

the hub

Canberra

International Airport



ISSUE 1, APRIL 1999

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Southcare's future assured

Southcare's emergency helicopter service will be given rent free accommodation at Canberra International Airport for the next five years.

Under the terms of an offer made by the airport's Executive Chairman, Mr Terry Snow to the ACT Minister for Justice and Community Service Mr. Gary Humphries, the helicopter and its support crew will continue to operate from the north west sector of the airport adjacent to Majura Road.

"The new five year arrangement gives Southcare an assured future at the airport and provides the necessary breathing space for the helicopter to maintain its essential community services and start planning for the construction of a permanent base," Mr Snow said.

"We are delighted to be continuing our contribution towards the operation of an emergency service equal to any in the world."

The Capital Airport Group and Southcare reached agreement last September to provide six months rent free accommodation on 2,500 square metres of airport property for the helicopter and its support crew.

"At that time, Southcare wanted to begin immediate operations and, as a good corporate citizen, we were happy to assist them get the emergency service up and running as quickly as possible," Mr. Snow said.

"The land we are offering rent free to Southcare is extremely valuable and will form part of the gateway to the airport's freight subdivision.

"For that reason, we will require Southcare to construct a permanent base which meets National Capital Authority building standards. The Capital Airport Group is delighted with its continuing association with this vital community asset," Mr Snow said. ▲



The Southcare Emergency helicopter

Canberra's Hazelton bid

The Capital Airport Group, owners of Canberra International Airport, will make a determined bid to persuade Hazelton Airlines to relocate its operations in Canberra.

Hazelton says it has "outgrown" its headquarters at Cudal near Orange in central western NSW and is looking for a new base for its staff and fleet of 12 modern turbo prop aircraft.

With first class airport facilities, direct capital city links and on carriage services to north Queensland and Tasmania, Canberra International Airport offers a perfect fit for Hazelton, says John Milton, General Manager of Canberra International Airport.

"We have already started negotiations with Hazelton and we will make a very serious bid to convince them to shift their headquarters to Canberra," he said.

Hazelton Airlines says it will maintain its ties with the country.

"We are a country airline with strong links to our country customers," said Hazelton Airlines Chief Executive Officer, Andrew Drysdale, "and for business and strategic reasons we do not intend to bury ourselves in Sydney."

"We are looking at a range of possible new locations - Tamworth and Orange in rural NSW, Queensland, Victoria and the ACT."

Hazelton Airlines is preparing documents setting out its operational requirements over the next 10 years and interested parties such as the Capital Airport Group would be invited to respond, Mr. Drysdale said.

The board of Hazelton Airlines would announce a decision in June.

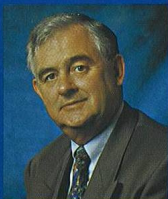
Hazelton Airlines operates an extensive regional network in New South Wales with services to Moruya and Merimbula, Albury, Wagga Wagga, Parkes, Orange, Broken Hill and Taregton in Victoria. ▲

Action's new airport link

Action is trialing a new \$2.00 bus service to and from Canberra International Airport.

Leaving the terminal every half hour, the new service will operate via the Russell Defence Offices to Civic and Belconnen.

Action says its hoping to attract passengers from the growing number of airlines using the airport as a regional hub. Action will consider an advertising campaign to promote Route 80 which will be trialed for a year in close consultation with the new owners of the airport. Action's trial is designed to coincide with the expected increase in demand for air services in the lead up to the 2000 Sydney Olympics. ▲



Terry Snow,
Executive Chairman

Welcome to the first edition of 'The Hub', the official newsletter for Canberra International Airport. The Concise Oxford dictionary defines 'hub', among other things, as "central point of interest". I hope you find The Hub that, and more. All of us in the Capital Airport Group hope that this newsletter will provide a window into what is happening with your airport, now and in the future. Community support is critical to our efforts to make Canberra International Airport the tourist and business gateway for the Australian Capital region.

Through our Master Plan workshops we have sought to give local communities a say in our future development plans. The response so far has been positive and we will continue to work closely with local communities, planners and the aviation industry to develop an airport sympathetic to the needs of our region. Aircraft noise is clearly of concern to some residents.

I want you to know that the Capital Airport Group is doing everything it can to reduce the impact of aircraft noise on local communities. I am pleased to report that we have reached agreement with the representatives of three freight companies operating night services into Canberra. Under this agreement, still to be ratified by Airservices Australia and the Canberra Control Tower, the three companies will seek ways to minimise aircraft noise. We will continue to work closely with representatives from North Canberra and Jerrabomberra to accurately gauge noise levels. We are also consulting with ACT planners and surrounding councils – Queanbeyan and Yarrowlumla – on measures to minimise housing developments under flight paths. I believe that cooperation and goodwill are essential if we are to succeed in creating employment and developing new business opportunities for the region. The Hub is an important new publication and your feedback and contribution would be welcome. It is our intention that all stakeholders of the airport will see The Hub as a means of communicating and sharing news of exciting new developments taking place. I hope you find the newsletter informative and educational. ▲



Kendell's network expansion

The Capital Airport Group and Kendell are exploring the possibility of building a hangar and workshop at Canberra International Airport to service the airline's new jet fleet.

