and seek feedback from the community.
4	Nil. Parks and Conservation is currently considering greater restrictions for drones in Territory reserves.	Uncertain (minor?)	Uncertain	Uncertain	n/a	<p>Nil. Project Wing's operations are going to be focused on residential areas.</p> <p>Consultation with Parks and Conservation Service and local environmental groups.</p> <p>Consultation with Canberra Ornithologists Group – possible bird study.</p>	n/a	Uncertain (minor?)	Uncertain	Uncertain	n/a	<p>ACT Govt – monitor and seek feedback from the community.</p> <p>Ensure a strong complaints handling process at the licensing stage.</p>

Risk Register part 2 – risk assessment, risk evaluation and risk treatment (Continued from Risk Register Part1)

Risk Reference	Risk Controls which are currently in place <i>This field is for the risk controls that already exist and are currently managing the risk</i>	Inherent Risk Rating			Control Effectiveness Rating	Action to be taken <i>Can include further risk treatment strategies or a rationale behind no further action where rating is rated as "Room for Improvement" or "inadequate."</i> <i>Reference can be made to an attaching "cost / benefit analysis" or "risk treatment action plan" for relevant risks.</i>	Risk Treatment Owner	Residual Risk rating			Control Effectiveness rating	Monitoring and reviewing <i>Monitored by whom with the inclusion of details about frequency requirements of monitoring in addition to the final review to occur. Where appropriate can refer to a "risk treatment plan."</i>
		Consequence	Likelihood	Inherent Risk Rating				Consequence	Likelihood	Residual Risk Rating		
5	Threat of litigation is a risk control. Restricted flight paths and hours of operation.	Uncertain	Certain	Uncertain	n/a	ACT Government to establish permitted operating hours and consider geographical limitations. Licence agreement.	ACT Govt	Uncertain	Certain	Uncertain	Uncertain	ACT Govt – monitor and seek feedback from the community. ACT Government to be involved in the complaints management process.
6	Uncertain – this is primarily a risk that Project Wing needs to manage.	Uncertain	Uncertain	Uncertain	n/a	CASA to continue to monitor cyber-security safety standards, and ensure that they receive any cyber-security incident feedback from Project Wing.	CASA	Uncertain	Uncertain	Uncertain	Uncertain	CASA to monitor.
7	Existing CASA rules for off limit areas for drones (largely focusing on airports and helicopter landing pads).	Uncertain (moderate?)	Almost certain	Uncertain	n/a	Geographical limits in CASA approval. ACT Government to provide feedback to CASA on any sensitive locations that Project Wing need to avoid. Ongoing discussions between ACT Govt and CASA on adequacy of current arrangements.	ACT Govt, CASA	Uncertain (moderate?)	Rare	Uncertain	Uncertain	ACT Govt (geographical limitations) and CASA (restricted airspace) to monitor.

Risk Register part 2 – risk assessment, risk evaluation and risk treatment (Continued from Risk Register Part1)

Risk Reference	Risk Controls which are currently in place <i>This field is for the risk controls that already exist and are currently managing the risk</i>	Inherent Risk Rating			Control Effectiveness Rating	Action to be taken <i>Can include further risk treatment strategies or a rationale behind no further action where rating is rated as "Room for Improvement" or "inadequate." Reference can be made to an attaching "cost / benefit analysis" or "risk treatment action plan" for relevant risks.</i>	Risk Treatment Owner	Residual Risk rating			Control Effectiveness rating	Monitoring and reviewing <i>Monitored by whom with the inclusion of details about frequency requirements of monitoring in addition to the final review to occur. Where appropriate can refer to a "risk treatment plan."</i>
		Consequence	Likelihood	Inherent Risk Rating				Consequence	Likelihood	Residual Risk Rating		
8	Driver licensing and education, aimed at promoting safe driving.	Moderate	Uncertain	Uncertain	Uncertain	ACT Government to require this element to be addressed in any community engagement strategy. Consider seeking research to build an evidence base on the potential impacts. In the longer term, ACT Govt to consider modifying driver licensing education programs.	ACT Govt	Moderate	Uncertain	Uncertain	Uncertain	ACT Government.
9	CASA has an approval regime to consider and control for drone safety risks.	Major	Uncertain (rare?)	Uncertain	Adequate	CASA to take a staged and incremental approach to approvals. CASA to provide the ACT Government with assurance around safety (not guaranteeing there is no risk, but providing advice around their approach to managing risk).	CASA	Major	Uncertain (rare?)	Uncertain	Uncertain	CASA to monitor compliance with approvals.

Risk Register part 2 – risk assessment, risk evaluation and risk treatment (Continued from Risk Register Part1)

Risk Reference	Risk Controls which are currently in place <i>This field is for the risk controls that already exist and are currently managing the risk</i>	Inherent Risk Rating			Control Effectiveness Rating	Action to be taken <i>Can include further risk treatment strategies or a rationale behind no further action where rating is rated as "Room for Improvement" or "inadequate."</i> <i>Reference can be made to an attaching "cost / benefit analysis" or "risk treatment action plan" for relevant risks.</i>	Risk Treatment Owner	Residual Risk rating			Control Effectiveness rating	Monitoring and reviewing <i>Monitored by whom with the inclusion of details about frequency requirements of monitoring in addition to the final review to occur. Where appropriate can refer to a "risk treatment plan."</i>
		Consequence	Likelihood	Inherent Risk Rating				Consequence	Likelihood	Residual Risk Rating		
10	Planning legislation and the Territory Plan. Project Wing required to consult with neighbours as part of their Development Application.	Moderate	Likely	High	Room for improvement	ACT Government to require a community engagement strategy, to include consultation with neighbours.	ACT Govt	Moderate	Possible	Medium	Adequate	ACT Govt – monitor and seek feedback from the community. Complaints handling / management process or policy.
11	Tort of trespass	Moderate	unlikely	medium	Room for improvement	Restricted flight paths (reasonable airspace) CASA to issue approval	ACT Govt	Moderate	unlikely	Medium	Adequate	ACT Govt – monitor and seek feedback from the community.
12	Inter-agency consultation (through Land Request Advisory Committee)	Moderate	Possible	Medium	Adequate	Consult with key ACT Government agencies – limit geographical area of operations.	ACT Govt	Low	Unlikely	Low	Adequate	ACT Govt – monitor and consult with key agencies
13	CASA assessment of safety risks and approval	Major/catastrophic	Unlikely	High	Adequate	Ensure compliance with CASA approval – requirement for Emergency Management Plan	Project Wing/CASA	Major/catastrophic	Unlikely	High	Adequate	CASA ACT Govt

Risk Register part 2 – risk assessment, risk evaluation and risk treatment (Continued from Risk Register Part1)

Risk Reference	Risk Controls which are currently in place <i>This field is for the risk controls that already exist and are currently managing the risk</i>	Inherent Risk Rating			Control Effectiveness Rating	Action to be taken <i>Can include further risk treatment strategies or a rationale behind no further action where rating is rated as "Room for Improvement" or "inadequate."</i> <i>Reference can be made to an attaching "cost / benefit analysis" or "risk treatment action plan" for relevant risks.</i>	Risk Treatment Owner	Residual Risk rating			Control Effectiveness rating	Monitoring and reviewing <i>Monitored by whom with the inclusion of details about frequency requirements of monitoring in addition to the final review to occur. Where appropriate can refer to a "risk treatment plan."</i>
		Consequence	Likelihood	Inherent Risk Rating				Consequence	Likelihood	Residual Risk Rating		
14	Tort of negligence	Major	Rare	Medium	Adequate	CASA assessment and approval Thorough consultation. Risk mitigation measures. Project Wing assurances of compliant operations	CASA/ ACT Govt	Major	Rare	Medium	Adequate	CASA ACT Govt – monitor and seek feedback from the community.
15	Reputational damage	Major	Unlikely	Medium	Adequate	Clear messaging on delineation of responsibilities and ownership of project <ul style="list-style-type: none"> Complaints management and appropriate notice to public of the project and its purposes. Role of ACT Government in approving the project and CASA as the regulatory body with authority to provide approval Community engagement strategy for both Project Wing and ACT Government	ACT Govt	Major	Unlikely	Medium	Adequate	ACT Govt – monitor and seek feedback from the community.

From: Ives, Kieran
Sent: Friday, 5 October 2018 11:12 AM
To: Snape, Melissa; Kitchin, Margaret
Cc: Iglesias, Daniel
Subject: commercial in confidence: bird review [SEC=UNCLASSIFIED]
Attachments: 18-144 Drone Wildlife Review.pdf; pages 3&21.pdf

Commercial in confidence

Hi Margaret and Melissa – I understand that Alex Konovalov has talked to you previously about the Project Wing drone delivery trial and a study that the company agreed to commission on the potential impact of the trial on wild life particularly birds.

The company has provided the attached and I would welcome any comments that the team might suggest providing Project Wing.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General
Environment, Planning and Sustainable Development Directorate | ACT Government
Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au
Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601

From: Ives, Kieran
Sent: Monday, 22 October 2018 2:02 PM
To: Iglesias, Daniel; Kitchin, Margaret
Cc: Snape, Melissa
Subject: FW: commercial in confidence: bird review [SEC=UNCLASSIFIED]
Attachments: Potential Impacts of Drones on Urban Wildlife.docx

Hi Margaret and Daniel

As discussed with the both of you, I think it would be beneficial to share some of this advice with Project Wing so that they can understand the limitations of report they commissioned and research in this area generally.

Noting some of the data here is not in the public domain, it would be great if we could reshaping the advice so that it is suitable for third party consumption so we can share it with Wing.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General
Environment, Planning and Sustainable Development Directorate | ACT Government
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Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601

From: Kitchin, Margaret
Sent: Friday, 19 October 2018 2:22 PM
To: Ives, Kieran <Kieran.Ives@act.gov.au>; Iglesias, Daniel <Daniel.Iglesias@act.gov.au>
Cc: Snape, Melissa <Melissa.Snape@act.gov.au>
Subject: RE: commercial in confidence: bird review [SEC=UNCLASSIFIED]

Hi Kieran and Daniel,

Thanks for send through this report – apologises that we haven't got to it sooner, CR has had a few things this week.

Regarding this report – our general views are below, however attached is a more detailed summary responding to the sections of the report.

In summary:

- This is a desktop review of the potential impacts of Project Wing on wildlife (undertaken by NGH Environmental) that recommends the precautionary principal should be adopted in this instance - in the absence of sufficient studies of the impacts of drones on wildlife (particularly threatened species) we fully support this and recommend it be extended. Under the assumption that urban reserves do not represent high value habitat for threatened species (e.g. Little Eagle, Superb Parrot), the review goes on to suggests that flights represent low risk to wildlife so long as the Molonglo River Nature Park is avoided. The review also assumes low impact on common species in the urban area, based on the expectation that they would become habituated to the disturbance over time.
- Various projects currently being undertaken by EPSDD and partners have demonstrated the first of these assumptions to be highly invalid – with many critical areas of rare or threatened species (e.g. Little Eagle, Superb Parrot, and Gang Gang Cocktaoo) habitat occurring within the urban footprint of Canberra. There is

no scientific evidence referenced to support the assumptions relating to habituation over time by species common in the urban area, or by any species at the flight heights proposed (i.e. below 40m).

- [REDACTED] and the recognised overlap between the flight altitude of many bird species and the Project Wing drones, Conservation Research suggests the precautionary principal be expanded and 'high constraint' areas include all urban habitat (i.e. Canberra Nature Park areas).
- Field studies should be undertaken to provide an evidence base for policy decisions around the use of drones (for any purpose) in the non-urban environments of the ACT.

Regards
Margaret

Dr Margaret Kitchin | Senior Manager - Conservation Research
Phone 02 6207 7623 | [REDACTED]
Environment, Planning and Sustainable Development Directorate |
www.environment.act.gov.au

From: Ives, Kieran
Sent: Friday, 5 October 2018 11:13 AM
To: Snape, Melissa <Melissa.Snape@act.gov.au>; Kitchin, Margaret <Margaret.Kitchin@act.gov.au>
Cc: Iglesias, Daniel <Daniel.Iglesias@act.gov.au>
Subject: commercial in confidence: bird review [SEC=UNCLASSIFIED]

Commercial in confidence

Hi Margaret and Melissa – I understand that Alex Konovalov has talked to you previously about the Project Wing drone delivery trial and a study that the company agreed to commission on the potential impact of the trial on wild life particularly birds.

The company has provided the attached and I would welcome any comments that the team might suggest providing Project Wing.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General
Environment, Planning and Sustainable Development Directorate | ACT Government
Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au
Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601



From: Kitchin, Margaret
Sent: Monday, 29 October 2018 12:07 PM
To: Ives, Kieran; Iglesias, Daniel; Marcantonio, Laura
Cc: Snape, Melissa
Subject: RE: commercial in confidence: bird review [SEC=UNCLASSIFIED, DLM=Sensitive]
Attachments: Potential Impacts of Drones on Urban Wildlife_External.docx

Hi Kieran and Laura,

Laura – I note Kieran is on leave so forwarding this to you as per his out-of-office.

