

Aeromedical Services WA Inquiry - Aviation Services Survey

Overview

The Aeromedical Services WA Inquiry is seeking to understand the current state of aeromedical services within Western Australia.

The purpose of this survey is to document the current state of Western Australia's aeromedical services against this, a contemporary standard, as a representative tool, and for the sole purpose of informing the Chief Health Officer Inquiry into Aeromedical Services in WA, 2021.

Introduction

Acknowledgement

This survey has been adapted from the Queensland Health Aeromedical Aviation Standard, published by the State of Queensland (Queensland Health), May 2020

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Adapted Standard (full)

Aeromedical Service WA Inquiry Aeromedical Aviation Standard Questionnaire

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About this Survey

The purpose of this survey is to document the current state of Western Australia's aeromedical services against this, a contemporary standard, as a representative tool, and for the sole purpose of informing the Chief Health Officer Inquiry into Aeromedical Services in WA, 2021.

The survey will present the individual sections of the adapted standard from beginning to end, requesting whether your organisation, in its current state and at this point in time, would be 'compliant', 'non-compliant' or 'part-compliant' to this standard. There is an opportunity with each section to provide feedback regarding your answer, or for any comment regarding the section content in relation to the Western Australian context.

Your Details

What is your name?

Name

What is your email address?

If you enter your email address then you will automatically receive an acknowledgement email when you submit your response.

Email

What is your organisation?

Organisation

Section 1. Glossary of Terms

Glossary of Terms

Glossary of Terms (please select to view glossary)

| 1 Glossary of Terms | |
|---|---|
| <p>Terms used in this Aviation Standard are defined below and, if not defined below, are to be given the generally accepted meaning for the term in the Australian aviation industry or, if the term is not defined below but is defined in Aviation Legislation, the meaning given in the relevant Aviation Legislation.</p> | |
| AD | Airworthiness Directive |
| ADF | Automatic Direction Finder |
| ADS-B | Automatic Dependent Surveillance Broadcast |
| Aerodrome | A defined area on land intended to be used either wholly or in part for the arrival, departure and surface movement of the Aircraft that meets or exceeds the requirements of |

Section 2. Authority

Not Applicable to this Questionnaire

Please continue to the next question.

Section 3. Purpose

Purpose

The purpose of this questionnaire is to assess the current state of WA aeromedical services against this standard as a representative tool, for the sole purpose of informing the Chief Health Officer Inquiry into Aeromedical Services, WA, 2021.

The Government of Australia regulates aeromedical aviation services through CASA, the function of which is to enforce standards and requirements for aircraft and the manner in which they are operated and maintained.

CASA provides the minimum requirements and standards for operations, although nothing prevents a Provider or customer from applying requirements more stringent than legislated requirements.

If anything contained in this Aviation Standard defines a lower standard than that required under the regulatory requirements issued by CASA, then the CASA regulations shall take precedence.

Section 4. Departures from this aviation standard

Not Applicable to this Questionnaire

Please continue to the next question.

Section 5. Provider Requirements

5.1 Overview

Not Applicable to this Questionnaire

Please continue to the next question below.

5.2 Air Operators Certificate

5.2.1 Requirement

Providers must hold an AOC and associated Operations Specification authorising charter operations and aerial work operations (air ambulance operations and all other aerial work functions required under the relevant Agreement) for the proposed Aircraft.

The Provider must be the same entity who holds the AOC issued by CASA.

The Provider named on the AOC must be the Registered Operator for each Aircraft used for the Aviation Services and must not use cross-hired aircraft.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.2.2 Operational Standard

Despite the regulatory classification of ambulance functions as aerial work, all flights must, at a minimum, be operated to an equivalent level of safety as afforded to those who fly on charter flights.

The use of charter standards as the baseline for all Aviation Services ensures the level of safety afforded to each Patient is comparable to that of a passenger and better reflects the nature of Aviation Services as predominantly inter-facility transport services rather than first response evacuation services.

All additional requirements defined in this Aviation Standard also apply to the Aviation Services.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.3 Aviation Personnel

The key aviation personnel of a Provider are critical to the safe and effective operation of the Provider and give the guidance, leadership, and cultural direction that the Provider takes in delivering the Aviation Services.

The Provider must have adequate qualified and trained Personnel to ensure the Aviation Services are performed safely at all times.

5.3.1 Designated Key Aviation Personnel

The Provider must have personnel designated to the following positions (however titled) that, where applicable, match the relevant descriptions as defined by Section 28 of the *Civil Aviation Act 1988*, as applicable:

- a. Chief Executive Officer (CEO);
- b. Head of Flight Operations;
- c. Head of Airworthiness and Aircraft Maintenance Control (HAAMC);
- d. Maintenance Controllers;
- e. Head of Training and Checking;
- f. Head of Ground Operations;
- g. Safety Manager; and
- h. Quality Manager.

(each a **Key Aviation Person**)

The level to which it is acceptable for a single person to fulfil multiple roles will be commensurate to the size of a Provider.

Each Key Aviation Person must:

- a. have the required knowledge, expertise and qualifications;
- b. have appropriate approvals from CASA to conduct their role, if required;

Each Key Aviation Position shall have:

- a. a detailed job description for each Key Aviation Person specifying the functions they undertake in the Provider's organisation; b. KPIs to measure the performance of each person;
- c. details about how the Key Aviation Person interacts with the clinical aspects of the aeromedical service; and
- d. a procedure for transferring a Key Aviation Person's accountability or responsibility to an appropriate person.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.3.2 Backup personnel for Key Aviation Personnel

The Provider must have a backup person nominated and trained for each position of Key Aviation Person. The backup personnel must be available to ensure operations are effectively continued if the Key Aviation Personnel are unavailable.

If required by CASA, the backup person must be acceptable by CASA.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Section 5. Provider Requirements (continued)

5.4 Safety Management Systems

5.4.1 Scope

The Provider must have a safety management system that complies with this Aviation Standard (**Safety Management System**). The SMS may be composed of multiple policies or a single overarching policy. The SMS must be integrated, meaning its components work together. The Personnel must understand how the SMS interacts with other systems and standards, including the QMS.

The SMS must be active and effective throughout the Provider's organisation. If required, the Provider must demonstrate the SMS is implemented, functioning and operating effectively.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.4.2 Safety Management System

The Provider's SMS may be commensurate with the size and complexity of the Provider's operations.

The SMS must provide for a functioning system that includes the following elements cross each matter detailed in this Aviation Standard:

- a. Leadership commitment – Active involvement from all levels of the Provider.
- b. Policy that clearly define lines of safety accountability throughout the organisation, including:
 - i. direct accountability for safety on the part of senior management;
 - ii. documents and communicates safety responsibilities, accountabilities and authorities throughout the organisation;
 - iii. define the levels of management with authority to make decisions regarding safety risk tolerability; and
 - iv. includes a "Just Culture" and "Non-punitive" statement.
- c. Documented procedures – Formal procedures to ensure the effective management of safety-related issues.
- d. An administrative structure that provides for the delivery and review of SMS activities.
- e. Personnel and competence – Appropriately trained personnel to manage and administer the SMS, audits, investigations and safety matters.
- f. Safety communication and training - A well-defined safety communication and training program in place for all personnel.
- g. Safety reporting and investigation – see section 5.4.4.
- h. Management of Change – A defined procedure to assess and manage the risks associated with change.
 - i. Hazard and risk management – see section 5.4.3.
 - j. Safety assurance – An internal audit program and a process to review the effectiveness of the SMS.