Canberra International Airport General Manager John Milton, says serious discussions have already taken place with Kendell's Chief Executive, Mr Geoff Breust, on the feasibility of providing overnight maintenance in Canberra for the 12 Canadair jet aircraft. Under the proposal, up to 3 jets could be serviced in the planned hangar and workshop. Technical crews would be

based in Canberra and cabin crew would overnight in the ACT. "The Kendell development proposal offers the prospect of new job and business opportunities for the ACT region" Mr Milton says. "Kendell is Australian's biggest regional airline and we are very excited about the prospect of them going ahead with this development." Kendell is part of the Ansett Australia group of airlines and serves major regional centres in NSW, Victoria, South Australia and Tasmania. The airline works with Ansett Australia to provide the "Capital Shuttle" between Sydney and the ACT. ▲

Love of flying

Some pilots fly for a living, others fly for the sheer thrill of it. Canberra teenagers, Kalyna Harasymiv and Gillian Wright, hope one day to become both kinds of pilots.

Aged only 16 and 17 respectively, they're already well on the way. Their mutual passion for flying emerged from a chance encounter while attending the Lake Tuggeranong College flying course and a close friendship developed.

Gillian took to the skies at 15 and "loved it." Kalyna who holds a restricted pilot's licence, "always wanted to fly" and loves the sense of freedom it brings. Now students of Canberra's Flight Training Centre, Gillian and Kalyna say flying has taught them much about commitment and dedication.

"You have got to be alert and careful and make sure you understand everything," says Gillian. "You can't hop in and fly away. You have to love it because there's so much to learn." Kalyna says her biggest thrill was flying solo and "taking her dad up."

Kalyna says knowing your limits is critically important when flying. "You must know when to stop and turn back." She also places high priority on understanding the mechanical and technical aspects of the aircraft she flies. "You have to know how engines work in case something goes wrong."

Both teenagers rate learning to fly as a "privilege" and say the support of their parents—financially and emotionally—has been very important. "They're very



proud and always bragging about our achievements," says Gillian.

Norm Jones, Manager of the Canberra Flight Training Centre says Gillian and Kalyna are top flight students who are both "very keen and very conscientious. We are delighted to be training them and hope that they will be role models for other young women in Canberra to follow." ▲

Pilatus takes off

"I feel like a kid let loose in a toy shop," says Terry Wesley-Smith of his new business venture, "except the PC-12 is definitely not a toy – it's a very serious aeroplane."

The immaculate new aircraft now filling pride of space in Hangar 3 in the general aviation sector of Canberra International Airport is certainly a very stylish, high performance flying machine.

For a start, the Pilatus PC-12 has only one engine, one very powerful turboprop engine. It drives an aircraft so safe, so reliable that Pilatus Aircraft Ltd, the world's biggest designer and builder of single engine turboprops, has appointed Mr Wesley-Smith, General Manager of its new wholly owned Australian subsidiary to market, sell and support the revolutionary Swiss aircraft.

The launch of Pilatus Australia Ltd is the culmination of a five year campaign by Mr Wesley-Smith and industry colleagues to persuade Australian aviation officials to abolish regulations which prevented single engine aircraft carrying fare paying passengers at night and in instrument weather conditions.

"The regulations represented the technology levels of the 1940's," he said. "Changing them means that Australians have the choice of flying in modern new aircraft offering higher standards of safety and comfort."

One of Europe's leading aerospace companies, Pilatus Aircraft Ltd, had no hesitation backing Mr Wesley-Smith and his choice of Canberra for its Australian operations.

Pilatus Australia Ltd required an accessible base away from the crowded Sydney basin but close to its market place – Australia, Papua New Guinea and the island states of the Pacific. Canberra International Airport made "a whole lot of sense" because it was well served by the airline industry and had space for expansion. Using local airport businesses – McGee Aerial Services to train Pilatus pilots and Masling Aviation Pty Ltd and Capital Aviation Services Pty Ltd to maintain the aircraft – also made sense to Mr Wesley-Smith because it created more jobs and new business opportunities for Canberra.

Pilatus aircraft are no strangers to Australian skies, having served with the Australian Army, the RAAF and the Central Section of the Royal Flying Doctor Service, with whom the PC-12 has so far clocked up around 20,000 hours.