The Conservation Research unit was asked to provide a response to a study on drones in southern Canberra. We have revised a previous report and included material on bird use of the urban areas based on studies that are published on the web and publically available.

Regards

Margaret

Dr Margaret Kitchin | Senior Manager - Conservation Research
Phone 02 6207 7623 | [REDACTED]
Environment, Planning and Sustainable Development Directorate |
www.environment.act.gov.au

From: Ives, Kieran
Sent: Monday, 22 October 2018 2:02 PM
To: Iglesias, Daniel <Daniel.Iglesias@act.gov.au>; Kitchin, Margaret <Margaret.Kitchin@act.gov.au>
Cc: Snape, Melissa <Melissa.Snape@act.gov.au>
Subject: FW: commercial in confidence: bird review [SEC=UNCLASSIFIED]

Hi Margaret and Daniel

As discussed with the both of you, I think it would be beneficial to share some of this advice with Project Wing so that they can understand the limitations of report they commissioned and research in this area generally.

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Kind regards
Kieran

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Environment, Planning and Sustainable Development Directorate | ACT Government
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Potential Impacts of Drones on Urban Wildlife

Response from the Conservation Research unit, EPSDD

Completed 25/10/18

Overview

- Project Wing is a project proposing to use unmanned aerial vehicles (drones) to deliver small goods and takeaway food within urban Canberra.

A desk-top analysis of the potential impacts on wildlife (predominantly avifauna, i.e. birds) was undertaken by NGH Environmental. This review was based predominantly on revision of the small amount of scientific literature published on the matter and government databases showing point information for the occurrence of potential 'at risk' species.

The recommendations from this report are outlined with responses to consider:

Flight Characteristics

- Establish limited (or no) flight zones in sensitive (potential risk) areas.

The Murrumbidgee Corridor (excluding a 100m buffer due to proximity to the urban edge) was the only area identified as a no-fly zone due to potential significant species/impacts.

Response:

The urban reserves (i.e. Canberra Nature Park) provide important remnant habitat for a range of species, including some listed species. These areas should also be avoided for impacts from drones. Similarly, many other 'green spaces' in the urban footprint are frequently used by native birds. The ACT Government is currently involved in multiple studies demonstrating the use of the remnant habitat within Canberra Nature Park (and other areas of non-protected urban habitat, including areas dominated by exotic tree species) by sensitive migratory and resident species (see Figures 1-3 for specific examples). Measures put in place to avoid disturbance to these species in the past extended to include restrictions placed on recreational activities/public access, use of registered poisons for vertebrate pest control, and land development processes (e.g. use of heavy or loud machinery in nearby residential areas) during critical periods in buffer areas up to 5 km from important habitat. Very little of Canberra's urban footprint falls outside of a 5 km buffer from an area known to be important habitat for a threatened species.

Published research regarding the use of urban areas by the Little Eagle and the Superb Parrot are listed below.



- Vary flight height if necessary

The desktop analysis indicated that most birds fly at or below 20 m from the ground (the same height as the drone). Expected to minimise interactions with raptors but increase risk of collision with other species.

Response:

Given the use of the same flight zone as most non-raptor bird species, the small amount of information currently available on the frequency, type and degree of possible impacts is not considered sufficient, when applying the precautionary principal, to warrant the unconditional approval of this project without further field evaluation.

- Avoid using 'fast climb' flight features

Fast climb features are expected to increase the risk of raptor attack (and potential subsequent injury or death).

Response:

Agree that this feature should not be used.

Raptor Avoidance

- Fly light coloured drones

Yvonne Sitco from the Western Australia Birds of Prey Centre suggested this approach as birds of prey are less likely to attack objects perceived to be 'juvenile' animals (which, for Wedge-tailed Eagles, are lighter in colour).

Response:

From the information provided, it is unclear whether this approach has been demonstrated scientifically to be effective in preventing potential issues with the range of raptor species known to occur in the ACT.

- Identify known large raptor nest sites and establish no-fly zones near these

Suggested Jerry Olsen and Stephen Debus be consulted in regards to where nests might be.

Response:

The ACT Government, Canberra Ornithologists Group, Canberra Nature Map and other relevant experts/databases should all be consulted for relevant information before the issue is considered to have thoroughly reviewed. Recent studies have demonstrated that the paucity of records for many species is due to a lack of search effort – so existing database records should not be considered to be an exhaustive list of where any given species occurs. Rather, specific field investigations are required – especially for listed species.



Response to Identified Risk

- The review states “As this assessment has found that the project is unlikely to result in a significant impact to any listed threatened or migratory species (or an otherwise unacceptable level of impact to a non-threatened species), the establishment of an avian monitoring program is not considered necessary at this point in time”.

Response:

There is insufficient information presented in this review, or likely to exist at present, to assume an insignificant impact of drones on ACT or Commonwealth listed threatened species, or even general wildlife. This is an emerging field. In fact, the data which is available would suggest some impact (possibly a significant impact on a number of listed species) is likely. The assumption in the desk-top review that there is little significant bird life within the urban footprint of Canberra is known to be invalid. The assumptions that many species will ‘adapt’ to the presence of drones is also inappropriate given the migratory nature of many of the highest risk species (e.g. Superb Parrot, Little Eagle); and also the little evidence demonstrating ‘habituation’ of local species to other anthropogenic activities, e.g. Australian Magpies and Masked Lapwings have not ceased to consider cyclists and pedestrians as threats to their urban territories, and so continue to expend energy (and risk injury) by swooping intruders.

- The review suggests that if significant issues are detected in response to the project going ahead, that the parameters could then be reviewed – depending on the listed status of the species being impacted.

Response:

Given the high likelihood of some form of impact, and lack of processes in place for any awareness of such (e.g. if numerous birds are injured per flight, there would be no way of knowing this, or distinguishing injured birds on the ground from those impacted by other processes, such as car strike), this approach is not considered appropriate.

Recommendations

- Agree with the ‘precautionary principle’ outlined in the report and recommend implementing a more extensive area of ‘high constraint’ to include Canberra Nature Park and other known habitat areas for threatened species where drones are not flown until a more thorough review of the available data and information is undertaken (including consideration of the type of data provided below)
- That field studies of the potential impacts on representative species are undertaken in areas thought to not be used by known sensitive species (integrated into current delivery trial)
- That measures be put in place to actively assess the rate of wildlife incidents on all flights during R&D phase (e.g. on board camera to show rate of swooping/attack/collisions)
- Any future expansion of the service is only undertaken when evidence is available of no or low significant risks to local listed threatened species.



ACT
Government

Environment, Planning and
Sustainable Development

References

Little Eagles

<https://ginninderry.com/wp-content/uploads/2017/03/Movements-of-the-Little-Eagle-surrounding-the-proposed-Riverview-Development-Area-ACT-2016.pdf>

https://www.researchgate.net/publication/325896593_Notes_on_the_breeding_ecology_of_Little_Eagles_in_the_ACT_in_20172018

Superb Parrot

https://www.environment.act.gov.au/_data/assets/pdf_file/0011/1135649/Superb-Parrot-Research-Report-2016.pdf

https://www.planning.act.gov.au/_data/assets/pdf_file/0012/1179678/SA20_FINAL-Superb-Parrot-Habitat-Improvement-Plan-March-2015_endorsed-by....pdf

From: Ives, Kieran
Sent: Tuesday, 20 November 2018 1:55 PM
To: [REDACTED]
Cc: 'Margaret Nagle'; Rutledge, Geoffrey
Subject: Re: commercial in confidence: bird review [SEC=UNCLASSIFIED, DLM=Sensitive]
Attachments: Potential Impacts of Drones on Urban Wildlife_External.docx; 18-144 Drone Wildlife Review.pdf

Commercial in confidence

Hi [REDACTED]

EPSDD's Conservation Research unit were asked to peer review the attached *Project Wing Fauna Study* and they have drafted the attached advice within this context.

This document is in being provided to Project Wing in draft and without prejudice. As this document is in draft, it does not represent the views of the Directorate or ACT Government. EPSDD would welcome discussion on this topic at a future meeting.

In the meantime if you would like to discuss this matter my contact details are below.
Thank you again for sharing this research.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General
Environment, Planning and Sustainable Development Directorate | ACT Government
Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au
Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601



Potential Impacts of Drones on Urban Wildlife

Response from the Conservation Research unit, EPSDD

Draft completed: 25/10/18

Overview

- Project Wing is a project proposing to use unmanned aerial vehicles (drones) to deliver small goods and takeaway food within urban Canberra.

A desk-top analysis of the potential impacts on wildlife (predominantly avifauna, i.e. birds) was undertaken by NGH Environmental. This review was based predominantly on revision of the small amount of scientific literature published on the matter and government databases showing point information for the occurrence of potential 'at risk' species.

The recommendations from this report are outlined with responses to consider:

Flight Characteristics

- Establish limited (or no) flight zones in sensitive (potential risk) areas.

The Murrumbidgee Corridor (excluding a 100m buffer due to proximity to the urban edge) was the only area identified as a no-fly zone due to potential significant species/impacts.

Response:

The urban reserves (i.e. Canberra Nature Park) provide important remnant habitat for a range of species, including some listed species. These areas should also be avoided for impacts from drones. Similarly, many other 'green spaces' in the urban footprint are frequently used by native birds. The ACT Government is currently involved in multiple studies demonstrating the use of the remnant habitat within Canberra Nature Park (and other areas of non-protected urban habitat, including areas dominated by exotic tree species) by sensitive migratory and resident species (see Figures 1-3 for specific examples). Measures put in place to avoid disturbance to these species in the past extended to include restrictions placed on recreational activities/public access, use of registered poisons for vertebrate pest control, and land development processes (e.g. use of heavy or loud machinery in nearby residential areas) during critical periods in buffer areas up to 5 km from important habitat. Very little of Canberra's urban footprint falls outside of a 5 km buffer from an area known to be important habitat for a threatened species.

Published research regarding the use of urban areas by the Little Eagle and the Superb Parrot are listed below.



- Vary flight height if necessary

The desktop analysis indicated that most birds fly at or below 20 m from the ground (the same height as the drone). Expected to minimise interactions with raptors but increase risk of collision with other species.

Response:

Given the use of the same flight zone as most non-raptor bird species, the small amount of information currently available on the frequency, type and degree of possible impacts is not considered sufficient, when applying the precautionary principal, to warrant the unconditional approval of this project without further field evaluation.

- Avoid using 'fast climb' flight features

Fast climb features are expected to increase the risk of raptor attack (and potential subsequent injury or death).

Response:

Agree that this feature should not be used.

Raptor Avoidance

- Fly light coloured drones

Yvonne Sitco from the Western Australia Birds of Prey Centre suggested this approach as birds of prey are less likely to attack objects perceived to be 'juvenile' animals (which, for Wedge-tailed Eagles, are lighter in colour).

Response:

From the information provided, it is unclear whether this approach has been demonstrated scientifically to be effective in preventing potential issues with the range of raptor species known to occur in the ACT.

- Identify known large raptor nest sites and establish no-fly zones near these

Suggested Jerry Olsen and Stephen Debus be consulted in regards to where nests might be.

Response:

The ACT Government, Canberra Ornithologists Group, Canberra Nature Map and other relevant experts/databases should all be consulted for relevant information before the issue is considered to have thoroughly reviewed. Recent studies have demonstrated that the paucity of records for many species is due to a lack of search effort – so existing database records should not be considered to be an exhaustive list of where any given species occurs. Rather, specific field investigations are required – especially for listed species.



Response to Identified Risk

- The review states “As this assessment has found that the project is unlikely to result in a significant impact to any listed threatened or migratory species (or an otherwise unacceptable level of impact to a non-threatened species), the establishment of an avian monitoring program is not considered necessary at this point in time”.

Response:

There is insufficient information presented in this review, or likely to exist at present, to assume an insignificant impact of drones on ACT or Commonwealth listed threatened species, or even general wildlife. This is an emerging field. In fact, the data which is available would suggest some impact (possibly a significant impact on a number of listed species) is likely. The assumption in the desk-top review that there is little significant bird life within the urban footprint of Canberra is known to be invalid. The assumptions that many species will ‘adapt’ to the presence of drones is also inappropriate given the migratory nature of many of the highest risk species (e.g. Superb Parrot, Little Eagle); and also the little evidence demonstrating ‘habituation’ of local species to other anthropogenic activities, e.g. Australian Magpies and Masked Lapwings have not ceased to consider cyclists and pedestrians as threats to their urban territories, and so continue to expend energy (and risk injury) by swooping intruders.

- The review suggests that if significant issues are detected in response to the project going ahead, that the parameters could then be reviewed – depending on the listed status of the species being impacted.

