

Helicopter Operations Management Plan

<u>Version</u>			
1	16/07/2018	Emirates One&Only Wolgan Valley	Draft Report
2	17/08/2018	Emirates One&Only Wolgan Valley	Version 2
3	23/08/2018	Emirates One&Only Wolgan Valley	Version 3
4	23/08/2018	Emirates One&Only Wolgan Valley	Final
5	06/03/2020	Emirates One&Only Wolgan Valley	Update after Environmental Audit 2019 V1
6	18/03/2020	Emirates One&Only Wolgan Valley	Update after Environmental Audit 2019 V2

Author: Brendan Millett

Approved by: Tim Stanhope

Position: General Manager

Date:

Signed:


 19/3/2020

Table of Contents

Table of Contents	2
1. Introduction:.....	3
1.1. Purpose.....	3
1.2. Aims.....	3
1.3. Terminology and abbreviations.....	4
1.4. Background.....	4
1.5. Project Approvals.....	6
1.6. Document structure	7
2. Conditions of Compliance Table:.....	8
3. Helicopter Operations Management.....	10
3.1. Staff induction:.....	10
3.2. Helipad management and maintenance:.....	10
3.3. Wolgan Road helipad:	11
3.4. Fly Neighbourly Advice, Blue Mountains National Park:	11
3.5. Helicopter joy flights:	11
3.6. Application to increase helicopter trips for unscheduled tourism or major events:.....	12
3.7. Helicopter trips/movements to and from the site:.....	12
3.8. Allowed helicopter trips and movements:.....	12
3.9. Helicopter trips and movements recording:.....	13
3.10. Flight paths:.....	14
3.11. Dedicated Register for dealing with helicopter complaints:.....	15
3.12. Process for recording, handling, responding and recording complaints:.....	15
3.13. Keeping local community informed:.....	15
3.14. Sole use operator for helicopter operations:	16
4.1 Agency Correspondence	17
Appendix A	18
Appendix B	20
Appendix C	23
Appendix D	27
Appendix E.....	51
Appendix F.....	63

1. Introduction:

1.1. Purpose

This document is a Helicopter Operations Management Plan (HOMP) for the management of all Helicopter Movements at the Emirates One&Only Wolgan Valley Resort.

The Management Plan is effective from once approved by the Planning Secretary..

A suite of environmental management plans has been prepared for the site relating to operational management of the resort. This operational manual summarises Helicopter Operations Management practices and directs the reader to specific management plans as required.

The approval has condition 6B:

The proponent may apply to the Secretary for approval to increase the maximum helicopter trips per week during the peak holiday and tourism period as defined in Condition 6A(b) up to a maximum of 28 helicopter trips per week. Such approval may only be sought:

- a. After at least 12 months of undertaking helicopter trips in accordance with that approved under 06_0310 MOD 2;
- b. Demonstrated demand for the increase is provided;
- c. An environmental performance audit of the increased helicopter trips has been carried out in accordance with Condition 18H; and
- d. A report detailing the findings of the audit is provided to the Secretary.

Dependant on the outcomes of the audit and further approval for increased flights the HOMP may require further amendment, to comply with those altered conditions.

1.2. Aims

The aims of this operational manual are to:

- To meet all relevant legislative requirements and conditions of the Project Approval MP 06_0310.
- Provide direction to management team and its elected helicopter management company on the best practice to maximise safety, comply with relevant laws, and minimise noise and effects on the environment.
- Provide direction compliance with the Blue Mountains World Heritage Area Fly Neighbourly Agreement.

- Minimise the effects on surrounding neighbours in Wolgan Valley.
- Refer to specific sections of the existing management plans and manuals for reporting requirements.

1.3. Terminology and abbreviations

The resort	Term used to describe both the owner and operator of the resort.
Emirates Hotels (Australia) Pty Ltd	The owner of the resort and business owner
EOOVV Emirates One&Only Wolgan Valley	The Trading name of the resort
Kerzner	The owner of the management company One&Only, based in Dubai UAE.
Department of Planning and Environment	The consent authority for the Concept Plan (MP 05_0079) and the Project Approval (MP 06_0310).
Lithgow City Council (LCC)	The local government authority for the resort.
The approved sole use operator	The company that the resort contracts on a sole use basis to operate helicopter operations to and from the property.
Sydney HeliTours Pty Ltd	The approved sole use operator for helicopter flights in and out of Emirates One&Only Wolgan Valley.