- k. Senior management review – A defined meeting and review process to ensure the Board and executive management understand and are up-to-date with the SMS and day-to-day operation of the Provider.

Note: CASA provides guidance on an SMS in CAAP SMS 1, 2, 3, 4.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.4.3 Hazard and Risk Management

The Provider's SMS must contain hazard identification and risk management processes that:

- a. identify and address generic, flight-specific, aeromedical-specific and location-specific hazards; and
- b. ensure all hazards can be understood and risks mitigated to ALARP.

The identified hazards should be recorded in a hazard register (**Hazard Register**) in a format that:

- a. shows the risk assessment score assigned to each hazard;
- b. links the hazards to specific controls and management measures;
- c. provides a document reference for the control and recovery measure;
- d. assigns a responsible individual to each control; and
- e. follows process that ensures measures taken are effective.

The Provider's hazard identification and risk management processes must also be integrated in the Provider's QMS and be covered by its provisions, such as its reporting processes, investigation process, change management processes and quality review processes.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.4.4 Incident Reporting

The Provider's SMS must regulate how the Provider:

- a. identifies incidents;
- b. creates reports on incidents; and
- c. notifies the Stakeholder of incidents.

Any reports required under this section must identify corrective action and provide deadlines for that action.

For clarity, notification under this Aviation Standard is separate to notifications of clinical incidents under the Clinical Standard.

Incidents

The Provider must identify, and create reports on, any event, incident, accident or non- standard occurrence related to the Aviation Services that may disrupt Aviation Services or jeopardise safety (Incidents).

Incidents may include, but are not limited to:

- a. landing other than at the intended destination;
- b. cancelling a flight other than at the Stakeholder's request;
- c. an Aircraft systems issue that requires the use of an abnormal procedures checklist;
- d. minor injury to any person;
- e. any event that affects the operational safety or integrity of the aircraft;
- f. any event which is unexpected or is not regarded as a normal and usual occurrence; or
- g. ground damage to an Aircraft.

Note: Reports should be generated and managed under the Provider's SMS.

Serious Incident

The Provider must identify, and create reports on, any Incident that results in:

- a. the death of any person;
- b. loss of an Aircraft or any other aircraft of the Provider;
- c. damage with a potential repair cost of more than \$10,000;
- d. any SSAA Personnel member being stood down from duties under the Drug and Alcohol Management Plan (DAMP) under section **5.6**

or

- e. injury or illness to any person as a result of the operation of an Aircraft, (**Serious Incident**) irrespective of whether the incident involved the Stakeholder.

Note: Reports should be generated and managed under the Provider's SMS.

The Provider must report all incidents to the Stakeholder as specified within the agreed terms and conditions of the Service Agreement(s) between the Stakeholder and the Provider.

Stakeholder investigation

Not Applicable to this questionnaire

(Required)

Please select only one item

- Compliant
- Non-compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.4.5 Safety Interface with stakeholders/users of the medical aviation service

The Provider must prepare and agree a safety interface document that complies with this Aviation Standard (**Safety Interface Document**).

The Safety Interface Document must detail:

- a. how the Provider will report to the stakeholder on safety-related events, including those matters detailed in this Aviation Standard;
- b. how the Provider and the stakeholder will share data to improve safety management;
- c. the KPIs for assessing the Provider's safety management and SMS;
- d. notification process for any changes to the SMS personnel complement; and
- e. an arrangement for periodic meetings with the Provider.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Section 5. Provider Requirements (continued)

5.5 Quality Management System

5.5.1 Scope

The Provider must have a QMS that complies with this Aviation Standard (**Quality Management System**).

The QMS must manage and fully integrate all areas of the Provider's business and operations that could impact flight safety in the provision of Aviation Services.

Before providing Aviation Services, the QMS must be certified by an independent, qualified organisation to ISO AS/NZS 9001:2008 or later standard.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.5.2 Quality Management System

The Provider's QMS must consist of:

- a. a Quality Policy that manages all areas of the Provider's business;
- b. KPIs that provide measurable guidance on the state of the QMS;
- c. an annual internal evaluation and audit program that covers all areas of the Aviation Services, with emphasis on safety-critical areas;
- d. auditing processes, procedures and tools; and
- e. a documented and resourced QMS training program.

Processes and procedures required under this Aviation Standard must be audited at least annually under the Provider's QMS.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.5.3 Interface with Safety Management System

The QMS must interface with the SMS. This means both systems must coordinate the matters they regulate and coordinate their reporting requirements, and ensure each system has an awareness of the other system and other operational and business activities of the Provider.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

5.6 Drug and Alcohol Management

The Provider must have a DAMP that:

- complies with the requirements of CASR Part 99;
- covers all of the Personnel, contractors and sub-contractors who perform SSAA;
- provides for regular training of all SSAA Personnel; and
- requires pre-deployment testing and random testing of all Aviation Personnel who provide Aviation Services.

(Required)

Please select only one item

- Compliant
- Non-compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.7 Aviation Emergency Response Plan

5.7.1 Scope

The Provider's SMS must have an aviation emergency response plan that:

- documents the initial and subsequent actions of all SSAA Personnel during an emergency;
- requires regular training for all SSAA Personnel;
- requires regular exercises to test the appropriateness of the plan; and
- includes up-to-date contact information for the Provider including for each location from which the Aviation Services are performed, or emergency response may be sought, to ensure any aviation emergency can be handled in a planned and considered way from any location.

Note: Under the Provider's SMS, the aviation emergency response plan should be reviewed at least annually. *(Required)*

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.7.2 Annual Exercise

The Provider must conduct an annual aviation emergency response exercise (**Aviation Emergency Response Exercise**) that considers an aviation-specific scenario that will test the Provider's ability to respond to an aviation emergency.

Under its SMS, the Provider must create a report on its performance in the Aviation Emergency Response Exercise.

The scenarios used must change each year.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Section 5. Provider Requirements (continued)

5.8 Business Continuity Plan

5.8.1 Scope

The Provider must have a business continuity plan that:

- a. accommodates the needs of the business after significant events, being events that have material ongoing impacts on operations; and
- b. details how the Provider intends to manage each function of the business and manage the situation until operations are restored to business as normal.

Exercise

The Provider must conduct an annual business continuity exercise that considers specific scenarios that will test the Provider's ability to respond to a business continuity event (**Business Continuity Exercise**).

The Business Continuity Exercise may be conducted jointly with the Aviation Emergency Response Exercise.

Under its SMS, the Provider must create a report on the performance of the Provider in the Business Continuity Exercise.

The scenarios used must change each year.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.9 Environmental Management

The Provider must have environmental policies and practices that comply with local and national regulatory requirements.

A Provider with an AS/NZS 14001:2004 or later standard or equivalent system, will generally meet this requirement.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.10 Insurance

The Provider must maintain various insurance policies which include third party passenger liability and carrier's liability insurance to cover property damage, injury, illness or death.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

5.11 Audit

The provider must undergo period external independent audit.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Section 6. Aircraft

6.1 Overview

All Aircraft operated by the Provider for the Stakeholder must be under the full Operational Control of the Provider at all times.

Each Aircraft must be less than 15 years old, with total times and total cycles commensurate with age, at the time the first Aviation Service is performed using the Aircraft under any awarded Agreement.