Response:

Given the high likelihood of some form of impact, and lack of processes in place for any awareness of such (e.g. if numerous birds are injured per flight, there would be no way of knowing this, or distinguishing injured birds on the ground from those impacted by other processes, such as car strike), this approach is not considered appropriate.

Recommendations

- Agree with the ‘precautionary principle’ outlined in the report and recommend implementing a more extensive area of ‘high constraint’ to include Canberra Nature Park and other known habitat areas for threatened species where drones are not flown until a more thorough review of the available data and information is undertaken (including consideration of the type of data provided below)
- That field studies of the potential impacts on representative species are undertaken in areas thought to not be used by known sensitive species (integrated into current delivery trial)
- That measures be put in place to actively assess the rate of wildlife incidents on all flights during R&D phase (e.g. on board camera to show rate of swooping/attack/collisions)



ACT
Government

Environment, Planning and
Sustainable Development

References

Little Eagles

<https://ginninderry.com/wp-content/uploads/2017/03/Movements-of-the-Little-Eagle-surrounding-the-proposed-Riverview-Development-Area-ACT-2016.pdf>

https://www.researchgate.net/publication/325896593_Notes_on_the_breeding_ecology_of_Little_Eagles_in_the_ACT_in_20172018

Superb Parrot

https://www.environment.act.gov.au/_data/assets/pdf_file/0011/1135649/Superb-Parrot-Research-Report-2016.pdf

https://www.planning.act.gov.au/_data/assets/pdf_file/0012/1179678/SA20_FINAL-Superb-Parrot-Habitat-Improvement-Plan-March-2015_endorsed-by....pdf

DRAFT

From: Ives, Kieran
Sent: Thursday, 22 November 2018 1:08 PM
To: Rutledge, Geoffrey
Subject: RE: commercial in confidence: bird review [SEC=UNCLASSIFIED, DLM=Sensitive]

Hi Geoffrey – I have just spoken to [REDACTED] about this advice.

He noted that:

- a) In the context of Bonython they have not looked to do more active observation as this trial is wrapping up, but the advice had informed decision about colour, and flight paths and speed etc. They also review aircraft for evidence of bird strike (they haven't identified any as yet);
- b) For Mitchell they are engaging with the Canberra Ornithologists Group, seeking their support for base line data prior to commencing service and support for monitoring once it commences (this is early and will be subject to the groups agreement);
- c) On engagement - Wing will be hosting 20 "pup-ups" in the Gungahlin area over November December January. They have presented to Gungahlin Community Council. And will have a store at the Crace Christmas Carnival.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General
Environment, Planning and Sustainable Development Directorate | ACT Government
Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au
Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601

From: Ives, Kieran
Sent: Tuesday, 20 November 2018 1:55 PM
To: [REDACTED]
Cc: [REDACTED] Rutledge, Geoffrey <Geoffrey.Rutledge@act.gov.au>
Subject: Re: commercial in confidence: bird review [SEC=UNCLASSIFIED, DLM=Sensitive]

Commercial in confidence

Hi [REDACTED]

EPSDD's Conservation Research unit were asked to peer review the attached *Project Wing Fauna Study* and they have drafted the attached advice within this context.

This document is in being provided to Project Wing in draft and without prejudice. As this document is in draft, it does not represent the views of the Directorate or ACT Government. EPSDD would welcome discussion on this topic at a future meeting.

In the meantime if you would like to discuss this matter my contact details are below.
Thank you again for sharing this research.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General

From: Rutledge, Geoffrey
Sent: Wednesday, 7 February 2018 10:16 AM
To: [REDACTED]
Subject: RE: PROJECT WING [SEC=UNCLASSIFIED]

Dear [REDACTED]

Thank you for your email of 4 February 2018 to Environment Protection about the delivery drone trial being undertaken from Guises Creek, by Project Wing. I am responding on behalf of the Environment, Planning and Sustainable Development Directorate.

In October 2017, the ACT Government granted Project Wing with a temporary licence for the use of the Guises Creek site for their delivery drone trial. This licence lasts until the end of March 2018. I understand that Project Wing had sought to contact all of the immediate neighbours with doorknocking and letter drops – I am sorry that this was not the case for yourself.

The Commonwealth Civil Aviation Safety Authority is the responsible agency for regulating the use of drones, particularly from a safety perspective. You may consider contacting them with your concerns at:

<https://www.casa.gov.au/webform/unsafe-drone-operations-complaint-form>

Many of your concerns would be more appropriately addressed if raised directly with Project Wing and I encourage you to contact Project Wing at: wing-au@x.team.

I agree that there are significant questions around the community and environmental impact from delivery drones and I appreciate your feedback. This is an entirely new business model and many areas of regulation do not envisage automated delivery drones. Our main objective in assisting to facilitate the trial is to better understand the types of issues you have raised.

Yours sincerely

Geoffrey Rutledge | Deputy Director-General, Sustainability and the Built Environment
Phone 02 6207 5001 | [REDACTED]
Environment, Planning and Sustainable Development Directorate | ACT Government
Level 3, 16 Challis Street, Dickson | GPO Box 158 Canberra ACT 2602 | www.environment.act.gov.au



From: [REDACTED]
Sent: Sunday, 4 February 2018 7:19 PM
To: Environment Protection <Environment.Protection@act.gov.au>
Subject: PROJECT WING

[REDACTED] a rural property on the Monaro Hwy, in the A,C,T,, located between the southern Canberra suburb of Richardson and Williamsdale. Situated approximately 200 meters away from my residence is the Guises Ck. Rural Bushfire Brigade, also in the A.C.T.

In September 2017 a company operating drones set up base within the confines of the brigade grounds, A number of demountable site sheds and shipping containers appeared next to the fire station. this company is Project Wing, owned by Google. they are trialling the delivery of fast food by drone, to Royalla Estate which starts a kilometer or so away. Royalla

Estate consists of several hundred houses on small acreages and is in N.S.W.. Royalla was the name of the sheep farm there previously. Some sort of temporary commercial kitchen has been set up and burritos are delivered by drone to participating residents. Multiple drones are flown simultaneously along a route to the Royalla Estate and then on to their separate destinations. As they return the cycle is repeated.

I am the closest resident in the area to this base of operation. I was told nothing about this trial and the first I knew of it was when I heard the drones flying. An addition was being made to the fire station at the time and the brigade had been temporarily stationed elsewhere, to return before xmas. I presumed the drones would leave when the fire fighters returned. after all, how could you operate a fire station normally with that kind of distraction only meters away. The fire fighters returned and the drone operation continues. My concerns, and indeed complaints are as follows.

1. Notification.

I was not was not notified by either Project Wing or any related government agency. I received neither a letter or a knock on the door. I believe there were consultations with the Royalla Community Association in their hall at the Royalla Estate. I live several kilometers away in the A.C.T. The fire brigade and drones are also in the A.C.T. I am not a member of the Royalla Community Association. I am not a part of the Royalla Estate community. Why was I not given equal opportunity to view my opinions. The days in winter get a lot shorter. Google will no longer be able to fly their drones at 7 o'clock in the evening. It would be natural to think that Google would be lobbying to fly their drones at night. Will my notification be the sound of drones taking off at 9 at night and flashing lights over the countryside. Further more, the A.C.T. has a complicated leasing system. If there has been a change to the lease to accommodate this kind of enterprise, even temporarily, doesn't Project Wing have to, by law contact all neighbours and residents in the area? This is totally unsatisfactory and shows a disregard for my close proximity to this operation.

2. Noise

We all know drones make noise.(do you?). What people may not know is that they make two distinctly different noises. Both are loud. Both carry for a long distance. One sound is when drones travel horizontally. This is like a whirring mechanical sound they make when travelling from point A to point B. The other noise is when drones travel vertically, as in taking off and landing. I can only describe this as a high pitched screeching noise. The continual noise of the take offs, going to, coming back and landing is clearly audible from my home. It is audible from inside my home as well. It screeches through my garden , through my paddocks and through my house. It cannot be escaped. It destroys my concentration and I find it hard to function in my normal manner. For this is not just one drone flown by a hobbyist in a park for few hours. This is an operation that has multiple drones in the air simultaneously over up to 10 hours daily from Thursday through to Sunday inclusive. It has operated on other days and public holidays. This involves up to 100 flybys with takeoff and landings daily. Possibly More. What it is, in effect, is a drone airport. I believe this to be unprecedented in Australia. I also believe it to be banned in the United States, home of Google. These drones are apparently newly developed, with extra rotors on them. Whether this be for safety reasons, eg. make them less susceptible to crash or for payload reasons I don't know. I am not an aeronautical engineer but can only assume that this would make them noisier still. Could you please advise me what laws are in place to protect people like myself, who live in close proximity to this operation, from the type of noise being generated. Could you please let me know what noise testing this particular model of drone has undertaken. Is any government agency monitoring the noise caused by these drones overall in the area. Who is monitoring the amount of flights google are operating to verify what I am telling you. Surely in a trial such as this, Google are keeping log books for their machines? Or is this a self regulating operation both in N.S.W. and the A.C.T.

3.Occupational health and safety

The high pitched screeching noise of these drones emanating from the drone airport, as I have previously stated, affects my concentration and is a continual sound irritant. it is a most negative intrusion on my well being. I do not know if continual exposure to this noise can cause any lasting hearing disorders or for that matter any other medical disorder.I live 200 meters away and these possibilities of long term health issues to myself and others that live with me are a concern. However there is a far more pressing reason for concern relating to this noise. That is the close proximityof this operation to the volunteers of the fire brigade not to mention the drone operators themselves. If I find the noise intolerable from 200 meters away, what are the health ramifications from 20 meters away? The fire brigade operates mostly on weekends, being a volunteer brigade. This is when the drone deliveries are in full swing. There is little doubt that this must be a major distraction. It must affect concentration. What does it do to your hearing over a whole weekend?

Does anyone go home with ringing in their ears? Do any of the volunteers have a hearing precondition that might be affected? Urgent attention is needed to avert possible hearing impairment, as well as the possibility of future litigation. Why have Emergency Services placed the health and safety of their volunteer firefighters secondary to the operation of Project Wing? How can this fire brigade maintain its integrity with this operation flying drones only meters away? The firefighters can only eat so many burritos.

4. Environmental impact

Wildlife cant speak for itself. Environmental Impact Studies, I thought,were a matter of course for many new business's for obvious reasons. There are already species of birds once seen here regularly, now scarce. Some are not seen at all anymore. I, in partnership with Greening Australia have planted thousands of native trees on my property adjacent to these drones. Not just to grow trees but also to try and attract birds into the area, and over time, its working. So far, these drones have had possibly 10000 flybys, up and back past thousands of trees directly on their route to the Royalla Estate. Ten thousand is a big number. If that is not a step backwards ,for wildlife,Could you please advise me on what data you rely on to get information on this. What does the Environmental Impact Study, from either the A.C.T. or N.S.W. or both have to say. Was there any impact study done at all? Surely a drone operation with the potential to make so much noise and fly so many flights over country areas of both N.S.W and the A.C.T. would warrant an Environmental Impact Study done?

5.Social impact.

Project Wing had previously set up at Fernleigh Park, a country estate similar to Royalla Estate, south of Queanbeyan in N.S.W.They set up at the local bushfire brigade. After the trials began,division started in the community. some for, some against the drones. Because consensus couldn't be made, it took action by sections within the community to stop the operation. I believe their concerns were mostly over privacy and security. Aren't these concerns also concerns of people

living in the Royalla district? How can an operation that has been stopped by government agencies reappear so quickly 10 kilometers down the road at another fire station doing the same thing. Emergency Services certainly seem to be the common denominator here. It would appear that in full knowledge of what happened at Fernleigh Park, Emergency Services N.S.W has managed to offload this drone airport onto Emergency Services A.C.T. Sharing the benefits with their cross border compatriots perhaps.

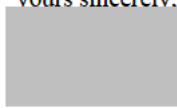
This Google operation first bought division to the Fernleigh Park community. Now it has moved, it has bought divisiveness to another community. It has bought noise. It is environmentally unfriendly. Who monitors the noise? Or is this self regulated by Google. Who's checking possible hearing and health related issues? Or is this self regulated by Google? Whos counting the number of flights in this trial so we can all get a clearer picture of this operation? Or is this self regulated by Google? This operation was environmentally unfriendly from the start. Who's making sure that our birds and wildlife are not being driven away? Or is this not important enough to stop burritos by drone.

I don't know exactly what your role is at C.A.S.A. There are probably issues here that are not your responsibility so I send you all of them not knowing. I will forward them on to Environment A.C.T, Queanbeyan Palerang Council, A.C.T.

Government leasing section, Australian Conservation Foundation, Canberra Ornithologists Group, Greening Australia, Occupational Health and Safety Canberra branch and the Environment Protection Agency also.