1.4. Background

Emirates Hotels (Australia) Pty Ltd own and lease nearly 2,600 hectares in the Wolgan Valley, NSW (Figure 1). The property is operated by the Kerzner group Dubai, under the One&Only Brand.

The property is designed to sit lightly within its environment in a manner that is sympathetic to the very special natural, cultural and scenic values of the Wolgan Valley and the adjoining Greater Blue Mountains World Heritage Area (encompassing the Wollemi and Gardens of Stone National Parks).

The site is located on the Wolgan Road, 35 kilometres north of Lithgow and approximately 9 km south of Newnes. It forms part of Wolgan Valley, which is approximately 13,750 hectares in size and up to 28 km long and 6 km wide, extending from Newnes in the northeast to the Wolgan Gap in the southwest. The site sits between Gardens of Stone National Park to the north and south and the Wollemi National park to the east; all part of the Greater Blue Mountains World Heritage Area. Wolgan State forest is located further west and the Newnes State forest further to the south. Glow Worm Tunnel, Newnes Industrial Ruins, Deep Pass, Blackfellows Hand Rock and Baal Bone Gap are located within the vicinity of the site.

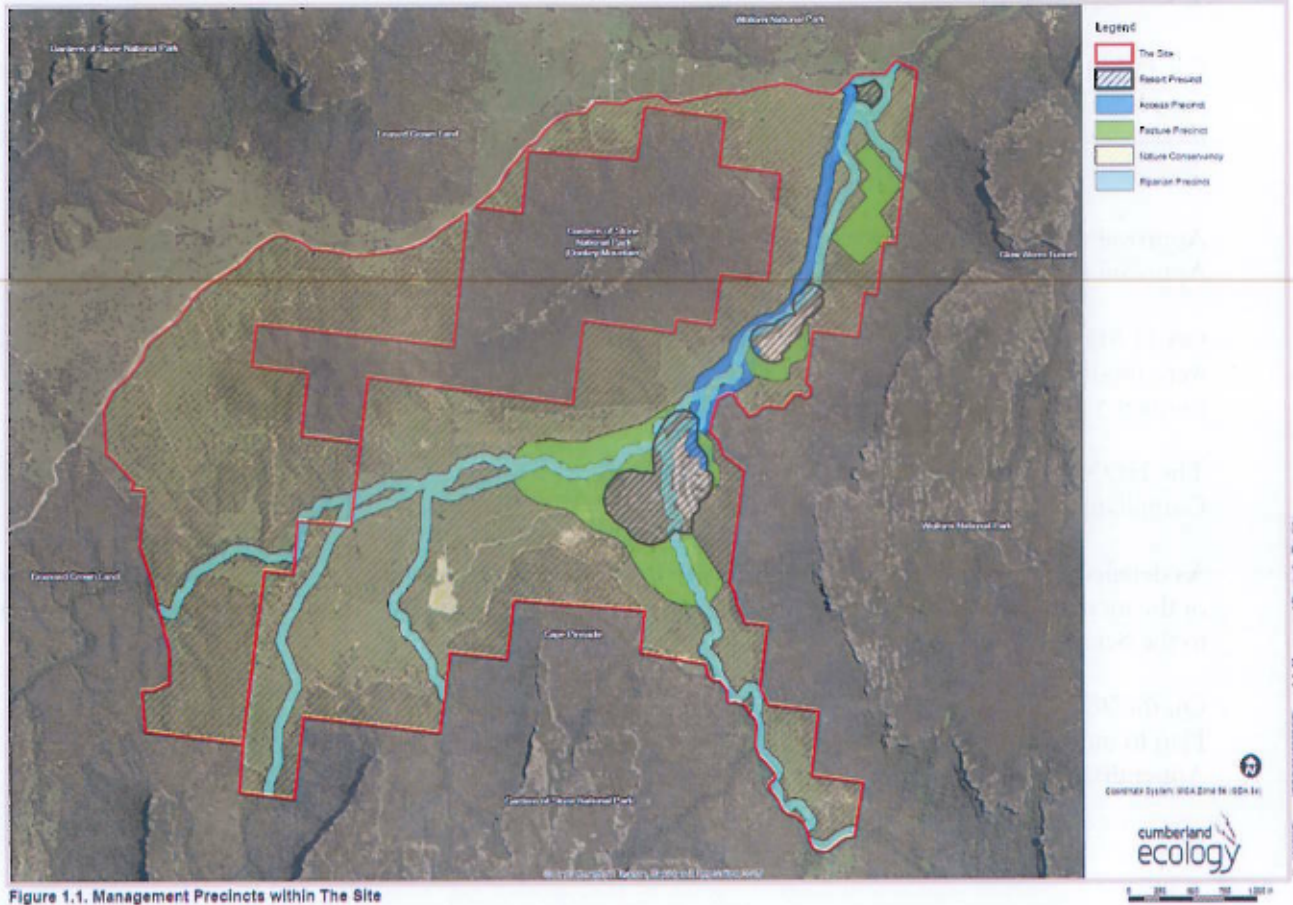


Figure 1.1. Management Precincts within The Site

Figure 1. Management precincts within the site.