An Aircraft must not be used for Aviation Services unless relevant stakeholders have consented in

writing to the Aircraft being used to perform Aviation Services. *(Required)*

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.2 Aircraft Medical and Role Equipment

The aircraft is capable of carrying sufficient medical equipment appropriate to the identified task. All aircraft of the same type should be outfitted in the same manner as far as is possible.

- a. All equipment and supplies will be properly secured to the extent that they will not break free in turbulence or in an accident;
- b. medical equipment must function without interfering with the aircraft's avionics, electronics, nor should the avionics or electronics interfere with the functioning of the medical equipment;
- c. no item in the cabin should be positioned so as to cause an injury to the occupants;
- d. no item should be positioned in such a manner that restricts access or egress in an emergency, nor restrict access to emergency equipment; and
- e. normal access to the cabin should allow manoeuvring of the patient without compromising patient stability or the functioning of medical equipment;

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.2.1 Aircraft medical and Role equipment maintenance

The Provider must have an aeromedical and Role Equipment maintenance schedule and procedures that address the following:

- a. all aeromedical and Role Equipment must be installed and maintained in accordance with approved procedures to ensure aeromedical and special Role Equipment conform with the requirements of CASR Part 21 or a valid engineering order;
- b. the continued airworthiness of all aeromedical and Role Equipment must be maintained through a documented System of Maintenance;
- c. fitted aeromedical and Role Equipment must not impact on the airworthiness of the Aircraft;
- d. any limitations caused by the aeromedical equipment must be appropriately managed; and
- e. aeromedical and Role Equipment includes fixed equipment and removable equipment utilised in the conduct of the flight.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3 Aircraft Continuing Airworthiness Requirements

6.3.1 Head of Airworthiness and Maintenance Control

The HAAMC and/or Maintenance Controller must have no less than 2 years' experience in a maintenance control role and must be independent of the Provider's maintenance provider(s).

The HAAMC must be employed by the AOC holder and report directly to the CEO.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.2 Engineers

The Chief Engineer of the Provider's maintenance provider must have no less than 5 years post licence experience, with no less than 2 years' experience licenced on the type of aircraft.

Engineers certifying for maintenance tasks must have no less than 2 years' experience on the type of aircraft.

Note: The term type, in this clause, refers to the make and model of a particular aircraft as noted in CASR 66 MOS Appendix IX "Type rating endorsement". If the aircraft does not have a CASR 66 type rating, then it refers to the make and model of the aircraft.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.3 Maintenance Standards

The Provider must maintain the Aircraft in accordance with an approved System of Maintenance to Class A Standards, regardless of any lesser regulatory requirements that may exist.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.4 System of Maintenance

Each Aircraft utilised by the Provider for Aviation Services must have a system of maintenance that complies with this Aviation Standard (**System of Maintenance**).

The System of Maintenance must be approved by CASA.

Aircraft and associated Role Equipment used for Aviation Services must be maintained by a CASA-approved maintenance provider:

- a. in accordance with the Aircraft's System of Maintenance; and
- b. so they are compliant with all relevant manufacturer issued mandatory AD's & SB's issued by the national airworthiness authority of the manufacturer's country of origin or by the country where the Aircraft is registered.

The System of Maintenance must:

- a. ensure each Aircraft is always within the manufacturer's airworthiness limitations, inspection schedules, overhaul schedules, calendar retirement dates and is compliant with all mandatory AD's & SB's;
- b. require the Aircraft to be maintained in an airworthy condition by approved, trained and competent Personnel; and
- c. manage the airworthiness of the Aircraft, considering any fitted or required aeromedical and Role Equipment. *(Required)*

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.5 Minimum Equipment List

The Provider must have an approved MEL for each Aircraft the Provider intends to utilise to provide Aviation Services. The MEL must be based on an MMEL and must include a target time limitation for repairing defects.

All equipment installed on an Aircraft must be operational unless there is an exemption provided under a MEL system or via an approved permissible unserviceability issued by CASA or an authorised person under CASR 21.007.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Section 6. Aircraft (continued)

6.3.6 Control of Maintenance

The Provider shall have a Maintenance Control Manual detailing how the Provider will control all aspects of Aircraft maintenance, including a system of certification.

The Provider must ensure no person or organisation performs maintenance on the Provider's aircraft, engines, components or parts unless the person or organisation has suitable facilities, equipment, personnel and approvals to conduct the maintenance.

The Provider must have a system of surveillance and audit for all maintenance activities. Third party contractor audit results will be made available when requested.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

6.3.7 Manuals, Documentation and Records

The Provider's maintenance control procedures must ensure:

- a. only CASA-approved maintenance operations manuals and expositions or maintenance control manuals (**Maintenance Manuals**) are used;
- b. all applicable maintenance and airworthiness personnel have access to, and operate in accordance with, Maintenance Manuals; and,
- c. if the Provider utilises external maintenance providers, each maintenance provider has the Maintenance Manuals.

The Provider must have a document control system that ensures all documentation and technical data required by CASA or otherwise under this Aviation Standard is current and valid.

The Provider must:

- i. maintain a list of all organisations approved by CASA to perform maintenance on the Provider's Aircraft, engines, components or parts, including their locations;
- ii. audit each maintenance provider it engages;
- iii. have a written contract in place for the provision of maintenance services with each maintenance provider it engages;
- iv. ensure any maintenance providers have a QMS including trained auditors;
- v. ensure no new or used parts are installed unless they meet the applicable airworthiness standards;
- vi. ensure the Aircraft logbook is maintained for all aircraft operations;
- vii. maintain records of the total time in service of the Aircraft, engines and other life limited components;
- viii. maintain records of AD's and SB's including their accomplishment for each Aircraft;
- ix. ensure back to birth traceability is maintained for the Aircraft and traceability for the components; and
- x. train its Crew in maintenance requirements.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.8 Duplicate/Independent Inspections

All maintenance tasks that require a duplicate / independent inspection, including all flight controls and engine controls must be conducted by appropriately licensed and experienced type-rated engineers.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.9 Tooling and Calibration System

The Provider must ensure procedures are in place to control the calibration and use of all tools including personal tools.

Provider must ensure procedures are in place to account for all tools used during the maintenance, including personal tools, prior to the Aircraft's release to service.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.10 Facilities

The Provider must ensure adequate facilities are available to conduct maintenance at all times.

The Provider must ensure suitable facilities for the storage of parts, equipment and tooling, are available and utilised. The facilities must be secure and prevent the deterioration or damage to any stored items.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.11 Parts

The Provider must ensure procedures are in place to:

- a. manage the shelf life of all parts;
- b. ensure only approved and serviceable parts are fitted to any Aircraft, including aeromedical and Role Equipment;
- c. ensure the traceability of all parts; and
- d. ensure unserviceable or rejected parts are quarantined and cannot be refitted to any Aircraft.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.12 Engine Trend Monitoring

The Provider must ensure each Aircraft has an automatic engine trend monitoring system from which engine data is automatically or manually downloaded on completion of each day of flying.

The Provider must have a system or procedure to monitor and assess the engine trend data, which must be reviewed at intervals defined in the System of Maintenance.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

6.3.13 Helicopter Vibration Monitoring

The Provider must ensure each helicopter has an automatic vibration monitoring system, data from which is automatically or manually downloaded on completion of each day of flying.