I might also add that its quite hard to find anything negative reported on this issue. Anything on Google seems to be all smiley people and happy faces. For example if you go to Fernleigh Park Google on your search engine, Mr. James Ryan Burgess, a spokesperson for Google from America, talks glowingly of this drone enterprise and its future in Canberra. He also mentions his good relationship with C.A.S.A. Yet of their removal from Fernleigh Park after residents had acted, there is nothing.

yours sincerely,



From: Sendaba, Bethel on behalf of GENTLEMAN
Sent: Friday, 2 March 2018 4:42 PM
To: EPSDD DLO
Subject: FW: Thank you for getting in contact

For reply.

Thanks,
Bethel

From: [REDACTED]
Sent: Friday, 2 March 2018 10:29 AM
To: GENTLEMAN <GENTLEMAN@act.gov.au>
Subject: Re: Thank you for getting in contact

I've had correspondence with tuggeranong dog training centre. apparently nobody at casa or a.c.t. govt is listening to them. you brought this to canberra through emergency services. you're also minister of the environment. there has been no effort made by environment a.c.t to look into the environmental impact of this operation.environmental groups all over thea.c.t. are being contacted as we speak. a campaign is being started to urge all dog owners in tuggeranong to vote against you at the next election. there's a lot of dog owners in a.c.t your going to lose the next election over this drone operation. you need to go seriously into damage control. as i sit here writing this email the screams of these drones is piercing straight through my house. complaints to casa about this operation at royalla are starting to mount. do something about it now.

On Fri, Mar 2, 2018 at 8:46 AM, GENTLEMAN <GENTLEMAN@act.gov.au> wrote:



Thank you for getting in contact with me.

Your email is currently receiving attention and I will reply to you shortly either directly, through one of my office staff or an ACT Government Directorate representative. If your enquiry relates to a portfolio area other than my own, your correspondence will be passed to the minister responsible for their direct response

to you. In such cases they will reply on behalf of the Government and a response won't come from my office.

In the meantime, if you require any further information please contact one of the following:

Planning, land management, urban renewal, environment and heritage

www.environment.act.gov.au

You can track live DAs by downloading the DA Finder app or visit www.planning.act.gov.au/development_applications/pubnote

Comments on Development Applications or Environmental Impact Statements should be sent to: epdcustomerservices@act.gov.au

Police and Emergency Services

www.police.act.gov.au

www.esa.act.gov.au

Municipal services

Visit the Fix My Street website to report potholes, broken street lights or other municipal services issues: www.accesscanberra.act.gov.au/app/forms/fixmystreet

For other ACT Government matters please phone Access Canberra on 13 22 81 or visit www.accesscanberra.act.gov.au

For police assistance phone 131 444 (in an emergency call 000).

For Crime Stoppers phone 1800 333 000.

Thank you again for your email.

Kind regards

Mick Gentleman MLA

Member for Brindabella

Minister for Planning and Land Management

Minister for Environment and Heritage

Minister for Police & Emergency Services

Minister for Urban Renewal

Manager for Government Business

ACT Legislative Assembly

P: 02 6205 0218 | **Tw:** @GENTLEMANMick | **F** Mick Gentleman MLA | **W:** www.mickgentleman.com.au



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

[REDACTED]

From: [REDACTED]
Sent: Sunday, 18 March 2018 12:03 PM
To: accesscanberra <accesscanberra@act.gov.au>
Subject: Re: Noise Complaint - Commercial Drones - [REDACTED] [Incident: 180205-001310] [SEC=UNCLASSIFIED]

since you have referred me to casa for my complaint about drone noise, they have responded, after six weeks, that they do not deal with noise complaints. they do not deal with environmental issues. they do not deal with noise related health issues. they have referred my complaints about this drone operation back to a.c.t government. please explain how this operation has managed to proceed this far without any monitoring by govt. agencies as regards noise, environmental impact or health related issues. please explain why no protocol for such a trial was put in place prior to its commencement. [REDACTED]

On Thu, Mar 15, 2018 at 11:23 AM [REDACTED] wrote:

----- Forwarded message -----

From: [REDACTED] <[\[REDACTED\]@casa.gov.au](mailto:[REDACTED]@casa.gov.au)>
Date: Thu, Mar 15, 2018 at 11:12 AM
Subject: RE: Noise Complaint - Commercial Drones - [REDACTED]
[Incident: 180205-001310] [SEC=UNCLASSIFIED]
To: [REDACTED]
Cc: [REDACTED] <[\[REDACTED\]@casa.gov.au](mailto:[REDACTED]@casa.gov.au)>

UNCLASSIFIED

Mr [REDACTED]

Leave that one, to resolve with the ACT Government.

Regards

[REDACTED]

From: [REDACTED]
Sent: Thursday, 15 March 2018 9:44 AM
To: [REDACTED] <@casa.gov.au>
Subject: Fwd: Noise Complaint - Commercial Drones - [REDACTED]
[Incident: 180205-001310]

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Mar 5, 2018 at 10:39 AM
Subject: Fwd: Noise Complaint - Commercial Drones - [REDACTED]
[Incident: 180205-001310]
To: [REDACTED]

----- Forwarded message -----

From: Access Canberra Customer Services <accesscanberra@act.gov.au>
Date: Tue, Feb 6, 2018 at 3:57 PM
Subject: Noise Complaint - Commercial Drones - [REDACTED]
[Incident: 180205-001310]
To: [REDACTED]



**Access
Canberra.**

On 05/02/2018 you contacted the ACT Government and an enquiry was submitted. Below is a summary of your correspondence and the response to your enquiry.

Subject

Noise Complaint - Commercial Drones - [8686 Monaro Highway Tuggeranong](#)

Message

Response By Email (Steve) (06/02/2018 03.57 PM)

Dear [REDACTED]

Thank you for bringing this matter to our attention.

Under the Environment Protection Act 2005, The Act does not apply to noise made by a Commonwealth jurisdiction aircraft. Unfortunately, in this matter, Access Canberra and the Environment Protection Authority (EPA) are unable to assist. You will need to contact the Civil Aviation Safety Authority (CASA) to assist you further. Due to CASA being a federal government agency we cannot forward your complaint to them, so you will need to personally lodge your complaint with CASA.

I understand your frustration regarding this situation and that excessive noise causes irritation especially when it disturbs your amenity, it's something nobody would want to hear in their home and I apologise that we are unable to assist you any further.

Kind Regards,

Steve | Case Manager

Access Canberra | Complaints Management Team

www.act.gov.au/accesscbr | 132281

Customer By CSS Web (Natasha) (05/02/2018 12.56 PM)

[REDACTED] a rural property on the Monaro Hwy, in the A,C,T,, located between the southern Canberra suburb of Richardson and Williamsdale. Situated approximately 200 meters away from my residence is the Guises Ck. Rural Bushfire Brigade, also in the A.C.T.

In September 2017 a company operating drones set up base within the confines of the brigade grounds, A number of demountable site sheds and shipping containers appeared next to the fire station. this company is Project Wing, owned by Google. they are trialling the delivery of fast food by drone, to Royalla Estate which starts a kilometer or so away. Royalla Estate consists of several hundred houses on small acreages and is in N.S.W.. Royalla was the name of the sheep farm there previously. Some sort of temporary commercial kitchen has been set up and burritos are delivered by drone to participating residents. Multiple drones are flown simultaineously along a route to the Royalla Estate and then on to their seperate destinations. As they return the cycle is repeated.

I am the closest resident in the area to this base of operation. I was told nothing about this trial and the first I knew of it was when I heard the drones flying. An

addition was being made to the fire station at the time and the brigade had been temporarily stationed elsewhere, to return before xmas. I presumed the drones would leave when the fire fighters returned. after all, how could you operate a fire station normally with that kind of distraction only meters away. The fire fighters returned and the drone operation continues. My concerns, and indeed complaints are as follows.

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3. Occupational health and safety

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Does anyone go home with ringing in their ears? Do any of the volunteers have a hearing precondition that might be affected? Urgent attention is needed to avert possible hearing

impairment, as well as the possibility of future litigation. Why have Emergency Services placed the health and safety of their volunteer firefighters secondary to the operation of Project Wing? How can this fire brigade maintain its integrity with this operation flying drones only meters away? The firefighters can only eat so many burritos.

4. Environmental impact

Wildlife cant speak for itself. Environmental Impact Studies, I thought, were a matter of course for many new business's for obvious reasons. There are already species of birds once seen here regularly, now scarce. Some are not seen at all anymore. I, in partnership with Greening Australia have planted thousands of native trees on my property adjacent to these drones. Not just to grow trees but also to try and attract birds into the area, and over time, its working. So far, these drones have had possibly 10000 flybys, up and back past thousands of trees directly on their route to the Royalla Estate. Ten thousand is a big number. If that is not a step backwards ,for wildlife, Could you please advise me on what data you

rely on to get information on this. What does the Environmental Impact Study, from either the A.C.T. or N.S.W. or both have to say. Was there any impact study done at all? Surely a drone operation with the potential to make so much noise and fly so many flights over country areas of both N.S.W and the A.C.T. would warrant an Environmental Impact Study done?

5.Social impact.

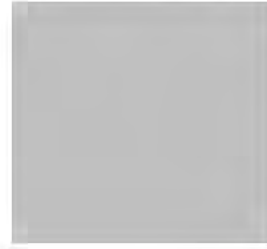
Project Wing had previously set up at Fernleigh Park, a country estate similar to Royalla Estate, south of Queanbeyan in N.S.W.They set up at the local bushfire brigade. After the trials began,division started in the community. some for, some against the drones. Because consensus couldn't be made, it took action by sections within the community to stop the operation. I believe their concerns were mostly over privacy and security. Aren't these concerns also concerns of people living in the Royalla district? How can an operation that has been stopped by government agencies reappear so quickly 10 kilometers down the road at another fire station doing the same thing. Emergency Services certainly seem to be the common denominator here. It would appear that in full knowledge of what happened at Fernleigh Park, Emergency Services N.S.W has managed to offload this drone airport onto Emergency Services A.C.T. Sharing the benefits with their cross border compatriots perhaps.

This Google operation first bought division to the Fernleigh Park community. Now it has moved,it has bought divisiveness to another community. It has bought noise. It is environmentally unfriendly. Who monitors the noise? Or is this self regulated by Google. Who's checking possible hearing and health related issues? Or is this self regulated by Google? Whos counting the number of flights in this trial so we can all get a clearer picture of this operation? Or is this self regulated by Google? This operation was environmentally unfriendly from the start. Who's making sure that our birds and wildlife are not being driven away? Or is this not important enough to stop burritos by drone.

I don't know exactly what your role is at C.A.S.A. There are probably issues here that are not your responsibility so I send you all of them not knowing. I will forward them on to Environment A.C.T, Queanbeyan Palerang Council, A.C.T. Government leasing section, Australian Conservation Foundation, Canberra Ornithologists Group, Greening Australia, Occupational Health and Safety Canberra branch and the Environment Protection Agency also.

I might also add that its quite hard to find anything negative reported on this issue. Anything on Google seems to be all smiley people and happy faces. For example if you go to Fernleigh Park Google on your search engine, Mr. James Ryan Burgess, a spokesperson for Google from America, talks glowingly of this drone enterprise and its future in Canberra. He also mentions his good relationship with C.A.S.A. Yet of their removal from Fernleigh Park after residents had acted, there is nothing.

yours sincerely,



Your Details

First Name: [Redacted]

Last Name: [Redacted]

Contact Number: not provided

Email Address: [Redacted]

Additional Details (if available)

Reference #: 180205-001310

Date Created: 05/02/2018 12.56 PM

Status: Resolved

Category: Air Pollution & Noise

Type of Correspondence: Complaint

If this issue is not resolved to your satisfaction, you may [reopen it under the 'Your Account' section](#) on our website.

From: GENTLEMAN
Sent: Monday, 17 September 2018 12:32 PM
To: EPSDD DLO
Cc: Thompson, Blair
Subject: FW: Att. M Gentleman - Drones [SEC=UNCLASSIFIED]

Categories: 06. Corro - Land Supply Policy

Reply please Kim.

Thanks

Natasha Apostoloski | Office Manager

Office managers: Natasha Apostoloski (Mon-Wed), Eben Leifer (Thu-Fri)

Office of Mick Gentleman MLA

Member for Brindabella

Minister for the Environment and Heritage

Minister for Planning and Land Management

Minister for Police and Emergency Services

Minister assisting the Chief Minister on Advanced Technology and Space Industries

Manager for Government Business

t: 620 50218 | e: gentleman@act.gov.au



Please note that from 1 January 2018 ACT Government ministerial diaries are subject to publication on the ACT Government's open access website under section 23 of the *Freedom of Information Act 2016*.