1.5. Project Approvals

On 12 May 2006, the then Acting Minister for Planning approved a Concept Plan (MP 05_0079) for the proposed Resort. On 13 April 2007, approval was granted by the then Minister for Planning for the modification to the Concept Plan (MP 05_0079 MOD 1) and the Project Approval (MP 06_0310) for the development and operation of the Resort.

Approval was granted on 10 October 2007, under section 75W of the EP&A Act to modify the Project Approval (MP 06_0310 MOD 1) layout of staff accommodation.

On 11 May 2018, the Concept Plan (MP 05_0079 MOD 2) and Project Approval (MP 06_0310 MOD 2) were modified under section 75W of the EP&A Act, to alter the location of the helipad, increase the frequency of helicopter flights to and from the Resort and the construction and operation of bee hives.

The HOMP has been prepared to address Condition 18G a) to g) of the Project Approval (MP 06_0310). Compliance with these conditions is discussed further in sections 2 and 3.

As detailed in Condition 6B, In October 2019 the resort undertook an Environmental Performance Audit of the increased helicopter trips in accordance with Condition 18H and the reports findings were provided to the Secretary.

On the 28th of January 2020, the resort was directed to amend the Helicopter Operations Management Plan to include the findings of the Environmental Performance Audit. The findings are located in Appendix F page 65

1.6. Document structure

Chapters in this document are outlined according to the relevant management precinct as follows:

Chapter 1: Introduction

Chapter 2: Conditions Compliance Table

This chapter references each relevant condition relating to the operation of helicopters and their location within the document.

Chapter 3: Helicopter Operations Management

This chapter covers the policy and procedures covering the resort's operations.

Chapter 4 Agency Correspondence

This chapter includes comments, recommendations and details from relevant agencies in relation to this document.

Chapter 5 Audit Recommendations October 2019

Table 5. IEA recommendations and correspondence with Department Of Planning, Industry and Environment.

Recommendation	Response
1. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
2. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
3. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
4. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
5. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
6. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
7. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
8. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
9. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.
10. The IEA recommends that the applicant provide a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.	The applicant has provided a detailed description of the proposed helicopter operations, including the number of helicopters, the routes, and the frequency of operations.

2. Conditions of Compliance Table:

Condition	Addressed
18A. The Proponent must ensure that the location of the helipad is managed and maintained in accordance with the Civil Aviation Guidelines.	Section 3.2 and Appendix D Note: The helipad is located at 33°15'13.2"S 150°11'15.6"E.
18B. The Proponent must ensure that the helipad located adjacent to Wolgan Road on the west side of Wolgan River is not used for helicopter trips once the helipad has been relocated to the operational area of the resort. The only exception for use is during emergency situations.	Section 3.3 Note: the condition has been addressed in the OEMP, Landscape Management Plan. RFS will incorporate the location of the new helipad in operational planning for emergencies within Wolgan Valley and adjacent areas.
18C. The Proponent must ensure that all contracted helicopter operators abide by the Fly Neighbourly Advice as detailed in the En Route supplement Australia (Gen-SP-Special Procedures, Section 12 FN 2 Blue Mountains National Park) when flying over the Greater Blue Mountains World Heritage Area.	Section 3.4 and Appendix D
18D. The Proponent must ensure no helicopter joy flights to the surrounding National Park areas are undertaken from the site.	Section 3.5 and Appendix D
18E. Notwithstanding Condition 6A, any requests to increased helicopter trips for unscheduled tourism events or major events must be submitted in writing to the Secretary for consideration at least 2 months prior to the event. The written request must provide a justified reason, requested number of helicopter trips and procedures that will be put into place to manage helicopter operations during the duration of the event. The requested number of helicopter trips must not exceed the approved trips under condition 6A(c).	Section 3.6 and Appendix C
18F. Helicopter trips/movements to and from the site must occur: a) Only during daylight hours; and b) Where over the Greater Blue Mountains World Heritage Area, at least half an hour after sunrise and half an hour before sunset.	Section 3.7 and Appendix D
18G. The Proponent must prepare a detailed Operational Helicopter Management Procedure for the project, to the satisfaction of the Secretary. The procedure must describe:	HOMP and attached appendices aim to address this condition.