The Provider must have a system or procedure to monitor and assess the vibration data, which must be reviewed at intervals defined in the System of Maintenance

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

Section 7 Operations

7.1 Training

The Provider must maintain a register of all training and checking events including the currency of the requirements for all Personnel who directly or indirectly provide Aviation Services.

The Provider must ensure all Personnel receive integrated Human Factors Training in line with the elements described in CAAP SMS 2 and 3.

Note: Under the Provider's QMS, the training and checking register should be audited at least annually.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.1.1 Flight Crew Training - General

The Provider must have a flight crew training program that ensure all pilots are provided with initial, recurrent, proficiency and additional training as required appropriate to their assigned tasks and responsibilities.

Where an approved STD is available for the aircraft type, the flight crew training program must ensure that all Crew undertake training and checking in the STD.

The STD training should include LOFT that has been developed to provide realistic exercises that relate to the Aviation Services. The LOFT programs should be developed after reviewing the information provided by the flight data monitoring program to ensure any deviations from SOPs are captured in the training program.

The Provider's training must include the technical, operational and ground training elements. required for aeroplane and helicopter operations listed in Section 9 Aeroplanes and Section 10 Helicopters

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.1.2 Engineer and Maintenance Control Training

The Provider must have engineer and maintenance control training procedures that:

- a. ensure any maintenance organisation carrying out work for the Provider provides all Personnel with initial, recurrency and any additional training appropriate to their assigned tasks and responsibilities;
- b. ensure all Aviation Personnel involved in maintenance control are provided with initial, continuation and additional training appropriate to their assigned tasks and responsibilities; and
- c. require, at a minimum, training in the following areas:

All Engineering and Maintenance Control staff

Frequency

| | |
|---|---------|
| Systems of Certification and Regulatory Changes | Annual |
| SMSs | Annual |
| QMS | Annual |
| Emergency Response Training | Annual |
| Aircraft Technical Knowledge by type | 2 years |
| Dangerous Goods Awareness | 2 years |
| Human Factors | 2 years |
| Aviation Security | 2 years |
| Drug and Alcohol Management Plan | 2 years |
| Fatigue Management | 2 years |

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.1.3 Ground Staff assigned with SSAA

The Provider must ensure all ground staff SSAA Personnel are trained to conduct their duties.

The Provider's training for ground staff SSAA Personnel must include, at a minimum, the following technical, operational and ground training elements including SMS, QMS and Human Factors Training.

| SSAA Ground Staff Training | Frequency |
|-----------------------------------|------------------|
| Aeromedical Operations | Annual |
| SMSs | Annual |
| Emergency Response Training | Annual |
| Ground Handling Training | Annual |
| Human Factors | 2 years |
| Dangerous Goods Awareness | 2 years |
| Aviation Security | 2 years |
| Drug and Alcohol Management | 2 years |
| Fatigue Management | 2 years |

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.1.4 Aircraft specific training

Additional training elements required for aircraft specific training and for specialised operations and are listed in Section 9 Aeroplanes and Section 10 Helicopters.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.2 Fatigue Management

The Provider must have a fatigue management plan that manages the fatigue levels of the Provider's:

- a. pilots;
- b. aircrew;
- c. engineers and maintenance control staff; and
- d. SSAA Personnel. (**Fatigue Management Plan**)

The Fatigue Management Plan may use hard time limits such as those provided by regulation or risk-based methodology. The Provider must generate regular reports about the suitability of the application of its Fatigue Management Plan.

Note: Reports should be generated, managed and audited under the Provider's QMS.

The Fatigue Management Plan, as it relates to pilots, must be approved by CASA for operations as a charter operation.

A copy of the Fatigue Management Plan, including any subsequent revisions, must be provided to the Stakeholder.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.3 Operational Control and Flight Following

The Provider must have Operational Control and GPS Flight Following or ADS-B Systems that comply with this Aviation Standard (**Operational Control and Flight Following Systems**).

The Operational Control System must ensure:

- a. only appropriately qualified pilots are provided to operate each Aircraft;
- b. only appropriately qualified SSAA Personnel are permitted to perform Aviation Services;
- c. only appropriately certified, authorised, maintained and equipped Aircraft are permitted to perform Aviation Services;
- d. each Aviation Service is authorised by the Provider;
- e. a system of communication with Stakeholder is in place that allows for the coordination of all Aviation Services;
- f. a record of each flight including the names of each person on the aircraft, the aerodromes operated to or from and the times of the operations are scheduled and achieved is maintained; and
- g. whilst the aircraft and crew are providing Aviation Services, the GPS Flight Following System, or ADS-B, monitors the progress of the flight.

The Flight Following System must ensure the Provider maintains contact at all times with each Aircraft in Flight by whichever radio, satellite communication or mobile phone other methods are appropriate for the area of operation.

The aircraft must be equipped with a position tracking and reporting system, which must be used to monitor each flight, with a minimum position reporting time of 2 minutes.

The Flight Following System must provide the capability to access the aircraft position at all times and this information must be monitored by trained ground staff who can initiate the emergency search and rescue response plan in the event of distress or loss of communications.

The Flight Following System shall provide updates of the progress of flight as requested by the Stakeholder, with timely updates to ensure the coordination of ground transport services for each Flight.

The Provider must give the Stakeholder access to the satellite-based position tracking systems and Flight Following Systems at all times. *(Required)*

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.4 Management of Passengers/Patients

The Provider must not carry any person, being a passenger, escort or non-operating staff member of either the Provider or the Stakeholder, on a flight other than pursuant to a task or with the prior approval of the Stakeholder.

The Provider must not unreasonably refuse carriage of any person specified by the Stakeholder in a Task or as otherwise permitted under the relevant Agreement made with the Provider.

The Provider must have a passenger management procedure that:

- a. detail the control, loading and management of persons, including Patients, travelling on all Flights; and
- b. include procedures for the carriage of persons in lawful custody, the carriage of disturbed Patients and the carriage of persons suffering or suspected to be suffering from a contagious disease.

The Provider must maintain a record of all persons on-board any Flight (**Passenger Manifest**) and ensure a copy of the Passenger Manifest is available to the Personnel allocated to flight following duties.

The Provider must retain all Passenger Manifests for not less than 90 days after the Flight.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.5 Ground Handling

The Provider must have a Ground Handling Procedures:

- a. that encompass the ground handling events likely to be encountered when conducting the Aviation Services;
- b. for fuelling the Aircraft while Patients are on board;

- c. for replenishing aeromedical stores and equipment; and
- d. for decontaminating the Aircraft in the event of a medical waste spill. This must include the requirement to conduct an inspection to ensure the continued airworthiness of the Aircraft after the spill.

All Personnel involved with ground handling must be trained and certified by the Provider as competent in the Ground Handling Procedures.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.6 Fuel Supplies

The Provider must have fuel supply procedures that regulate the control, management and uplift of all fuel.

Note: Under the Provider's QMS, the fuel supply processes should be audited at least annually.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

7.7 Dangerous Goods

The Provider must have a CASA approval to carry Dangerous Goods to allow the conduct of aeromedical operations.

The Provider must carry Dangerous Goods in accordance with its CASA approval.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Section 8 Operational Policies and Procedures

8.1 General

The Provider must have documented procedures that define the controls and audit requirements for all operational data and procedures provided to the Crew.

Note: *The Provider's QMS prescribes procedures to audit data.*

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.2 Operational Procedure Documents

The Provider must have documented and approved procedures for all Personnel regarding the operations of the Aircraft and its associated systems.

The Provider must control its documents, so as to ensure only current documents are available for use by the Personnel.

Note: *The Provider's QMS will prescribe procedure to audit its documents regularly.*

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.3 Fuel

The Provider must have documented and approved procedures for all Personnel regarding the operations of the Aircraft and its associated systems.

The Provider must control its documents, so as to ensure only current documents are available for use by the Personnel.

Note: *The Provider's QMS will prescribe procedure to audit its documents regularly.*

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.4 Flight Preparation and Planning

A Provider of Aeroplane Aviation Services must ensure all operations are conducted in accordance with IFR requirements and an IFR flight plan is lodged with Airservices Australia for each sector.

The Provider of Helicopter Aviation Services must ensure all operations are conducted in accordance with IFR requirements and an IFR flight plan is lodged with Airservices Australia for each sector, unless a safety case has been prepared to show that operating under VFR can afford an equal level of safety and is operationally required to complete the assigned Task.

The Provider's procedures and systems must:

- a. ensure that any overwater operation including to an island, drying reef, vessel or platform is planned in accordance with CAO 82.0 3A even if the destination is not a Remote Island, as defined in CAO 82.0;
- b. ensure all flight plans, navigations logs and other flight records (**Flight Records**) are kept for no less than 90 days after the Flight has been completed;
- c. ensure any procedures or systems used to create Flight Records are controlled; and

- d. have procedures to ensure the Provider advises the Stakeholder of any reductions to payload or restrictions of Flights as a result of the actual conditions at the time of the Flight.

Note: Under the Provider's QMS, the Flight Records should be audited regularly.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.5 Adverse Weather

The Provider must have procedures to manage the impact of adverse weather events. The procedures must define weather conditions that have the potential to impact normal aircraft operations or cause disruptions to Aviation Services.

The Provider must provide stakeholders with a formal written process as to when flying operations should be restricted or temporarily halted due to adverse weather events.

The adverse weather procedures must manage the following events as a minimum:

- a. Extreme weather events including cyclones;
- b. Extreme winds;
- c. Thunderstorms;
- d. Microbursts
- e. Dust storms;
- f. Bush fires;
- g. Lightning avoidance;
- h. Significant turbulence;
- i. Fog;
- j. Extreme hot and cold weather;
- k. Ground icing conditions; and
- l. Flooding including its impact on Airport or HLS accessibility.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.6 Airport and HLS data

The Provider shall maintain a register of all Airports and HLS that are available for use in Aviation Services.

The Provider shall have a procedure documented to allow for the assessment of a new Airport or HLS not included in the Providers register.

A Helicopter Provider shall have a procedure defined to establish the minimum requirements for a remote HLS for use in urgent situations, to ensure the safety of the operation when operating to unprepared HLS's.

Note: Under the Provider's QMS, the Airport and HLS data records should be audited regularly.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.7 Operating Minima - IFR Operations

The Provider shall specify a procedure to review the published Airport / HLS departure and landing minima, including required climb gradients, to ensure the aircraft is capable of operating to the published limitations.

The Provider must confirm compliance with CASA requirements and/or the AFM performance parameters for the determination of take-off minima from runways where no take-off minima is specified.

The Provider shall specify procedures for the return to land at an Airport, in accordance with the applicable CASA standard for the aircraft type in the event a return is required. This requirement relates specifically to remote operations.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Section 8 Operational Policies and Procedures (continued)

8.8 Operating Minima - VFR Operations (Helicopter Only)

The Provider shall specify procedures for the return to land at an HLS in the event of an engine or other system failure prevents to safe onwards flight. This shall include a procedure for the return to land at an HLS under NVIS and a subsequent return is required without NVIS.

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant
 Not Applicable

8.9 Weight and Balance

The Provider must have documented and controlled weight and balance control procedures that require the Provider to:

- a. complete a CASA-approved load sheet for each sector of the Aviation Services;
- b. keep the completed load sheet for 90 days after the respective Flight has been completed;
- c. ensure actual weights of all people and equipment are used in creating the load sheet; and
- d. ensure all Aircraft used in the Aviation Services are reweighed at intervals that do not exceed three years, or more frequently if required.

Note: Under the Provider's QMS, the weight and balance procedures should be audited regularly.

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

8.10 Stabilised Approach and No Fault Go Around

The Provider must have a stabilised approach policy that complies with this Aviation Standard (**Stabilised Approach Policy**).

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.10.1 Aeroplanes

The Stabilised Approach Policy must be based on the requirement all flights must be stabilised by 1,000 feet above Airport evaluation in Instrument Meteorological Conditions and by 500 feet above Airport elevation in Visual Meteorological Conditions.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

8.10.2 Aeroplanes Policy Elements

A Stabilised Approach Policy must include the following elements:

- a. The aircraft is on the correct flight path;
- b. For runway aligned approaches the aircraft is aligned with the runway;
- c. Only small changes in heading and pitch are required to maintain the correct flight path;
- d. The aircraft speed is stable and within defined limits;
- e. The aircraft is in the appropriate configuration for the type of approach being conducted;
- f. The aircraft sink rate is stable and within defined limits;
- g. The power setting is appropriate for the aircraft configuration and not below minimum power for the approach as defined by the aircraft flight manual;
- h. All briefings and checklists have been completed;
- i. If flying, an instrument approach the Aircraft should be within 1 dot for ILS/VOR/GNSS approaches or 5 degrees for NDB approaches;

- j. Unique approach procedures or abnormal operations requiring a deviation from normal criteria should be briefed prior to commencing the approach; and
- k. A go around will be conducted if the approach is not stable.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

8.10.3 Helicopters

The Stabilised Approach Policy must be based on the requirement, all flights must be stabilised by 1,000 feet above Airport/ HLS evaluation in Instrument Meteorological Conditions and by 300 feet above AGL in Visual Meteorological Conditions.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

8.10.4 Helicopter Policy Elements

A Stabilised Approach Policy must include the following elements:

- a. The helicopter should be on the correct ground track (or ground alignment) for the intended landing site;
- b. The helicopter speed is stable and within defined limits;
- c. Established a descent profile of between 7° and 12°;
- d. The helicopter sink rate is stable and within defined limits and no greater than 500'/min;
- e. All briefings and checklists have been completed;
- f. If flying an instrument approach, the Aircraft should be within 1 dot for ILS/VOR/GNSS approaches or 5 degrees for NDB approaches;
- g. The axis of the helicopter does not have to be aligned until about 100' AGL to facilitate a controlled approach; and
- h. A go around will be conducted if the approach is not stable.

Unique approaches or abnormal operations requiring a deviation from normal criteria should be briefed prior to commencing the approach. Where a special approach and departure procedure is documented in the operations manual suite for the HLS, this will supersede the standard approach criteria.

The Provider must have a documented non-punitive go around policy that supports the Crew in executing a go around, if they feel there is any reason that prevents a safe landing.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

8.11 Flight Data Monitoring

Flight data monitoring or flight operations quality assurance programs provide valuable information to a Provider about the health and standards of the Provider's flight operations.

The Provider must have a flight data monitoring program that reflects CAAP SMS 4-(0) and must include, at a minimum:

- a. the process to download the flight data, including maximum times between downloads;
- b. a documented analysis procedure;
- c. a confidentiality agreement between the Provider and the crews to define how the data is protected and utilised;
- d. a documented event communication procedure;
- e. a documented data review and reporting requirement; and
- f. KPIs for the program.

The data gathered must be utilised in the development of training and checking programs, including LOFT and the enhancement of the Provider's SMS.

Note: *The Provider may request the Stakeholder give consent for Aircraft with no flight data recorders, or Providers with a single Aircraft providing Aviation Services to have in place a documented program to ensure the outcomes defined in CAAP SMS-4 are achieved without the requirement for electronic monitoring by putting forward a safety case in accordance with the procedure noted in section 4 of this Aviation Standard. (Required)*

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.12 Side Facing Seats

The Provider must not use side facing seats in aircraft without prior written permission.

Note: The Provider may request the Stakeholder give consent to use side facing seats by putting forward a safety case in accordance with the procedure noted in section 4 of this Aviation Standard. The Provider must demonstrate any side facing seats have CASA-approved forward side shoulder harnesses.

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answers specified, such as strengths, weaknesses, gaps or unmet needs. Please add them below.

8.13 Restraint of Crew During Flight

The Provider must have a restraint of medical and aircrew procedure that ensures the safety of all Personnel while providing care to the Patient or conducting specialised operations.

The procedure should include the use of seats belts or other approved restraint systems that would allow essential medical intervention or the conduct of specialised operations to occur during all stages of flight.

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.13.1 Approved restraint systems other than seat belts

When a 'lanyard restraint system' is in use, the wearer must be able to unclip the harness/lanyard with one hand in all circumstances, including ditching. The practical use of the release of the restraint system must be tested annually for each Crew member and should be included in HUET training, for helicopter operations.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

8.14 Portable Electronic Devices

The Provider must have a portable electronic device policy that regulates the portable electronic devices allowed to be used during flight.

The policy must manage lithium batteries carried with portable electronic devices on board Flights.

A policy is required to ban all e-cigarettes, either in the cabin or the luggage compartments.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Additional Question - Aeroplanes

Does your organisation provide aeromedical services using aeroplane/s?

(Required)

Please select only one item

- Yes
- No

Section 9. Aeroplanes

9.1 Aeroplane Types

The Stakeholder requires the highest level of air safety possible and so the Stakeholder shall give priority to using the aircraft type higher in the list below when selecting Aviation Services (where an aircraft type is not available for a particular retrieval, the Stakeholder may require the use of the next aircraft-type on the list):

- a. Multi engine turbine powered transport category aircraft;
- b. Multi engine turbine powered normal or commuter category aircraft; and
- c. Approved Single Engine Turbine Powered Aircraft (ASEPTA).

Multi engine piston powered aircraft and non-ASEPTA single engine aircraft must not be utilised for Aviation Services.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

9.1.1 Multi Engine Aeroplanes

Multi engine turbine aircraft certified and/or operated to transport category standards are to be utilised for the Aviation Services, unless otherwise approved in writing by the Stakeholder.

Multi engine turbine powered normal and commuter category certified aircraft are acceptable but must be operated to standards equivalent to transport category unless otherwise approved in writing by the Stakeholder.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

9.1.2 Single Engine Aeroplanes

Single engine aeroplanes shall not be used for the Aviation Services with the exception of certain single engine turbine powered aircraft that may be used as an alternate to normal category aircraft, but only after a detailed safety case and risk assessment has been provided to the Stakeholder. The safety case must be in accordance with the procedure noted in section 4 of this Aviation Standard.

The aircraft must be equipped, maintained and operated by the Provider to Regular Public Transport Standards, including route, safe alternate limitations, training of crew and maintenance requirements.

Note: *If the Provider cannot meet a route distance limitation for a particular route, the Provider may request the Stakeholder give consent to a particular operation by putting forward a detailed safety case in accordance with the procedure noted in section 4 of this Aviation Standard. (Required)*

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

9.2 Aeroplane Performance

9.2.1 Multi Engine aeroplane less than 5700kg

A Provider who uses or intended to use Aircraft less than 5700 kg MTOW must appropriately assess the operating performance of their multi engine aircraft for each Flight and take into account the possible emergencies that could occur and the flight characteristics for the particular Aircraft under those conditions.

All multi engine aircraft less than 5700 kg MTOW shall be operated in accordance with CAO 20.7.4.

The Provider will take into consideration the Accelerate Stop Distance Available ASDA and the Accelerate Stop Distance Required ASDR assessing Airport suitability, to ensure that sufficient distance is available if a take-off is rejected.

The Provider will consider the single engine climb limitations at each location that would allow the Aircraft to climb to lowest safe altitude after an engine failure and proceed to an alternate Airport or return to land at the departure point.

In the absence of any relevant CASA regulatory requirements, as a minimum, the AFM will define the operational limitations – these limitations must be strictly adhered to.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

9.2.2 Multi Engine aeroplane greater than 5700kg

All multi engine aircraft greater than 5700 kg MTOW must be operated in accordance with CAO 20.7.1b.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

9.2.3 Single Engine aeroplane

Refer to 9.1.2.

9.2.4 Audit and control performance data

The Provider must have documented procedures that control and audit the performance data provided to the Crews in relations to the matters detailed in sections 9.2.1, 9.2.2 and 9.2.3.

Note: The Provider's QMS must prescribe procedures to audit data provided by external suppliers.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

9.3 Aeroplane Equipment

9.3.1 General

The Provider must provide Aircraft that are equipped to meet IFR operational standards at all times.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

9.3.2 Aeroplane equipment - other than that legally required for the category of operation

Aeroplanes providing Aviation Services must be equipped in accordance with the following table:

| | Aircraft > 5700 Kg | Aircraft < 5700 Kg | ASETPA |
|--|--------------------|---------------------------|---------------------------|
| Equipped to IFR standards | Yes | Yes | Yes |
| Equipped for flight into known icing or forecast | Yes | Yes | Yes |
| Autopilot | Yes | Yes | Yes |
| 2 VHF transceivers | Yes | Yes | Yes |
| HF radio | Yes | Yes | Yes |
| Satellite telephone ¹ | Yes | Yes | Yes |
| Mobile telephone | Yes | Yes | Yes |
| 406 MHz ELT manufactured to TSO 126 | Yes | Yes | Yes |
| GPS Satellite Flight Following or ADS-B2 | Yes | Yes | Yes |
| Intercom ³ | Yes | Yes | Yes |
| Passenger address system | Yes | Yes | Yes |
| Cockpit voice recorder | Yes | Yes | Yes |
| Flight data recorder ⁵ | Yes | If Available ⁴ | If Available ⁴ |
| Radio altimeter | Yes | Yes | Yes |
| 2 GNSS (TSO C146) | Yes | Yes | Yes |
| 2 VOR/ILS | Yes | Yes | Yes |
| 2 DME ³ | Yes | Yes | Yes |
| 2 ADF ³ | Yes | Yes | Yes |
| EGPWS or TAWS | Yes | Yes | Yes |
| TCAS I or II | Yes | Yes | Yes |
| Engine monitoring system | Yes | Yes | Yes |
| Weather radar (colour) | Yes | Yes | Yes |
| Installed emergency locator transmitter | Yes | Yes | Yes |
| Survival equipment (suitable for route flown) | Yes | Yes | Yes |

1. Must be accessible from both the cabin and pilots station. Pilots must be able to utilise the system through their normal systems without impacting other radio communications.

2. The system must be capable of continuous monitoring and reporting of the position of the aircraft.
3. The intercom must allow communications from the cabin to the pilots, cabin to ground via radio or satellite phone and pilot to pilot. The pilots must have the ability to disconnect the cabin if required. The cabin must have headsets with the headsets being noise cancelling headsets if cabin noise is likely to disrupt communications.
4. May be omitted if two serviceable TSO C146 GNSS are available.
5. The fitment of a flight data recorder is required if such a system is a legal requirement for the aircraft type.
6. The flight data recorder must be able to be utilised for flight data monitoring program if the equipment is a legal requirement.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

9.4 Aeroplane Flight Crew

9.4.1 Age limits

The Provider must not utilise pilots who are more than 65 years of age for the conduct of Aviation Services without the express consent of the Stakeholder.

Pilots over 60 years of age must not operate as pilot in command of an Aircraft unless:

In multi crew operations, the second pilot qualified in accordance with this Standard, is less than 60 years of age: or

In single pilot operations a second pilot qualified in accordance with this Standard, is assigned to crew the flight at the time of the relevant Flight and is less than 60 years of age: or

In single pilot operations a pilot over 60 years of age has proven competence in accordance with the Providers CASA approved single pilot training and checking system within the previous 6 months

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

9.4.2 Crew Composition

The Provider must not allow pilots to operate more than two types of aircraft for Aviation Services.

Where a type or class rating provides coverage for multiple aircraft models, the Stakeholder counts them as different types if they have different operational characteristics including but not limited to engine limitations, airspeed limitations, performance limitations or avionics installations.

The Provider shall ensure a full description of each Aircraft is provided to the Stakeholder, as required under clause 6.1.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

9.5 Minimum Experience and Recency Requirements

9.5.1 Pilots

Pilots providing Aviation Services must have the following experience.

Note: For the avoidance of doubt, while pilots are receiving initial line training the minimum hour requirements below need not be complied with, however compliance is required before a pilot is cleared to line operations and Available for a Task:

| Command | Above 5700 | Below 5700 kg |
|--------------------|------------|---------------|
| Minimum Experience | ATPL1 | CPL2 |

| Command | Above 5700 kg | Below 5700 kg |
|----------------------------|---------------|---------------|
| Minimum Experience | 5 Renewals | 3 Renewals |
| Total Hours | 4000 | 2500 |
| Total Command | 2500 | 2000 |
| Total Command Multi Engine | 2000 | 15003 |
| Total Turbine Time | 1000 | 10004 |
| Total Night Command | 200 | 100 |
| Command on Type | 100 | 100 |

| Command | Above 5700 kg | Below 5700 kg |
|---------------------------|---------------|---------------|
| Recency | 505 | 505 |
| Time on type last 90 days | 105 | 105 |

| | | |
|---------------------------|----|----|
| Time on type last 28 days | 56 | 56 |
|---------------------------|----|----|

| Co-Pilot | All Operations |
|----------------------------|----------------|
| Minimum Experience | CPL |
| Instrument Rating | Current |
| Total Hours | 1000 |
| Total Command | 750 |
| Total Command Multi Engine | 500 |
| Recency | 505 |
| Time on type last 90 days | 105 |
| Time on type last 28 days | 56 |

1. CASA approved single pilot aircraft can be operated by a CPL holder, for single pilot operations, if the Provider has a CASA approved conversion syllabus for the particular aircraft type to address the knowledge differences between a CPL and ATPL.
2. All multi crew operations require an ATPL
3. Not applicable if operating single engine turbine powered aircraft.
4. 1000 hours turbine time may be reduced to 500 hours if the Provider has a CASA approved check and training system to ensure the competence of the pilot in turbine operations.
5. If 90-day requirements are not achieved, an operational proficiency check can be substituted for this requirement.
6. If 28-day requirements are not achieved, a line check or supervised flight by a training captain can be substituted for this requirement. For operators with a CASA approved training and checking system, the 28- day requirement is replaced with a 45-day requirement. For greater than 45 days a line check or supervised flight by a training captain can be substituted for this requirement.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

9.6 Flight Crew Training

The Provider's training must include the following technical, operational and ground training elements.

| All Pilots | Frequency |
|--|---|
| Aircraft training and checking | Annual |
| OPC | Annual and no closer than 4 months before or after an |
| Line Check (maybe conducted on Aviation | Annual by type |
| Night Check | Annual by type |
| Night Recurrency | 3 take-offs & landings every 90 days |
| Aircraft Emergency Procedures | Annual by type |
| In Aircraft training sessions | Two per annum per type |
| Aeromedical Operations including ground | Annual |
| All Pilots Ground Training | Annual |
| EGPWS/TAWS/TCAS Procedures by type ¹ | Annual |
| Avoidance of Controlled Flight Into Terrain ¹ | Annual |
| Adverse weather operations ¹ | Annual |
| Aeromedical and Role Equipment | Annual |
| SMS | Annual |
| Emergency Response Training | Annual |
| Dangerous Goods Awareness | 2 years |
| Human Factors Training | 2 years |
| Crew Resource Management | 2 years |
| Fatigue Management | 2 years |
| Aviation Security | 2 years |
| Drug and Alcohol Management | 2 years |

1. May be conducted as part of a simulator based training program.

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

9.7 Aircrew

The Provider must ensure all Aircrew are trained to conduct their duties.

The Providers training for Aircrew must include, at a minimum, the following technical, operational and ground training elements including SMS, QMS, and Human Factors Training.

| Aircrew | Frequency |
|-------------------------------------|-----------|
| Aircraft Emergency Procedures Check | Annual |
| Aircraft Technical Knowledge | Annual |
| Aeromedical Operations | Annual |
| SMSs | Annual |
| Aeromedical and Role Equipment | Annual |
| Emergency Response Training | Annual |
| Ground Handling Training | Annual |
| Human Factors | 2 years |
| Dangerous Goods Awareness | 2 years |
| Aviation Security | 2 years |
| Drug and Alcohol Management | 2 years |
| Fatigue Management | 2 years |

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

Additional Question - Helicopters

Does your organisation provide aeromedical services using helicopter/s?

(Required)

Please select only one item

- Yes
 No

Section 10. Helicopters

10.1 Helicopter Types

All operations shall be conducted in multi engine turbine helicopters that are certified to normal or transport category, category A and IFR requirements. When providing services at night, operations are to be conducted under night vision device.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.2 Helicopter Performance

The Stakeholder expects all operations to be conducted so that the use of the helicopter does not increase the risk of harm to the patient beyond a level that is ALARP.

The overall performance objective is to ensure that in the event of an engine or other systems failure the helicopter can safely continue flight and land without causing damage to the helicopter, any person or structure.

Operations should be conducted to meet the performance requirements stated in CASA Policy Note CEO-PN029-2005 as if the helicopter is conducting Regular Public Transport Operations for IFR operations. VFR and night VFR operations are acceptable if conducted within the IFR performance requirements of this policy note.

The Stakeholder acknowledges that for certain helicopters and for certain operations, this standard may not be achievable all the time and Providers may provide a detailed safety case, in accordance with section 4, for essential operations such as:

- Aeromedical operations;
- Winching operations;
- Over water operations;
- Operations to and from roof top helipads; and
- Operations to and from confined landing areas.

The Providers safety case shall identify the likelihood and consequence of the possible hazards, the exposure time to each hazard and the mitigations to reduce the exposure to a risk level as low as reasonably practicable for each operation.

It is expected that these safety cases will be completed prior to the requirement for operations and reviewed by the crew prior to each flight, to ensure that the risks are managed to ALARP.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.3 Helicopter Equipment

10.3.1 General

The Provider must provide Aircraft that are equipped to meet IFR operational standards at all times.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.3.2 Helicopter Equipment

Helicopter aircraft providing Aviation Services must be equipped in accordance with the following table:

| | All helicopters |
|---|------------------------|
| Equipped to IFR standards | Yes |
| NVIS | Yes |
| Autopilot | Yes |
| 2 VHF transceivers | Yes |
| HF radio1 | Yes |
| Satellite telephone2 | Yes |
| Mobile telephone | Yes |
| Fixed 406 MHz ELT manufactured to TSO 126 | Yes |
| GPS Satellite Flight Following | Yes |
| Intercom3 | Yes |
| Passenger address system | Yes |
| Passenger Briefing Cards | Yes |
| Cockpit voice recorder | Yes |
| Flight data recorder | If Available |
| Radio altimeter with audio/visual alert | Yes |
| 2 GNSS (TSO C146) | Yes |

| | |
|--|--------------|
| 2 VOR/ILS | Yes |
| 2 DME4 | Yes |
| 2 ADF4 | Yes |
| EGPWS or TAWS | Yes |
| TCAS I or II | If Available |
| Engine monitoring system | Yes |
| Helicopter Vibration Monitoring System | Yes |
| Weather radar (colour) | Yes |
| Survival equipment (suitable for route flown) | Yes |
| Aircraft First Aid Kit | Yes |
| Fire Extinguisher | Yes |
| Upper Torso Restraints | Yes |
| Helicopter flotation system ⁶ | Yes |
| Rafts ⁵ | Yes |
| Life Jackets ⁶ | Yes |
| Underwater Locator Beacon sonar transmitter (Pinger) 6 | Yes |
| Instantaneous Vertical Speed Indicator (IVSI) | Yes |
| Altitude Voice Alerting System | Yes |
| Emergency Exit Lighting System | Yes |
| Night Search Light to the standard, SX16 Nite Sun, a Trakka 800 or a search light. | Yes |

Maybe omitted if not required for operations over the flight route and a serviceable satellite phone is available

1. Must be accessible from both the cabin and pilots station. Pilots must be able to utilise the system through their normal systems without impacting other radio communications.
2. The intercom must allow communications from the cabin to the pilots, cabin to ground via radio or satellite phone and pilot to pilot. The pilots must have the ability to disconnect the cabin if required. The cabin must have headsets with the headsets being noise cancelling headsets if cabin noise is likely to disrupt communications.
3. May be omitted if two serviceable TSO C146 GNSS are available.
4. For all overwater operations.
5. Constant wear for offshore operations, otherwise in accordance with CAO 20:11 Section 5

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.4 Night Vision Imaging System (NVIS)

The helicopter must be equipped, and the Provider must be approved by CASA to conduct night vision operations.

Night vision equipment for a helicopter for use in an NVIS operation must be approved by CASA in accordance with CAO 82.6 (as amended).

The Provider's operations manual must include instructions to pilots, aircrewmembers and other personnel involved in the conduct of night vision operations.

All NVIS devices shall be managed and maintained in accordance with a documented system of maintenance.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.5 Winching

The Provider must be approved by CASA to conduct winch and/or hoist operations in a helicopter.

The helicopter flight manual must include the relevant approved supplements specifying the appropriate operating criteria.

The Provider's operations manual must include instructions to pilots, aircrewmembers/winch operators and other personnel involved in the conduct of winching operations.

The helicopter should have an approved flight manual supplement outlining the operation, limitations, and emergency procedures of the helicopter and hoist during hoisting operations.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

10.6 Search and Rescue

The Provider must be approved by CASA to conduct search and rescue operations in a helicopter.

The Provider's operations manual must include instructions to pilots, aircrewmembers/winch operators and other personnel involved in the conduct of search and rescue operations, as appropriate.

The helicopter should have an approved flight manual supplement outlining the operation, limitations, and emergency procedures of the helicopter and hoist during hoisting operations.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant
- Not Applicable

Any additional comments with regard to your answer to this question, please enter details below.

10.7 Helicopter Flight Crew

10.7.1 Flight Crew Age Limits

The Provider must not utilise pilots who are more than 65 years of age for the conduct of Aviation Services without the express consent of the Stakeholder.

Pilots over 60 years of age must not operate as pilot in command of an Aircraft unless a second pilot is less than 60 years old at the time of the relevant Flight. **(Required)**

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.7.2 Crew Composition

The Provider must not allow pilots to operate more than two types of aircraft for Aviation Services.

Where a type or class rating provides coverage for multiple aircraft models, the Stakeholder counts them as different types if they have different operational characteristics including but not limited to engine limitations, airspeed limitations, performance limitations or avionics installations.

The Provider shall ensure a full description of each Aircraft is provided to the Stakeholder, as required under clause 6.1.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.8 Minimum Experience Requirements

10.8.1 Pilots

| Pilot in Command Qualifications | Compliance |
|--|--------------------------|
| Licence | CPL(H) ATPL(H) preferred |
| Type rating on contract aircraft | Current |
| Instrument rating on contract aircraft | Current |
| NVR rating - Helicopter | Current |
| Total hours - Helicopter | 2,500 ¹ |
| Total hours in command - Helicopter | 1,500 |
| Total hours in command Multi-Eng. - Helicopter | 1,200 |
| Total hours in command on contract type | 100 |
| Aircrew Medical | Valid Class 1 |
| Co-Pilot Qualifications | CPL(H) or higher |
| Type rating on contract aircraft | Current |
| Instrument rating on contract aircraft | Current |

| Pilot in Command Qualifications | Compliance |
|--|------------|
| Total hours | 500 |
| Total hours on multi-engine helicopter | 100 |
| Total hours in command | 100 |
| Total hours on contract type | 50 |

1. May be between 2,000 and 2,500 hours, provided that the pilot has substantial aeromedical experience and more than 200 hours night flying experience or other equivalent experience as agreed between the parties.

(Required)

Please select only one item

- Compliant
- Non-compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.8.2 Aircrew

A person acting in the position of aircrewman or winch operator on a helicopter engaged in winching and/or night vision operations shall have satisfactorily completed a course of training for winching and/or night vision operations, as appropriate, and has been certified by an approved person and recorded in his/her log book.

An aircrewman member shall have completed a formal and recorded training scheme commensurate to their role, in accordance with the procedures contained in the Providers operations manual.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.9 Flight Crew Training and Recency

The Provider's training must include the following technical, operational and ground training elements.

| All Pilots | Frequency |
|--|--|
| Aircraft training and checking | Annual |
| | Annual and no closer than 4 months before or |
| Line Proficiency Check (maybe conducted on | Annual by type |
| Night Proficiency Check | Annual by type |
| Night Recency | 3 take-offs & landings every 90 days |
| Aircraft Emergency Procedures | Annual by type |
| In Aircraft training sessions | Two per annum per type |
| Aeromedical Operations including ground | Annual |

| | |
|--------------|---------|
| Night Vision | Annual |
| Winching | