



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

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STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM  
Mr Jeremy Hanson MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),  
Mr Michael Petterson MLA

## Submission Cover Sheet

**Inquiry into drone delivery systems in the ACT**

**Submission Number: 064**

**Date Authorised for Publication: 27 February 2019**

**From:** [Rowena Mele](#)  
**To:** [LA Committee - EDT](#)  
**Subject:** Inquiry into drone delivery systems in the ACT  
**Date:** Tuesday, 19 February 2019 4:19:22 PM

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Good afternoon to the Standing Committee on Economic Development and Tourism,

I'd like to take the opportunity to express my opinion and experiences with the drones and Project Wing Delivery as I live in Bonython. I became aware of the trial by Project Wing and as a family we were happy to sign up to be part of the trial and very interested at the innovative method of using environmentally friendly drones to deliver our food orders. The regular interaction, engagement and communication provided to us by Wing Delivery was always polite, professional and courteous. However I found that the flyers in my mail by Bonython Against Drones (BAD) to be extreme propaganda and when I emailed them seeking to understand their point of view, I received no reply. This I assumed was because I offered an alternate view and wanted to engage in a positive discussion about the drone trial. When walking my dog around Bonython I was approached by people seeking for me to sign their petition against the drones, however they weren't interested at all in hearing my positive experiences with drone delivery. When I posted a positive comment on the SouthFest Facebook page that promoted Project Wing, I was trolled by people that didn't want to hear about being supportive for this innovative company. I found it quite frustrating that people can be so negative and complain so much about drones, but they aren't at all concerned about the delivery drivers on the roads or being part of an exciting new method of home delivery.

Our family has 2 adults, 2 teenagers, a dog and 3 cats and many of our neighbours all have and a variety of cats and dogs as well as the local bird life, kangaroos, lizards etc and none of the local pets have been upset or appear disturbed by the drones. They travel so high in the air and so quickly you barely even notice they were there until they have passed overhead. The delivery of the food on my driveway lasted around 10 seconds and was no louder than a car or lawn mower. The Wing app was easy to use and putting our order in for the burritos and having them delivered within 10 minutes was very impressive and helped when we were at home working in the yard and not interested in stopping to make lunch or go into Tuggeranong to purchase food. We even had family come visit just so we could order extra burritos from Gusman Y Gomez and have them delivered by drone for the novelty. We didn't consider them to be noisy or disturbing at all and it was very convenient for me to be able to place a food order for delivery to my son when he was at home on school holidays and he didn't need to provide payment to a delivery driver when I wasn't at home. Project Wing took into account the feedback by the community and changed delivery hours, shut down for weeks over Dec/Jan and made the drones quieter which demonstrated their ability to be reasonable, I don't think BAD were reasonable in their biased approach.

Just hoping to balance out the messaging that there were people in Bonython that did appreciate the drone delivery and very much enjoyed the service offered by Project Wing and I would have continued using it had it continued past the trial period. Let's be a community that embraces new technology and environmentally friendly home delivery options.

Thank you

Rowena Mele

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