a) Statutory and other obligations that apply to the project;	Section 1.5
b) Processes for working with the relevant agencies to implement and monitor the Fly Neighbourly Advice;	Section 3.4?
c) How helicopter trips and movements will be recorded;	Section 3.9
d) The flight paths;	Section 3.10
e) Details relating to a dedicated register for dealing with helicopter complaints;	Section 3.11 and Appendix A
f) Processes for receiving, handling, responding and recording complaints; and	Section 3.12 and Appendix B
g) The processes for keeping the local community informed about the environmental practices including re-requested helicopter trips for the unscheduled tourism events or major events and the environmental performance of the project.	Section 3.13

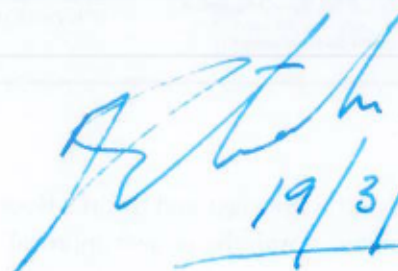
Interpretation of Condition 6A:

Regarding the interpretation of 'the project does not generate' the Department of Planning Industry and Environment advised on 4th March 2020:

'Following a meeting with the Department of Planning, Industry and Environment on 25 February 2020 it is their position that flights which are generated directly by the development (to and from the site) are to be included in the weekly calculations of helicopter flights.

It is noted that a modification will be sought by the resort, to make amendments to Condition 6A in regards to:

1. the number of Helicopter flights per week
2. the frequency of flights per day.
3. The ability to seek increased flight numbers or frequency per day when groups seek to use helicopter services to and from the resort.


 19/3/2020

3. Helicopter Operations Management

3.1. Staff induction:

3.1.1 All colleagues who commence work at the resort will undertake an intensive induction covering the major requirements of the Operations Environmental Management Plan.

3.1.2 A section of the induction will instruct senior management on the obligations of the resort to comply with section 18 of the project approval. This instruction will be carried out by the Human Resources Department of the resort.

3.2. Helipad management and maintenance:

The location of the helipad is located in Figure 2 and remains in the approved location.

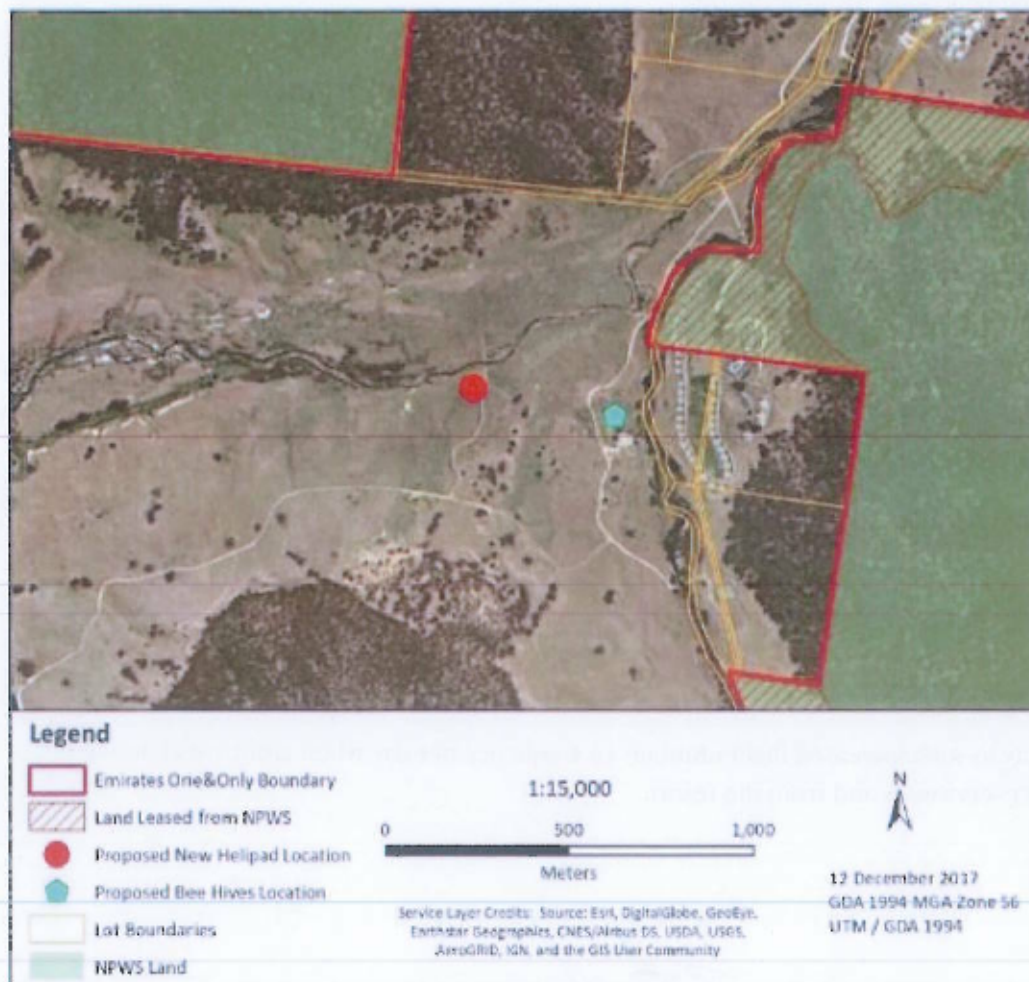


Figure 2. Location of the helipad.

3.2.1 It is the responsibility of the resort's General Manager and resort's Rooms Division Manager to ensure that the helipad location is maintained with the project approval.

- 3.2.2 The ongoing maintenance (mowing, weeding, etc.) is to be maintained by the resort's Maintenance Manager and it is to be inspected monthly and that inspection recorded in the resort's property management system (currently Mex) and held for inspection upon request. It is the obligation of the nominated appointee of any helicopter operator associated with the resort to ensure that they report any irregularities to the resort for maintenance.
- 3.2.3 It is the obligation of the resort's General Manager and the nominated appointee of any helicopter operator associated with the resort to ensure compliance with Civil Aviation guidelines per Volume 3- Annex 1 HLS Procedures manual issues May 2018, in Appendix D Section 1A2 Operator responsibilities.
- 3.2.4 The exact location of the helipad is described in Appendix D 1CO.2 Southern Procedure.

3.3. Wolgan Road helipad:

- 3.3.1 The helipad at Wolgan Road will not be used for helicopter trips, the only exception for use will be during emergency situations.
- 3.3.2 The helipad will be entered into the resort's Property Management System and inspections carried out on the pad:
- 3.3.1.1 Every 2 weeks all year.
- 3.3.3 The resort gardening team will ensure that the pad is fit for operational use by the relevant agencies throughout the year by ensuring the area is kept mown, clear of debris and clearly marked.
- 3.3.4 The condition has been added to the OEMP 2018, section 8.2.3 on page 8.3.

3.4. Fly Neighbourly Advice, Blue Mountains National Park:

- 3.4.1 The resort must ensure that it has compliance with the Fly Neighbourly Advice entered into agreement that it has with third parties, regarding helicopter activities including operator and usage contracts. Appendix D Section 1A2 Operator responsibilities.
- 3.4.2 If the resort or the operator receives feedback that fly neighbourly agreement has been breached in any way, both parties will investigate the breach and take corrective actions to ensure further breaches do not occur, by altering pilot training and procedures or as directed by relevant agencies such as CASA or Air Traffic Control. Any breaches and corrective actions are to be recorded in the log. Refer Appendix B and Chapter 3 Section 3.13 page 16.

3.5. Helicopter joy flights:

- 3.5.1 The resort is not to allow helicopter joy flights over the surrounding national park areas.
- 3.5.2 Any helicopter operator associated with the resort will be contracted to ensure that no joy flights over the surrounding national park area will take place from the resort. Appendix D section 1A2 Operator Responsibilities.

3.6. Application to increase helicopter trips for unscheduled tourism or major events:

- 3.6.1 The resort has a policy and procedure for the application of increased events. Refer to Appendix C.
- 3.6.2 The application for increased flights will be made by the resort upon gaining notification of a new event or enquiry from a guest for an event.

3.7. Helicopter trips/movements to and from the site:

- 3.7.1 Helicopter trips and movements must occur from the site:
 - 3.7.1.1 Only during daylight hours.
 - 3.7.1.2 Where over the Greater Blue Mountains World Heritage Area:
 - 3.7.1.2.1 at least half an hour before sunset.
 - 3.7.1.2.2 at least half an hour after sunrise.
- 3.7.2 The times for sunset and sunrise will be taken from the following web site <https://www.timeanddate.com/sun/@2160053>
- 3.7.3 The resort will contract any helicopter operator associated with the resort to abide by these rules.

3.8. Allowed helicopter trips and movements:

- 3.8.1 Maximum 14 trips per week (outside holiday periods) excluding the periods defined in 3.8.5.
- 3.8.2 Maximum 28 trips per week (during defined holidays and tourism events as described in 3.8.5).
- 3.8.3 Maximum of 5 trips on any given day.
- 3.8.4 Maximum of 2 trips on a public holiday.
- 3.8.5 Holiday and tourism periods:
 - 3.8.5.1 NSW school holidays (six weeks in summer and two weeks in autumn, winter and spring) as gazetted by NSW Department of Education and Communities: <https://education.nsw.gov.au/public-schools/going-to-a-public-school/calendars>
 - 3.8.5.2 Easter long weekend not coinciding with school holidays. A day either side of Good Friday and Easter Monday.
 - 3.8.5.3 Bathurst car races- one week in February and one week in October (Wednesday before the commencement of the event to the Tuesday after the completion of the event).
- 3.8.6 A week is described as Monday to Sunday.
- 3.8.7 A day is described as from 00:01 to 24:00 on any given calendar day.

3.9. Helicopter trips and movements recording:

- 3.9.1 Any helicopter operator associated with the resort will maintain an electronic booking system that records all booked, actual, unauthorised and cancelled flights to and from the resort.
- 3.9.2 The resort also records the number of flights on the daily transport log, at the gatehouse.
- 3.9.3 This data is cross checked by the Front Office Manager at the resort, at the end of each month then forwarded to the Special Projects Manager for filing.
- 3.9.4 The data will be made available to the relevant agency upon request.
- 3.9.5 Sydney Helitours to amend its Wolgan Flight sheet to include the following information
 - 3.9.5.1 cumulative totals for Monday to Sunday and daily,
 - 3.9.5.2 indicate holiday and tourism periods; and
 - 3.9.5.3 official sunrise and sunset times for proposed trips where within 2 hours. It should be updated to stipulate actual times where flights are within 1 hour of sunrise and sunset for Emirates One&Only's regular review (see discussion in Appendix C).
 - 3.9.5.4 Where flight paths to/from the resort may vary from time to time due weather conditions or air traffic control directions, this should be noted.

3.10. Flight paths:

- 3.10.1 The preferred flight paths are recorded in Figure 3 and in detail in Appendix D Part C Flight Paths.
- 3.10.2 Any helicopter operator associated with the resort will endeavour to follow the routes dependant of Air Traffic Control directions, prevailing weather conditions and safety.
- 3.10.3 Any helicopter operator associated with the resort will record any deviation to the preferred flight in the record described in 3.9.1.
- 3.10.4 Any helicopter operator associated with the resort will make the record available to the relevant agency upon request.
- 8.11.5 Due to CASA safety Requirements the Northern Departure be retained.

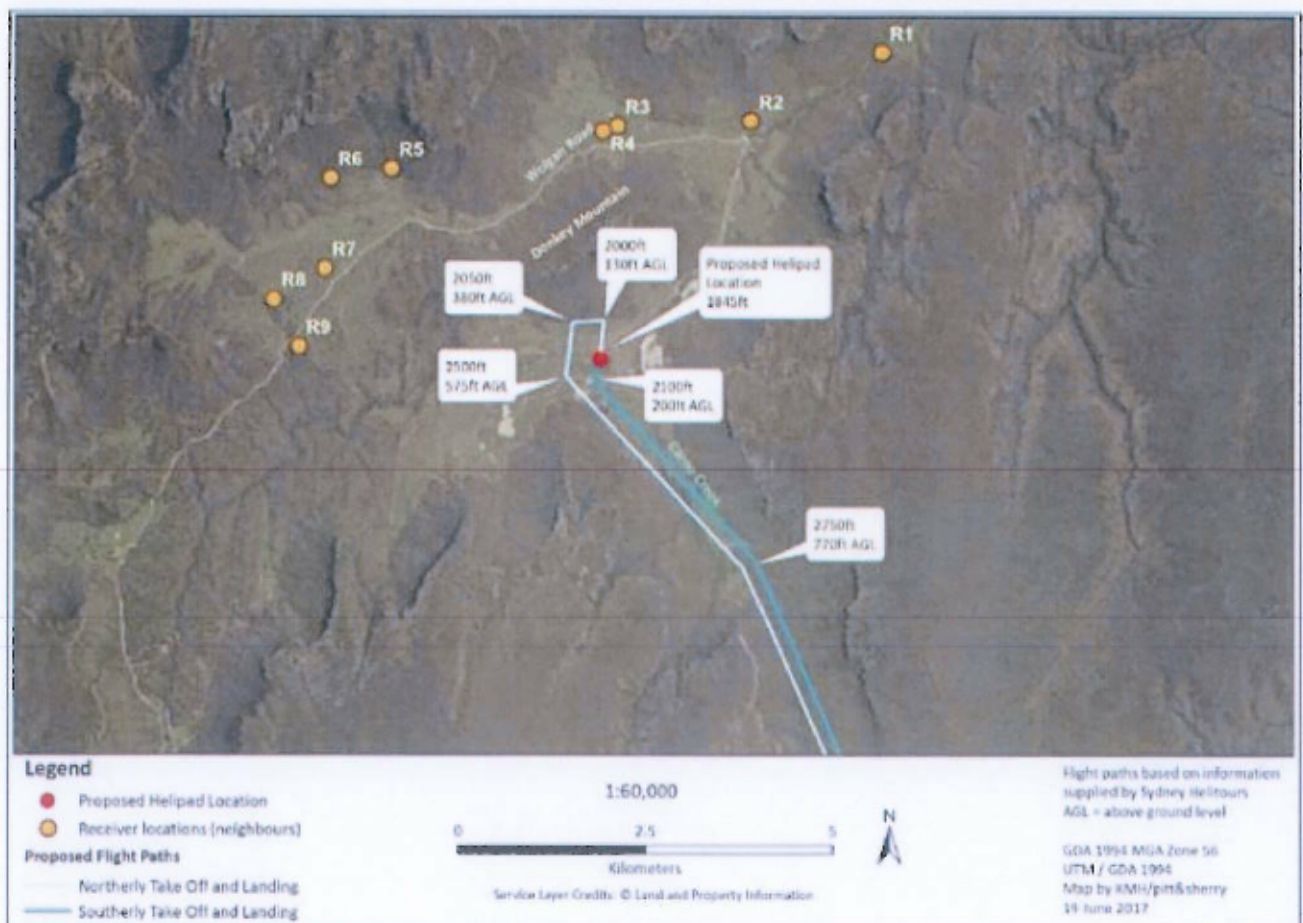


Figure 3. Preferred flight paths.

3.11. Dedicated Register for dealing with helicopter complaints:

- 3.11.1 The resort will maintain an Excel spreadsheet log, located on the resort’s network drive. A copy of the spreadsheet is in Appendix A.
- 3.11.2 Rooms Division Manager/Special Projects Manager will investigate all complaints and reply to the complainant and record all actions in the register. If necessary, they will notify the Department of Planning and Environment.

3.12. Process for recording, handling, responding and recording complaints:

- 3.12.1 The resort has detailed a policy and procedure for recording complaints and is located in Appendix B.
- 3.12.2 The resort will make the record available to the relevant agency upon request.

3.13. Keeping local community informed:

- 3.13.1 The resort will publish a quarterly electronic newsletter that will keep the local community informed on:
 - 3.13.1.1 Environmental practices and milestones and performance.
 - 3.13.1.2 Requested changes to helicopter trips including unscheduled tourism or major events.
 - 3.13.1.3 Community participation:
 - 3.13.1.3.1 The local community will be informed on any requested changes to the helicopter trips including unscheduled tourism or major events, at least two week prior to the trips occurring.
 - 3.13.1.3.2 Lithgow City Council will be provided written notification (via email or letter) from the resort of any requested changes to helicopter trips including unscheduled tourism or major events, at least two week prior to the trips occurring.
 - 3.13.1.4 The resort will write to all neighbouring residents on an annual basis, inviting them to subscribe to the electronic newsletter.
 - 3.13.1.5 Each electronic newsletter must inform that all complaints or enquiries associated with the helicopter activity of the resort must be referred to the NSW Department of Planning and Environment or the resort.
- 3.13.2 Guests and residents will be able to subscribe/unsubscribe to the newsletter as needed.

3.14. Sole use operator for helicopter operations:

- 3.14.1 From time to time the resort can enter into sole use contracts with helicopter operators.
- 3.14.2 If a guest requests to fly their own helicopter or requests to use another operator, this must be referred to the sole use operator who is under contracted obligation to ensure the third party complies with the resort's obligations in this manual and approval conditions.
- 3.14.3 It is at the discretion of the resort's General Manager and the sole use operator to grant permission of landing rights to the property and may refuse the right to land at any time.

4.1 Agency Correspondence

The resort contacted and received correspondence from the following agencies regarding the draft management Plan:

The following agencies were contacted for comment.

- NSW Department of Planning, Industry and Environment
Notification in Appendix E. Provided direction on update of HOMP after environmental audit in 2019.
- Office of Environment and Heritage-
Reply in Appendix E. Provided no comment as the helicopter pad will not encroach native vegetation.
- Civil Aviation Authority
Reply in Appendix E. CASA advised that the submission identifies the appropriate document.
- Rural Fire Service
Reply in Appendix E. All administrative corrections suggested have been accepted and corrections made in the document.
- Fire Rescue NSW
Reply in Appendix E. Declined to provide any formal comments.
- NSW Planning and Environment
Reply in Appendix E. Several Administrative corrections. All accepted and included in the document.
- Lithgow City Council
Reply in Appendix E. All Items raised have been addressed in the relevant sections of the documents with most suggestions being accepted.
- Blue Mountains World Heritage Area
Provided input and supports the submission by National Parks
- Office of Environment and Heritage: NSW National parks
Reply in Appendix E. Concerns raised have been addressed in Sections 3.9, 3.10, 3.11, 3.12, 3.13



Dedicated register for helicopter complaints at EOOVV



Year	Date Complied and Complete	Who Complied	Compliants Name	Address	Contact Number	Complaints Comment	Person who responsible	Notes	Address	Date Dept of P&E confirmed	Approved by whom	Submission of Dept of P&E
2018		George	George Mackinnon	7/15 1514 1514	1514 1514 1514	1514 1514 1514	George					
2018	8-14-18	George	George Mackinnon	7/15 1514 1514	1514 1514 1514	1514 1514 1514	George	23-24-18 (Dated to be 14 days after P&E is in a letter from a Subur Dept)				

Appendix B

Procedure for recording helicopter complaints

Title	Helicopter Complaints	Page 1 of 2
Reference		Version: 03/07/18
Status	Final	

1. POLICY STATEMENT

Emirates One&Only Wolgan Valley has policy in place to handle public complaints in regard to the movement and noise created by helicopters, as required by planning approvals

2. PURPOSE

The purpose of this policy is to explain the circumstances and procedures for use and outcomes of the Public Complaints Register.

3. SCOPE

This policy applies to all colleagues.

4. RESPONSIBILITIES

- Duty Manager - to receive and record details of the complaint and place them in the register.
- Rooms Division Manager/Special Projects Manager- investigate the complaints and reply to the complainant. If necessary notify the Department of Planning and Environment of a potential breach.

5. POLICY

The policy is to use the register whenever a comment or complaint has been received from the General public in relation to the use of helicopters used in relation to resort operations.

6. PROCEDURE

- When made aware of a potential complaint, receive the call and record all details of the reported event, including date, time, frequency, visible markings on the helicopter, direction of flight etc.
- Record all details of the complainant and ask them how they wish to be responded to.
- Check daily run sheet for the day of the reported incident and ascertain if the flight could have been on of the resort guests arriving or departing. If it was report the incident to Sydney Helitours and ask for a response within 24 hours. Once the response is received report the incident to the General Manager or Special Projects manager who will reply to the guest.
 - o If a breach has occurred with a Sydney Helitours flight, notify the Special Projects Manager or Rooms Division Manager who will make a report to the Department of Planning and Environment.
 - o If the flight is identified as another heli service or government agency, report back to the guest and pass the incident details to The Special Projects manager or Rooms Division Manager who will notify the relevant agency.
 - o If the flight is unidentified and could have caused a breach, notify the Special Projects Manager or Rooms Division Manager who will make a report to the Department of Planning and Environment.
- Record the response details in the register

7. TRAINING REQUIREMENTS

- Nil

8. REFERENCES

- Crisis Management
- Property grid map guide

This document is uncontrolled when printed. The latest version is available online on the Central Document Hub.

Title	Helicopter Complaints	Page 2 of 2
Reference		Version: 05/07/18
Status	Final	

9. POLICY EXCEPTIONS

- Nil

10. REASON FOR REVISION

- First Issue

	Name	Function	Date	Signature
Created By:	Brendan Milten	Special Projects Manager		
Approved By:	James Wyndham	General Manager		