From: Cullen, Joanne **On Behalf Of** OLA
Sent: Friday, 14 September 2018 4:20 PM
To: GENTLEMAN <GENTLEMAN@act.gov.au>
Subject: FW: Att. M Gentleman - Drones [SEC=UNCLASSIFIED]

Email received in the OLA inbox, thank you

Kind regards

Joanne

Joanne Cullen

Manager, Education and Engagement, Legislative Assembly for the Australian Capital Territory

P 02 62053016 | E joanne.cullen@parliament.act.gov.au



The Office of the Legislative Assembly:

Providing professional services and reliable, impartial advice to support, strengthen and promote the institution of parliament in the ACT.

www.parliament.act.gov.au

From: [REDACTED]

Sent: Friday, 14 September 2018 2:48 PM

To: OLA <OLA@parliament.act.gov.au>

Subject: Att. M Gentleman - Drones

Dear Mr Gentleman

I understand you have responsibility over the current Project Wing drone delivery trial in Bonython.

I would like to register my strong opposition to having drones flying over or nearby my property. There are several reasons for my objection, primarily on noise and safety. There has already been one crash that I know of, and fortunately no one was injured. But had it fallen on a child it could have ended with a fatality. Should a crash occur in the grasslands of Bonython this summer, there is the very high chance of a bushfire occurring as these drones have high powered batteries with exposed wiring. I have seen firsthand the wiring to the motors of a drone when Project Wing invited Bonython residents to an open day earlier this year. I'm also concerned about the drones frightening away birds and other wildlife, or even injuring birds in flight.

There has been some reporting that Bonython residents are in favour of this trial. I can assure you, and to use a popular term, it is fake news. Of the people I know, no one is in favour. I call upon you in the interests of the community to end this non-essential activity which provides no real useful service, but is only causing disturbance and danger in Bonython.

I should be able to have quiet enjoyment of my property without the noise of un-necessary drones flying overhead. The noise is **disturbing**. It initially sounds like continual screeching of car tyres by a hoon, even before it comes into sight. Then when closer and in view it sounded like an electric whipper snipper. I estimate it can be heard for 400 – 500 meters each way.

I do want to add that I have no objection to drones being used in an emergency or essential service situation.

Kind Regards



From: GENTLEMAN
Sent: Monday, 17 September 2018 3:34 PM
To: EPSDD DLO
Cc: Thompson, Blair
Subject: FW: Drones over Bonython - noise issue [SEC=UNCLASSIFIED]

Categories: 06. Corro - Land Supply Policy

Reply please Kim.

Thanks

Natasha Apostoloski | Office Manager

Office managers: Natasha Apostoloski (Mon-Wed), Eben Leifer (Thu-Fri)

Office of Mick Gentleman MLA

Member for Brindabella

Minister for the Environment and Heritage

Minister for Planning and Land Management

Minister for Police and Emergency Services

Minister assisting the Chief Minister on Advanced Technology and Space Industries

Manager for Government Business

t: 620 50218 | e: gentleman@act.gov.au



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From: Bron, Benjamin **On Behalf Of** BARR
Sent: Monday, 17 September 2018 3:29 PM
To: GENTLEMAN <GENTLEMAN@act.gov.au>
Subject: FW: Drones over Bonython - noise issue

One for your office please

From: [REDACTED]
Sent: Friday, 14 September 2018 12:47 PM
To: andrew.barr@act.alp.org.au
Subject: Drones over Bonython - noise issue

Good afternoon Andrew,

I am wiring about the trial of Drones over Bonython.

I live in Don Dunstan Drive Bonython, and I am very concerned with this trial. The noise of the drones is very loud and unpleasant, a high pitched screaming noise,

As the trial is progressing, the number of drone flights is increasing, and the noise is becoming quite constant. It can start at 8 am on Saturday mornings, and 8.30 on Sundays, and also on weekdays. It is making it very unpleasant to be at home.

As I am typing this another drone is flying over my house....

Bonython is a very peaceful suburb, close to nature and recreational areas, with Stranger Pond and Pine Island. It is totally wrong for these drones to be flying constantly over this environment, completely disturbing the natural environment..

Do we want our skies and head space to become polluted with this constant noise ?

I am finding that I can't be relaxed in my own home. I think shift workers, and people with babies, and unwell people will be especially affected, also animals and birds.

As I am writing this email, another drone has screeched over my house.

I rang into the ABC radio 666 talk back session this morning to ask you about this issue.

As I understood it, you said that the limit of the ACT government's involvement was providing a site for the take off and storage of the drones. You did not appear to take any interest in the issue with the noise. The comment was made that it was similar to lawn mowers.

However, it is much higher pitched than lawnmowers, and lawn mowers do not fly constantly over my house, other houses and recreational areas.

Bonython is a very peaceful suburb, close to nature with Stranger Pond and Pine Island. These are important recreational areas for Canberrans, as I am sure you would appreciate. It is totally wrong for these drones to be flying constantly over this environment, the noise completely disturbing the natural environment..

Do we want our skies and head space to become polluted with this constant noise ?

Is it really what the ACT Government wants, and the Canberra people want for - the peace of all Canberra to be lost to this insidious, continual noise ?

Can you please advise what the end point of this trial is ?

Would the take-off place remain in the nature park/suburban area - or would it be moved to an industrial area such as Hume or Mitchell or anywhere away from suburbs and recreational areas?

Is anything planned to be done to reduce this noise ?

Can my complaint be seriously looked at as I think this is a time, before it's too late, to protect Canberra, its environments and its people from this pollution,

Yours Sincerely



From: Iglesias, Daniel
Sent: Wednesday, 26 September 2018 4:45 PM
To: EPSDD_Communications; Mulvaney, Michael; Kitchin, Margaret; Konovalov, Alexander
Subject: RE: Drones and birdlife [SEC=UNCLASSIFIED, DLM=For-Official-Use-Only]

Alex, before I speak to [REDACTED] can you give me an update on the study commissioned by the proponents to test the impact on birdlife.

We should also be able to put them in contact with someone from Project Wing who might be able to provide more detail than me.

Daniel Iglesias
Director
ACT Parks and Conservation Service

Environment, Planning and Sustainable Development Directorate
Tel: (02) 6207 6997 | [REDACTED]



From: EPSDD_Communications
Sent: Wednesday, 26 September 2018 4:31 PM
To: Iglesias, Daniel <Daniel.Iglesias@act.gov.au>; Mulvaney, Michael <Michael.Mulvaney@act.gov.au>; Kitchin, Margaret <Margaret.Kitchin@act.gov.au>
Subject: FW: Drones and birdlife

Hi all

Who would be best placed to speak to the person below who is concerned about drones impacting on birds?

Thanks
Geoff

From: [REDACTED]
Sent: Wednesday, 26 September 2018 4:11 PM
To: EPSDD_Communications <EPSDDComms@act.gov.au>
Subject: Drones and birdlife

Hello,

I have been endeavouring to contact someone re the scaring of the native wildlife especially birds, in Bonython. I've contacted the number on the website, but the girl there tried to put me through to a number in the Agency with no success - she said she tried 10 different numbers. She then gave me a number for the Fauna section but that does not connect (62072104). Why is it so difficult to talk to someone?? I would like to speak to someone with a good knowledge of the wildlife regulations. I represent a community group in this matter,

thankyou



From: Piper, Mayumi
Sent: Wednesday, 26 September 2018 5:23 PM
To: Ives, Kieran
Cc: Konovalov, Alexander; Johnstone, Nicole
Subject: FW: Drones and birdlife [SEC=UNCLASSIFIED]

Hi Kieran

Do you have some words we can use to respond?

m

From: EPSDD_Communications
Sent: Wednesday, 26 September 2018 4:33 PM
To: Piper, Mayumi <Mayumi.Piper@act.gov.au>; Van Aalst, Sally <Sally.VanAalst@act.gov.au>; Virtue, Geoff <Geoff.Virtue@act.gov.au>
Subject: FW: Drones and birdlife [SEC=UNCLASSIFIED]

Hi,

Not sure who this one is for! [REDACTED] is concerned about birds being scarred by drones in Bonython. As an FYI we have replied to [REDACTED] a couple of weeks ago on FB:



Cheers, Nic.

From [REDACTED]
Sent: Wednesday, 26 September 2018 4:11 PM
To: EPSDD_Communications <EPSDDComms@act.gov.au>
Subject: Drones and birdlife

Hello,

I have been endeavouring to contact someone re the scaring of the native wildlife especially birds, in Bonython. I've contacted the number on the website, but the girl there tried to put me through to a number in the Agency with no success - she said she tried 10 different numbers. She then gave me a number for the Fauna section but that does not connect (62072104). Why is it so difficult to talk to someone?? I would like to speak to someone with a good knowledge of the wildlife regulations. I represent a community group in this matter,

thankyou



From: [REDACTED]
Sent: Wednesday, 3 October 2018 10:44 AM
Subject: Fwd: Bonython Against Drones Action group
Attachments: BAD Bulletin No 1 - 24 Sept 2018.pdf; BAD Bulletin No 2 - 3 October 2018.pdf; Drones - Core Issues.pdf

You have been sent the attached information by the **Bonython Against Drones Action Group** to bring to your attention the serious concerns and anger that Bonython residents have in regard to the current 'trial' of the Project Wing drone delivery service. It is foreseeable that, if approved and extended more widely, it has the potential to cause similar distress and angst to residents across every suburb in Canberra.

The trial has been conducted without due transparency and with no independent authority to collect and collate any feedback. Residents can only provide feedback or comments to the drone company itself. It appears to residents to be irrational to complain about the noise of the drones to the same company that is delivering the service.

Thank you for taking the time to read this material and please make contact should you need further information.

[REDACTED]

for and on behalf of Bonython Against Drones Action Group
e: stopbondrones@gmail.com
f: BONYTHON AGAINST DRONES
[REDACTED]



BONYTHON AGAINST DRONES Action Group

BULLETIN No: 1 September 2018

email: stopbondrones@gmail.com

Facebook: Bonython Against Drones

WHO WE ARE

The Bonython Against Drones Action Group was formed by a group of like-minded residents who are concerned about the impact of the Wing drone delivery service in Bonython on the local community, the environment and on each one of us personally.

Our quality of life is severely disrupted when there is

- distress and sheer anger about the constant noise;
- frustration of not getting definitive answers from anyone regarding the drone trial;
- annoyance that there is nowhere to genuinely and transparently voice concerns about the trial; and
- serious fears that matters will get worse with new businesses signing up and no end date for the 'trial' in sight,

These are all factors that got a few talking about the need to collectively take some joint action to change the current situation before its too late.

GOAL

To raise awareness of the negative impact of the drone delivery service on many residents, pets and bird life in Bonython.

MISSION

To stop the drones and their intrusiveness on the peace and quiet of our suburb and environment.

Bonython Against Drones Action Group - HAPPENINGS OF THE WEEK

The initial meeting of BAD Action Group was held on Wednesday 12 Sept to formulate a plan of action for further activities. This involved

- a list of key people to address drone complaints to was collated;
- a 'No Drones' flyer to mail drop to all Bonython residents, advising them of the action group, was designed and printed;
- a list of core issues addressing residents concerns was created;
- potential FOI requests discussed; and
- a bulletin to advise all interested residents of happenings for and on their behalf by the action group was produced.

Actions -

- Nev contacted Bunnings Head Office and spoke to the GM of Corporate Affairs about Bunnings possible involvement in the trial. The officer was very concerned and not aware that there was any opposition to the trial and stated that Bunnings are very community minded and would not

intentionally like to upset any locals. They will be kept informed of any undertakings of the action group.

- Carol was interviewed about the drones on ABC 666 radio on 12 September.
- Nev spoke on 2CC radio on 13 September regarding how the community felt about the drones, after an article printed in CityNews.
- Gai Brodtman, MP spoke in Parliament on the drone issue and the effect it is having on, and the annoyance to a lot of residents.
- Paul spoke on WIN news about how it is affecting him. This included a snapshot of Gai Brodtman MP speaking in Parliament and asking people to contact her with their issues.

The next meeting was held on 18 September.

Actions -

- Two FOI request have been sent to ACT Government and CASA.
- Core issues were finalised and the action group will use these for all correspondence – refer to attached PDF.
- A Bulletin was agreed on and will be emailed to
 - all residents who have provided their email addresses.
 - External groups and companies eg
 - Media outlets and other interested parties such as Canberra Times, Canberra Weekly, Gai Brodtman MP.

WHAT YOU CAN DO

- . Spread the word about the Bonython Against Drones action group – tell your neighbours, family and friends.
- . Check out the Facebook page **BONYTHON AGAINST DRONES** and leave comments – ask your family and friends to do the same.
- . Please contact Gai Brodtman and send her your feedback. She is very aware and concerned about the issues of the trial and asks that residents share their thoughts about it with her.
- . Send us emails with your complaints, issues and let us know if you have any information that you might think we can employ.
- . Send emails addressing your complaints and grievances to any or all on the attached list – ‘*Who you can contact*’ below.

WHO YOU CAN CONTACT

If you have any more people or organisations to add to this list please let us know so we can let others know.

Wing drones	wing-au@x-team Att: Jesse Suskin
Canberra Times	Letters to the editor, opinions etc letters.editor@canberratimes.com.au
Canberra Weekly	news@canberraweekly.com.au
City News	editor@citynews.com.au

Gai Brodtman MP Member for Canberra	https://www.gaibrodtmann.com.au/contact
ACT Legislative Assembly	Andrew Barr - barr@act.gov.au Mick Gentleman - gentleman@act.gov.au Joy Burch - burch@act.gov.au Nicole Lawder (Opposition)- lawder@parliament.act.gov.au Caroline Le Couteur (Greens) - lecouteur@parliament.act.gov.au Shane Rattenbury (Greens) - rattenbury@act.gov.au or - www.contactmyminister.act.gov.au
Tuggeranong Community Council	www.tuggeranong.org.au/contact-us
CASA	simon.denby@casa.gov.au

SNIPPETS – NASA Article

Have a look at the site below that is very interesting especially to those who are especially affected by the noise.

Drones are our noisy future: People find their buzzing more annoying than cars or trucks -

<https://qz.com/1033675/a-nasa-study-found-drones-sound-more-annoying-to-people-than-cars-or-trucks-and-flying-them-higher-wont-help/>

B.A.D. CORE ISSUES

The PDF attached to this email sets out a core list of issues that has been compiled from personal as well as those who have contacted us by email, phone or discussion about their problems, issues and criticisms with the drone delivery service. This will be used as a basis for all external correspondence. As with all other documents, it is a 'work in progress', so if there is any other issues that you think should be added, please let us know.

Bonython Against Drones Action Group contact

If you can help out in any way or have new ideas or information please contact us.

email: stopbondrones@gmail.com

Facebook: Bonython Against Drones



BONYTHON AGAINST DRONES Action Group

BULLETIN No: 2

email: stopbondrones@gmail.com

Facebook: Bonython Against Drones

GOAL To raise awareness of the negative impact of the drone delivery service on residents, pets and bird life in Bonython.
MISSION To stop the drones and their intrusiveness on the peace and quiet of our suburb and environment.

HAPPENINGS - Bonython Against Drones Action Group

A meeting was held on 24 September.

Incoming Correspondence

43 emails were received on the *stopbondrones* account supporting Bonython Against Drones.

Outgoing Correspondence

- A letter was sent to the Chief Minister, Andrew Barr MLA, on behalf of the BAD Action Group stating the many issues with the drones and asking that residents have an opportunity to express their feelings and provide feedback through a formal avenue of reporting to an independent group, other than Wing, and perhaps an open forum where our voices can be heard.
- BAD Action Group Bulletin - The first Bulletin together with the Core Issues was emailed to all on the stopbondrones email account. Additionally, the Bulletin was forwarded to Gai Brodtman MP, the Tuggeranong Community Council, Tuggeranong Dog Training Club, Belconnen and Woden Community Councils and the Canberra Times.
- Tuggeranong Community Council (TCC) - A request was sent to the TCC asking for the drones issue to be raised at the next meeting.

Canberra Times interview

Following the Bulletin being sent to the Canberra Times, a journalist contacted the BAD Action Group and members of the committee were interviewed. It was fortunate that the interview took place on a Thursday when the drones were flying and the journalist got real time exposure to the noise and extent of the number flying. It is not known when the article will appear but an email will be sent to all with the article.

Membership

As a result of the letterbox drop across the suburb there has been tremendous support to the Facebook page BONYTHON AGAINST DRONES. The membership now stands at 115.

Additionally there has been an increase in emails to the stopbondrones@gmail.com account to over 40.

Meeting with Gai Brodtmann MP

Members of the committee met with Gai Brodtman on Friday 28 Sept at her coffee catch up.

Bonython Neighbourhood Watch Meeting

Mention was made about the BAD Action Group and its work at the meeting in September. Many residents supported the actions being taken by the Action Group or were interested in taking printed handouts.

Drone Incidents

There have now been three reports of incidents involving drones. The first where a drone was forced down by a gust of wind on to a resident's driveway; the second on Barr Smith Ave where a vehicle had an encounter with a low flying drone, nearly causing an accident (reported to the Police); and the third report was a magpie sighted attacking a drone. All causes for worry about what could be next!?!

Avian Study

Discussions held with Parks and Conservation Officer regarding an avian study being done in relation to the drones.

WHAT YOU CAN DO

- . Spread the word about the Bonython Against Drones action group – tell your neighbours, family and friends. Project Wing intends to expand testing zones of the drone delivery service.
- . Check out the Facebook page **BONYTHON AGAINST DRONES** and leave comments – ask your family and friends to do the same.
- . Please contact Gai Brodtman and send her your feedback. She is very aware and concerned about the issues of the trial and asks that residents share their thoughts about it with her.
- . Send us emails with your complaints, issues and let us know if you have any information that you might think we can employ.
- . Send emails addressing your complaints and grievances to any or all on the attached list – ‘*Who you can contact*’ below.

WHO YOU CAN CONTACT

If you have any more people or organisations to add to this list please let us know so we can let others know.

Noise complaints - EPA	environment.protection@act.gov.au
Wing drones	x.company/intl/en_au/wing/contact/ or wing-au@x-team Att: Jesse Suskin
Canberra Times	Letters to the editor, opinions etc letters.editor@canberratimes.com.au
Canberra Weekly	news@canberraweekly.com.au
City News	editor@citynews.com.au
Gai Brodtman MP Member for Canberra	https://www.gaibrodtmann.com.au/contact
ACT Legislative Assembly	Andrew Barr - barr@act.gov.au Mick Gentleman - gentleman@act.gov.au Joy Burch - burch@act.gov.au Nicole Lawder (Opposition) - lawder@parliament.act.gov.au Caroline Le Couteur (Greens) - lecouteur@parliament.act.gov.au Shane Rattenbury (Greens) - rattenbury@act.gov.au or - www.contactmyminister.act.gov.au
Tuggeranong Community Council	www.tuggeranong.org.au/contact-us
Parks and Conservation	www.environment.act.gov.au/about/contact
CASA	simon.denby@casa.gov.au

BONYTHON AGAINST DRONES Action Group contact

If you can help out in any way or have new ideas or information please contact us.

email: stopbondrones@gmail.com

Facebook: Bonython Against Drones

NOTE: If you do not wish to receive these Bulletins please contact stopbondrones@gmail.com



CORE ISSUES

1) NOISE

- a. The drones are large and very noisy.
- b. They make a high-pitched sound and operate from early morning to evening.
- c. You can hear them from a long way off.
- d. The drones travel at 120 kph and sound like a whipper snipper going past. When they 'do a drop' it sounds like an extremely loud, squealing vacuum cleaner.
- e. They can be heard from inside closed houses, even with double-glazing.
- f. It is going to get worse when people have their houses open in warmer weather
- g. It is disturbing the peace and quiet of the suburb as well as that of the nature park. For example
 - i. the bird life throughout the local nature park and around the suburbs has greatly decreased since the drones have been operating;
 - ii. going for a walk around Stranger Pond was once peaceful but there is now the constant sound of drones flying on service days;
 - iii. being out in the garden or walking around the neighbourhood is not enjoyable with the drones whizzing around.

2) PROJECT WING

a. Operating Periods

The drones are currently permitted to operate -

Mon to Sat	07:00 to 20:00
Sun	08:00 to 20:00.

b. Drone Deliveries

Menu and selection of items available from providers are limited.

Pharmaceuticals cannot be delivered from the chemist provider but only items such as band aids, paracetamol etc.

It has been reported that families who order a meal through the drones service can expect 5 or more delivery drops to complete an order due to weight limits. This constitutes a whole lot of noise for a many people who live on the flight path and around the drop zone.

c. Transparency

The setup, longevity and reporting requirements have not been made available to the public.

The Wing company, and including ACT Government, are not presenting transparency on the drones issues. When questions are put to them, answers are vague or passed off. An example is of the actual trial period when Wing responded "*We don't have information at this time as to when the trial will conclude*".

Wing have provided information only in the form of advertising their service. There has been no collaboration, cooperation and collective decision making which involves the Bonython residents.

d. Drone crash

It is concerning that a drone crashed recently, luckily only on a resident's driveway. It is intolerable to think of the implications if a child, or anyone for that matter, or on a moving vehicle that had been in the location at the time.

e. Trial period -

Wing officers are not able or are unwilling to say how long this trial is going for. Refer to *Transparency* above.

f. Privacy

The images of flights and drops are stored offshore for an undetermined time period.

3) **CONSULTATION** and **FEEDBACK**

- a. The ACT Government has imposed this trial on Bonython residents with no prior details about the trial taking place or any consultation or consideration of the impact on people's lives.
- b. There have been no further details provided by any source on how long this trial has been approved for and, at the end of it, who will review it.
- c. Wing has offered a couple of information sessions but they were basically only advertising their service. They also spoke at a Tuggeranong Community Council meeting but again only provided information on what they were doing.
- d. There is no specific and formally established avenue for residents to directly submit feedback or comment other than through Wing. Residents have stated that they do not feel confident that reporting negative feedback directly to Wing will be considered or counted and that their feedback will not be fairly exchanged. It is paramount to Wing self-auditing their controls and actions. It is not known who, if anyone other than Wing, will undertake a review of the trial.
- e. There has been nothing by the ACT Government or CASA, who have approved this trial and are the regulators, regarding any form of formal feedback or open discussion. Residents have written to ACT Government with no satisfactory reply other than simply being referred to the CASA website for regulation of the trial or to Wing for feedback. On the CASA website it states "*As the safety regulator, the issue of aircraft (drone) noise is not in our remit*" (responsibility).

4) **BUSINESSES**

- a. Why is a project, which involves commercial businesses, allowed to have been set up and operate on nature reserve and within the Murrumbidgee Corridor? This involves the commercial use of a public nature reserve.
- b. Local business - The chemist and Mexican food businesses currently operating in the drone delivery service are not local to the area and undercut existing businesses that have established clientele in the area.

5) **EFFECT ON MENTAL HEALTH**

It has been reported that –

- a. stress levels due to anger and frustration are increasing for some residents every time they hear a drone fly over;
- b. residents feel they are being stalked or startled by drones;
- c. reports are that some little kids are too scared to go outside when the drones are around;
- d. it is similar to what is imagined a war zone with the noise and dreaded anticipation of the drones flying over; and
- e. it is very disturbing for those who need to sleep during the day.

6) **PETS AND OTHER ANIMALS**

- a. The bird life has enormously decreased in the suburb and in the immediate nature park area.
- b. Dogs are spooked by the drones constant flying overhead.
- c. In efforts to try to chase the drones dogs are injuring themselves and backyard gardens are being destroyed.
- d. Neighbours are complaining because of the dogs barking continually on flight days.

7) PINE ISLAND

- a. It is an eyesore traveling down the road to see temporary fencing, shipping containers, generators and port-a-loos set up in a place where it previously was undisturbed nature park.
- b. When at Pine Island you can hear the high-pitched drones take off, where normally it was the sounds of birds and nature.
- c. It has been indicated that drones will be re-routed directly over the Pine Island public area before entering the suburb for all deliveries.

8) ADDITIONAL BUSINESSES SUBSCRIBING and EXTENDED FLIGHT PATHS INTO OTHER SUBURBS

- a. Any increase to the current business operating from the drone service or expansion into other suburbs will increase air traffic significantly and all of the issues extensively.
- b. Wing will not indicate how many additional flights will be necessary to be commercially viable.

9) HOUSE VALUES

It has been suggested by a local real estate agency that house values in the suburb will drop due to drone activity, should it continue.

10) AVANI

The new development on Rowland Rees Cres will be subject to constant noise if the drone delivery services continue to occupy the current location.

From: GENTLEMAN
Sent: Wednesday, 3 October 2018 9:50 AM
To: EPSDD DLO
Cc: Kandola, Shobaz
Subject: FW: Website - <https://www.andrewbarr.com.au/> - Contact - Submission [SEC=UNCLASSIFIED]

Categories: 00. Objective

Reply please Kim.

Thanks

Natasha Apostoloski | Office Manager

Office managers: Natasha Apostoloski (Mon-Wed), Eben Leifer (Thu-Fri)

Office of Mick Gentleman MLA

Member for Brindabella

Minister for the Environment and Heritage

Minister for Planning and Land Management

Minister for Police and Emergency Services

Minister assisting the Chief Minister on Advanced Technology and Space Industries

Manager for Government Business

t: 620 50218 | e: gentleman@act.gov.au








Please note that from 1 January 2018 ACT Government ministerial diaries are subject to publication on the ACT Government's open access website under section 23 of the *Freedom of Information Act 2016*.

From: Bron, Benjamin **On Behalf Of** BARR
Sent: Tuesday, 2 October 2018 5:03 PM
To: GENTLEMAN <GENTLEMAN@act.gov.au>
Subject: FW: Website - <https://www.andrewbarr.com.au/> - Contact - Submission

One for your office please

From: barr@act.gov.au [<mailto:barr@act.gov.au>]
Sent: Monday, 1 October 2018 2:04 PM
To: BARR <BARR@act.gov.au>
Subject: Website - <https://www.andrewbarr.com.au/> - Contact - Submission

Message	Once more we have had our peace and quiet in Bonython ruined by the dreaded DRONES for two days this weekend. Their route is directly over our complex in Derrington Crescent. Starting at 8 am Saturday morning and ending 1.30 pm (approx. 23 "flights") , and on Sunday starting at 9.30 am and ending 3 pm. (approx 35 "flights"). Waking people up early on Saturday morning (after a hard week's work) with the screaming noise of DRONES is not good politics. I've lived at Bonython since 1992 and have enjoyed the peaceful quiet life here, backing onto the river, and seeing all the wild-life - kangaroos, wombats etc, and especially all the different birds that come to feed. That has now all been destroyed - since the drones appeared the kangaroos have
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	disappeared, and the birds that always came to feed (magpies, rosellas, cockatoos, currawongs etc) have disappeared with them, except for one old currawong. There's just silence - except for the screeching DRONES.! To impose this on Bonython residents is a very big mistake!!
ContentId	
FirstName	
LastName	
Mobile	----
Email	
Postcode	

From: Ives, Kieran
Sent: Thursday, 4 October 2018 9:01 AM
To: [REDACTED]
Subject: RE: Drones [SEC=UNCLASSIFIED]

Good morning [REDACTED]

I will not be able to respond to a few of these questions as the ACT Government does not hold the relevant information. However, I will look to get back to you with what I can shortly.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General
Environment, Planning and Sustainable Development Directorate | ACT Government
Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au
Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601

From: [REDACTED]
Sent: Tuesday, 2 October 2018 2:52 PM
To: Ives, Kieran <Kieran.Ives@act.gov.au>
Subject: Re: Drones [SEC=UNCLASSIFIED]

Thank you Kieran,

can I confirm some questions please.

1. the site lease is to 15th February - we would understand that this does not necessarily mean the trial run to that date or that the date may be extended. Do you have any knowledge of an actual trial end date? Note we have asked Project Wing (Jesse) but they would not give us an answer, in fact did not even tell us of the Feb date
2. Daniel from your Department told me last week that there are studies on the Web that show that wildlife, birds in particular, can habituate to drones. However, while I can find quite a few articles discussing this they are about wildlife tracking and small drone traffic. Are there any studies done on the effect of wildlife for a large amount of drone traffic in an area, such as we are experiencing in Bonython? The quantity - there were 35 drone deliveries over my house on Sunday, all coming by way of the Pine Island area. The total number of drone trips must have been much larger, and you must double every delivery to get the correct number as the drone must go to and fro from base. Has there ever been a study on this magnitude of traffic in the public record?
3. are the details of the current wildlife study, with a consultant engaged by and paid by Project Wing, going to be released publicly or is it to be kept secret? Will it be peer reviewed or other-wised reviewed? If it is to be released, when?
4. the licence/lease agreement specify any noise levels, can the noise levels be investigated by a body such as the EPA?
5. Has CASA been made aware by Project Wing of any safety incidents at all? We are aware of 3, there could be more:

The first is where a drone was forced by a gust of wind to come down on a resident's driveway in Milne Cove - not the address they were delivering to. The second was on Barr-Smith where a car driver had an encounter with a low flying drone, nearly causing an accident and this has been reported to police. The third was residents watching a magpie attacking a drone, near Don Dunstan Drive, what would have happened if the bird had a full frontal crash with the drone?

thank you

On Tue, Oct 2, 2018 at 1:01 PM Ives, Kieran <Kieran.Ives@act.gov.au> wrote:

Hi [REDACTED]

Thank you again for talking with me this afternoon about your concerns. I hope the information I provided was of assistance to you.

If you have any questions about the licence Project Wing have for the site in Greenway, please let me know.

Kind regards

Kieran

Kieran Ives | Executive Officer to Deputy Directors-General

Environment, Planning and Sustainable Development Directorate | ACT Government

Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au

Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601

From: [REDACTED]

Sent: Tuesday, 2 October 2018 12:21 PM

To: Ives, Kieran <Kieran.Ives@act.gov.au>


Subject: Drones

Hi Kieran,


just confirming this email address thanks

--

[REDACTED]



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.



From: [REDACTED]
Sent: Friday, 12 October 2018 2:11 PM
To: wing-au@x.team
Cc: stopbondrones@gmail.com; Environment Protection; letters.editor@canberratimes.com.au; news@canberraweekly.com.au; BARR Reception; GENTLEMAN; BURCH; LAWDER; LE COUTEUR; RATTENBURY; [REDACTED] gai.brodtmann.mp@aph.gov.au; info@tuggcc.com
Subject: MAJOR SAFETY CONCERN

Hello,

I am contacting you for two reasons: 1. to allow me to express my disapproval of your drone project in my suburb, and 2. to give you feed back on what I see as a safety issue to humans, animals, property and birds.

Your drones are noisy, invade my privacy, ruin my suburban peace (for which I have paid a high real estate price) and totally unnecessary for the current role for which they are being used. I have not kept statistics on the repetitive fly overs, but it is an increasingly annoying happening.

This morning between 12:45 and 13.45 there were two noisy fly overs followed by the usual increased noisy hover to deliver. The safety issue is that on both occasions, having made the delivery, the return flight commenced with the winch cable not fully retracted. If this brought about the demise of your drones I would be pleased, except that the failing drone might damage humans, animals or property on the ground.

The other issue I have is that a bird, attacking one of your drones, might get entangled in the non retracted winch cable or be damaged by the drone itself.

A company of your international size and status should have a more responsible attitude to the society in which you are operating.

Please advise me of what actions you are taking to address all of these important issues.

Regards,

[REDACTED]

From: [REDACTED]
Sent: Friday, 12 October 2018 3:30 PM
To: [REDACTED]
Cc: wing-au@x.team; Environment Protection; letters.editor@canberratimes.com.au; news@canberraweekly.com.au; BARR Reception; GENTLEMAN; BURCH; LAWDER; LE COUTEUR; RATTENBURY; [REDACTED] gai.brodtmann.mp@aph.gov.au; info@tuggcc.com
Subject: Re: MAJOR SAFETY CONCERN

I agree with you! Thanks for sending [REDACTED]

cheers

[REDACTED] for BAD

On Fri, Oct 12, 2018 at 2:11 PM [REDACTED] wrote:

Hello,

I am contacting you for two reasons: 1. to allow me to express my disapproval of your drone project in my suburb, and 2. to give you feedback on what I see as a safety issue to humans, animals, property and birds.

Your drones are noisy, invade my privacy, ruin my suburban peace (for which I have paid a high real estate price) and totally unnecessary for the current role for which they are being used. I have not kept statistics on the repetitive fly overs, but it is an increasingly annoying happening.

This morning between 12:45 and 13.45 there were two noisy fly overs followed by the usual increased noisy hover to deliver. The safety issue is that on both occasions, having made the delivery, the return flight commenced with the winch cable not fully retracted. If this brought about the demise of your drones I would be pleased, except that the failing drone might damage humans, animals or property on the ground. The other issue I have is that a bird, attacking one of your drones, might get entangled in the non retracted winch cable or be damaged by the drone itself.

A company of your international size and status should have a more responsible attitude to the society in which you are operating.

Please advise me of what actions you are taking to address all of these important issues.

Regards,

[REDACTED]

--





Gai Brodtmann MP

MEMBER FOR CANBERRA



Mr Andrew Barr MLA
Chief Minister
GPO Box 1020
Canberra ACT 2601

Andrew
Dear Chief Minister

I have written to Mr Mick Gentleman MLA, Minister for the Environment and Heritage, in relation to the drone trail currently being conducted in Bonython.

In the past month, my office has been inundated with feedback about the drone trials from Bonython residents.

While some of the comments have been in favour of the project, the response has been heavily outweighed by those opposing the trial. The main themes of the negative feedback include:

- lack of consultation on the decision to use Bonython as the test suburb,
- noise,
- privacy,
- no end date to the trial,
- disruption to the suburb, and
- impacts on the wildlife.

For your information, I have enclosed a copy of the letter sent to Minister Gentleman. Please do not hesitate to contact me if I can provide any additional information.

Yours sincerely

Gai Brodtmann MP
Federal Member for Canberra
Shadow Assistant Minister for Cyber Security and Defence

16 October 2018





Gai Brodtmann MP

MEMBER FOR CANBERRA



Mr Mick Gentleman MLA
Minister for the Environment and Heritage
Minister for Planning and Land Management
Member for Brindabella
GPO Box 1020
Canberra ACT 2601

Dear *Mick* Minister

In the past month, my office has been inundated with feedback from residents about the drone trial being undertaken by Project Wing in Bonython, a suburb in my electorate of Canberra.

While some of the feedback is in favour of the trial, I have received a large number of messages expressing concerns about the trial, including noise, privacy, disruption to the suburb and impact on the wildlife.

In addition, I have also received concerns about the lack of consultation regarding the decision to use Bonython as the trial suburb and the fact that an end date for the trial had not been communicated to residents.

Since receiving these messages, I have delivered speeches in Parliament calling for Bonython residents to send me their thoughts. The response has been overwhelming. The community's strong reaction to the Project Wing trial has raised a number of questions that I would appreciate your advice on. These issues are set out below.

Role of the ACT Government

I understand Project Wing sought approval for exemptions to existing regulations for drones from the Civil Aviation Safety Authority and I have written to CASA with a series of regulatory questions about that process.



I am seeking to understand the ACT Government's position in relation to the Project Wing trial, including:

- the decision-making processes undertaken in the lead up to the trial,
- the steps the ACT Government is taking to monitor the community's response to the trial, and
- the evaluation or assessment process the ACT Government applies to determine the success or otherwise of the drone delivery trial.

I am also interested in whether the ACT Government provided any regulatory exemptions to allow the operation of the Project Wing trial, such as allowing the drones to exceed the ACT noise restriction level of 45 dB(A) outlined on the Access Canberra website.

Consultation and community expectation

I have met with Project Wing and discussed the concerns raised by the Bonython community. One of those concerns is the limited way in which feedback on the drone delivery trial can be provided. Neither CASA nor the ACT Government – the two regulatory authorities responsible for the trial – has the facility to receive community feedback.

Feedback can only be provided to Project Wing itself, which a number of residents have said does not provide the necessary level of transparency required for such a trial.

In light of this feedback, I would appreciate advice explaining why the ACT Government has not established a "Your Say" campaign for the Bonython and wider community to comment on the Project Wing trial.

I would also appreciate advice outlining the reasons why the ACT Government agreed with the selection of Bonython as the chosen test suburb, and why the ACT Government did not consult with the residents in the suburb before the trial commenced.

Your advice will assist me in responding to the many Bonython residents who contact my office.

Trial end date

The Bonython community is concerned there has not been an end date communicated to them by Project Wing or the ACT Government regarding the trial.

I am seeking to understand what the current trial arrangements are and any advice you can provide in relation to trial dates would be greatly appreciated.

I understand the ACT Government has "facilitated the use of a site in Bonython" for Project Wing to trial its delivery services and a licence has been issued authorising operation from unleased government land near Pine Island Road and Athllon Drive. I would appreciate your advice on the nature of the agreement with Project Wing regarding the use of this land in the short, medium and longer term.

I understand the lease on the site in Greenway used by Project Wing as its drone delivery headquarters is due to expire in February 2019. I would appreciate advice on whether the lease will be extended by the ACT Government, or if there is indeed an end date for Project Wing's drone delivery trial in Bonython.

Given the strong community reaction to the Project Wing trial, I would appreciate your advice on whether the ACT Government will undertake an independent review to inform the development of a regulatory framework for similar trials in the future.

I look forward to receiving your response.

Please note I have sent a copy of this letter to Mr Andrew Barr MLA, ACT Chief Minister and Ms Joy Burch MLA, Speaker ACT Legislative Assembly and Member for Brindabella.

Yours sincerely

A handwritten signature in black ink, appearing to read 'G. Brodtmann', followed by a long horizontal flourish.

Gai Brodtmann MP
Federal Member for Canberra
Shadow Assistant Minister for Cyber Security and Defence

16 October 2018

From: [REDACTED]
Sent: Wednesday, 24 October 2018 11:09 AM
To: Ives, Kieran
Subject: RE: Drones [SEC=UNCLASSIFIED]
Attachments: Drone noise and magpie attack.mp4; Drone hot chocolate spill 14- Oct 2018.htm

Thank you Kieran for your responses.

Some follow up questions to your answers please.

In no.4 you advise that the Government **has commenced considerations on the appropriateness of a specific ACT regulatory framework for the use of drones**. In the last week we have met with Joy Burch and Andrew Wall, both who are on the Legislative Committee that would deal with these issues, however neither mentioned such considerations are underway – and I believe they would have if they knew. Can you advise who is doing this work and if we can contact them to input our considerations?

No. 5 re safety response appears to have been written by Project Wing, if I can say so without offending! Their controlled landings are actually unplanned landings, in other peoples' driveways, on roads etc. The drones then have to be picked up. And there have been a large number of such unplanned landings!

I am attaching a photo of hot chocolate spilled on a person's driveway from a delivery box becoming unattached – not the driveway it was supposed to be delivered to. Can you imagine that hot chocolate dropping on someone's head? We believe that Wing are downplaying any incidents and that all their so-called controlled landings should be reported. Safety should not be down played!

We have already advised CASA of these incidents. Wing has also advised us that they have no incidents of bird attacks on drones, however I have sighted one myself as a drone went over Stranger Pond and a magpie directly attacked it and we have been told of others – such as the video attached.

Thanks

Bonython Against Drones Action Group
(Canberra, ACT, Australia)

Stopbondrones@gmail.com

Facebook page: *'Bonython Against Drones'*

From: Ives, Kieran <Kieran.Ives@act.gov.au>
Sent: Tuesday, 23 October 2018 11:00 AM
To: [REDACTED] <stopbondrones@gmail.com>
Subject: RE: Drones [SEC=UNCLASSIFIED]

Hi [REDACTED] – I have attempted to respond the questions you asked below as best I can with the information available. These responses are in red below.

Please forgive my delay is responding.

Kind regards
Kieran

Kieran Ives | Executive Officer to Deputy Directors-General
Environment, Planning and Sustainable Development Directorate | ACT Government
Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au
Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601

From: [REDACTED] <mailto:stopbondrones@gmail.com>
Sent: Tuesday, 2 October 2018 2:52 PM
To: Ives, Kieran <Kieran.Ives@act.gov.au>
Subject: Re: Drones [SEC=UNCLASSIFIED]

Thank you Kieran,

can I confirm some questions please.

1. the site lease is to 15th February - we would understand that this does not necessarily mean the trial run to that date or that the date may be extended. Do you have any knowledge of an actual trial end date? Note we have asked Project Wing (Jesse) but they would not give us an answer, in fact did not even tell us of the Feb date

The length of the trial is a Project Wing business decision and as such the ACT Government cannot comment on when it will conclude. However, the Licence for the site in Greenway is scheduled to expire 15 February 2018. Project Wing can seek to have the Licence extended beyond this date. However there are a number of consideration that the Packs and Conservation Service and the Planning Authority will need to consider if this request is made by Project Wing.

2. Daniel from your Department told me last week that there are studies on the Web that show that wildlife, birds in particular, can habituate to drones. However, while I can find quite a few articles discussing this they are about wildlife tracking and small drone traffic. Are there any studies done on the effect of wildlife for a large amount of drone traffic in an area, such as we are experiencing in Bonython? The quantity - there were 35 drone deliveries over my house on Sunday, all coming by way of the Pine Island area. The total number of drone trips must have been much larger, and you must double every delivery to get the correct number as the drone must go to and fro from base. Has there ever been a study on this magnitude of traffic in the public record?

My apologies, I am not familiar with the scientific studies relating to the potential impact of drone technology on wildlife.

3. are the details of the current wildlife study, with a consultant engaged by and paid by Project Wing, going to be released publicly or is it to be kept secret? Will it be peer reviewed or other-wised reviewed? If it is to be released, when?

I understand the study commissioned by Project Wing is intended to enable a better understanding of the current and potential impacts of the drone delivery operations on native fauna (primarily birds)

so that they can adopt management measures to minimise harm on wild life. Ultimately the bird study is Project Wing's document and it will be their decision as to how it may be published.

4. the licence/lease agreement specify any noise levels, can the noise levels be investigated by a body such as the EPA?

I note that a current FOI request is being processed but the Environment, Planning and Sustainable Development Directorate in relation to this issue.

I also note that following community concerns about noise, privacy and safety relating to drone use in the ACT, the Government has commenced considerations on the appropriateness of a specific ACT regulatory framework for the use of drones. The Project Wing's monthly reports on the status of the trial and community commentary (like yours) on the operation of drones in the ACT (not just the Bonython drone delivery service) are informing this work.

5. Has CASA been made aware by Project Wing of any safety incidents at all? We are aware of 3, there could be more:

The first is where a drone was forced by a gust of wind to come down on a resident's driveway in Milne Cove - not the address they were delivering to. The second was on Barr-Smith where a car driver had an encounter with a low flying drone, nearly causing an accident and this has been reported to police. The third was residents watching a magpie attacking a drone, near Don Dunstan Drive, what would have happened if the bird had a full frontal crash with the drone?

As a condition of CASA's approval and the ACT Government licence, Project Wing have kept CASA and the ACT Government informed about potential safety incidents. From the start of the service in Bonython in July 2018 to September 2018, there have been no safety incidents. While a number of aircraft have landed away from the take-off site while making deliveries, Project Wing have indicated that these were controlled landings initiated by safety systems. These safety systems are a precautionary measure that trigger slow and controlled landings and mitigate risks to people and property.

thank you


for Bonython Against Drones Action Group

On Tue, Oct 2, 2018 at 1:01 PM Ives, Kieran <Kieran.Ives@act.gov.au> wrote:

Hi 

Thank you again for talking with me this afternoon about your concerns. I hope the information I provided was of assistance to you.

If you have any questions about the licence Project Wing have for the site in Greenway, please let me know.

Kind regards

Kieran

Kieran Ives | Executive Officer to Deputy Directors-General

Environment, Planning and Sustainable Development Directorate | ACT Government

Phone: (02) 6205 9095 | Email: kieran.ives@act.gov.au

Level 3 Dame Pattie Menzies House, 16 Challis Street, Dickson, ACT | GPO Box 158, Canberra 2601

From: [redacted] [mailto:stopbondrones@gmail.com]

Sent: Tuesday, 2 October 2018 12:21 PM

To: Ives, Kieran <Kieran.Ives@act.gov.au>

Subject: Drones

Hi Kieran,

just confirming this email address thanks

--

[redacted]

Bonython Against Drones (facebook page)

[redacted]

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[redacted]

Bonython Against Drones (facebook page)



Bonython Against Drones (facebook page)



From: GENTLEMAN
Sent: Monday, 12 November 2018 9:59 AM
To: Kandola, Shobaz; EPSDD DLO
Subject: FW: Correspondence from Minister Gentleman MLA

Categories: 00. Objective

Another drone one.

From: [REDACTED]
Sent: Friday, 9 November 2018 9:20 PM
To: GENTLEMAN <GENTLEMAN@act.gov.au>
Cc: BARR Reception <BARR@act.gov.au>; RAMSAY <RAMSAY@act.gov.au>
Subject: RE: Correspondence from Minister Gentleman MLA

Mick Gentleman / Andrew Barr / Ramsay

I am absolutely dismayed you send me this letter and within 2 days learn that Project Wing will be a permanent fixture in Gungahlin.

It is incredible that you are not taking on board at all that Wildlife have been severely affected. We have lost our birds here, they are all distressed and Currawongs try to attack the drone.

I see it every time two doors away receive their 5 deliveries within 30 mins every single day.

The Galas have completely disappeared from this area. The chaos for animals including kangaroos has been witnessed by people I have spoken to. A kangaroo caused an accident because it was distressed with the noise from the drone, it took off in fear and then died after colliding with a car, and causing the car extensive damage.

Why is this ok with this Government ?

I feel so sad for Gungahlin that next year they will be subjected to what we here in Bonython have had to deal with since July –

Noise

Privacy gone

Birds and wildlife adversely affected

Breakdown of good communication with neighbours because one is receiving deliveries from drones

No communication from Project Wing that this was going to happen in Bonython

No information was ever forthcoming from Project Wing at any level to Bonython residents and no honest feedback from them

Safety issues with deliveries of coffee being dropped at wrong property but not delivered, dropped from a great height on an unsuspecting neighbour of coffee all over driveway and garbage from the Drone. What if a child had been standing at that point and had hot coffee dropped on them ?

The above you are completely ignoring.

I hope that Gungahlin rejects this from the very beginning.

Yours sincerely

[REDACTED]

From: GENTLEMAN [<mailto:GENTLEMAN@act.gov.au>]
Sent: Thursday, 8 November 2018 11:18 AM
To: [REDACTED]
Cc: BARR Reception; RAMSAY
Subject: Correspondence from Minister Gentleman MLA

Dear [REDACTED]

Please find the attached correspondence from Minister Mick Gentleman MLA.

Kind Regards,

Eben Leifer | Office Manager / Policy adviser

Office managers: Natasha Apostoloski (Mon-Wed), Eben Leifer (Thu-Fri)

Office of Mick Gentleman MLA

Member for Brindabella

Minister for the Environment and Heritage

Minister for Planning and Land Management

Minister for Police and Emergency Services

Minister assisting the Chief Minister on Advanced Technology and Space Industries

Manager of Government Business

t: 620 50218 | e: gentleman@act.gov.au

Please note that from 1 January 2018 ACT Government ministerial diaries are subject to publication on the ACT Government's open access website under section 23 of the *Freedom of Information Act 2016*.

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [REDACTED]
Sent: Tuesday, 20 November 2018 10:51 AM
To: Michael McCormack MP; BARR Reception; GENTLEMAN; WALL; BURCH;
gai.brodtmann.mp@aph.gov.au; meegan.fitzharris@act.alp.org.au; LAWDER; PARTON;
Environment Protection; bouchier.dan@abc.net.au; shane.rattenbury@act.greens.org.au
Subject: Fwd: MISINFORMATION

To all concerned

This letter was sent to The Canberra Times recently and it may or may not be published. However, I wanted to pass on this information to you in light of the misinformation being put out in the public forum by James Ryan Burgess and Andrew Barr about Project Wing's drone trial in Bonython - especially in light of Project Wing's planned expansion of suburban drone deliveries in Canberra's north now.

Liberal MLA Andrew Wall heard the people and, as a result of the many problems that arose from the Bonython trial, set up an Inquiry to be conducted by the ACT Legislative Assembly's Committee on Economic Development and Tourism. It seems unethical that Project Wing is being allowed to expand its operations and set up a permanent base in Mitchell before the full results of this Inquiry have been considered. These problems relate to noise, privacy, safety, health and wellbeing, quality of life, effect on wildlife, lack of consideration and consultation and lack of transparency, due diligence and governance.

It also seems unethical of Andrew Barr and James Ryan Burgess to minimise and trivialise the very real and serious concerns of these several hundred Bonython residents. I have never heard or read James Ryan Burgess or Andrew Barr, in their public utterings, mention that they are concerned about the people who have been seriously medically adversely affected by the drones (such as the WWII veteran mentioned here, who is one of many). This is very disturbing.

Also, the noise of the drones is not even being regulated!! This is plainly absurd and should be illegal.

Governments are elected for many reasons. Governments that fail to protect the people and instead deliberately put them in harms way are engaging in unethical and risky behaviour. (Ironically, as suggested by Peter Jennings, Executive Director of the Australian Strategic Policy Institute, Canberra's Parliament House is currently being upgraded to protect it from drone attack.) The vast majority of Bonython residents canvassed about the drone trial in their suburb (and who signed a petition in protest) are extremely unimpressed with the Barr government. They feel like lab rats in a bad experiment.

So, the question remains, who wants food and coffee delivered by drone at the expense of their vulnerable neighbours and wildlife?

I will send under separate cover, shortly, video footage of the drones flying over our backyard after delivering breakfast and lunch to our neighbours. These deliveries have taken place on most Saturdays and Sundays (and some Thursday and Friday mornings) since September and involve 10-20 flyovers of our backyard each time, sometimes starting at 8 am.

REALLY????!!!!

Yours sincerely

From: GENTLEMAN
Sent: Monday, 26 November 2018 9:27 AM
To: EPSDD DLO
Cc: Kandola, Shobaz
Subject: FW: DRONES

For response please Erica!

Saf ☺

From: [REDACTED]
Sent: Friday, 23 November 2018 7:50 PM
To: GENTLEMAN <GENTLEMAN@act.gov.au>
Subject: DRONES

Dear Minister

I wish to express my concerns about the drone trial and the impact it is having on parts of the Canberra community and wildlife. I am very much anti drones and this trial. Has any thought gone into members of the community who work night shift and drone noise affecting them, eg doctors, nurses, the SES, ambulance workers etc. Also what about birdlife and injuries. This implementation is going to see our birdlife disappear and create lots of unnecessary anxieties.

[REDACTED]