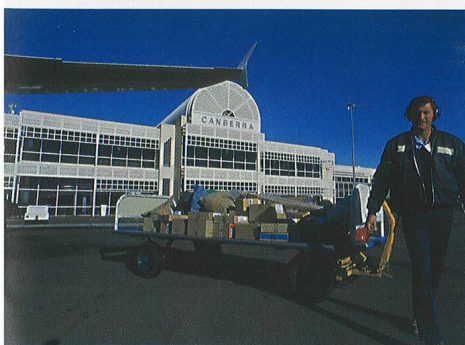
Mr Wesley-Smith says his task over the next 10 years is to sell 50 Pilatus PC-12 aircraft.

A daunting task? Far from it, he says. "I have a unique opportunity to introduce a new aircraft which is going to have a profound effect on Australia's general aviation industry." ▲



Airport jobs boom

The planned major redevelopment of Canberra International Airport will create jobs – thousands of new jobs!



A far reaching economic study commissioned last year by the Capital Airport Group found that the flow on effects of the airport's near term redevelopment will deliver an estimated 4,500 new jobs to the Australian Capital Region – that's the equivalent of 1 in 35 jobs in the ACT. The ACIL study also established that the combined turnover of businesses at the airport was around \$361 million – this is equal to about half the ACT and Queanbeyan's entire manufacturing and primary sectors.

The question is what kind of jobs and will the ACT have the people with the necessary skills to fill them.

The answers to these questions will be found in a new jobs audit undertaken by the Capital Region Employment Council. The federally funded capability survey will determine job opportunities with the servicing and maintenance of corporate and regional jet aircraft at Canberra International Airport. The audit will also identify the likely training required to retain and attract maintenance organisations to the ACT.

The ACIL study says the airport has the capacity to increase the number of jobs by 26% over the next five years.

Once armed with the findings of the jobs audit, the airport owners, the ACT government and local businesses will be in a position to produce a register of employment skills; a map of where jobs and skills are required and a detailed snapshot of the available jobs. ▲



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Ansett's quiet Canberra Revolution

A quiet revolution is taking place at Canberra's Ansett terminal.

It's a revolution that promises to make air travel more pleasant and more reliable for Ansett passengers.

Genine Wallinga, Ansett's new Canberra manager is the architect of the revolution which she says will build on Canberra's reputation as arguably the best run terminal in the Ansett network. A former lawyer with a formidable management background in Ansett, Ms Wallinga says changes to the Canberra management will see a more deliberate shift in focus to delivering the right services to Ansett passengers. "This is absolutely the job I wanted," she says. "I liked the airport. I knew it was a robust technical operation. I have a highly regarded team and I know I can learn here."

Ms Wallinga has already learned the value of her "cohesive, conscientious and committed" Canberra staff. "They take pride in what they do. That's why this terminal's reputation in delivering services on time is second to none."

Ansett's new Canberra manager places a high priority on "pro-active communication." Chances are the next time there's a major delay in the Ansett terminal, Ms Wallinga will be mixing with passengers to explain why. "Passengers have a right to know what's happening." And she wants to reduce the hassle of air travel and deliver timely and reliable services on the ground and in the skies.

The introduction of Kendall's new all jet service to Canberra in March next year is an important part of the Canberra revolution. "Kendall's decision to increase the frequency of its flights during the middle of the day to major destinations other than Sydney is a direct response to the requirements of passengers who require more frequent services."

Canberra International Airport is Ms Wallinga's first airport. "My predecessors left me a great airport. I plan to learn from their experiences and build on their achievements." ▲



Genine Wallinga, far right



- **Business** was the main purpose of their trip for 57% of travellers.
- Approximately **47% of travellers surveyed lived in the ACT/Queanbeyan area.** The remainder came from the wider Canberra region.
- **Taxis** were the most popular form of transport for 45% of travellers, approximately 30% were dropped off by private car and 19% drove and parked at the airport.

Passenger survey

A survey commissioned by the Capital Airport Group highlights the demand for direct air services between Canberra International Airport and Queensland.

Conducted in July last year, the survey sought to establish the ultimate destination of approximately 800 travellers passing through the airport. Travellers were also surveyed about the main purpose of their trips – business or pleasure – their place of residence and their transport to the airport.

The survey found that the majority of passengers were flying to Sydney even though it was not their final destination. For example, more than fifty percent of travellers surveyed were bound for destinations other than Sydney.

Their most common destinations were Brisbane, Coolangatta, Maroochydore, Townsville and Cairns.

"The survey clearly demonstrates that the airlines are under-providing services out of Canberra," says Executive Director, Stephen Byron.

"Travellers have to fly to Sydney even though their ultimate destination is elsewhere. The Capital Airport Group is working with the airlines for the introduction of more direct flights out of Canberra."

"The survey has given us valuable insight into travellers attitudes toward trip destinations and present flight arrangements from Canberra," says Stephen Byron.

"The results will help the Capital Airport Group plans future changes and improve services at Canberra International Airport."

Other key statistics to emerge from the study are shown in the box on the left. ▲

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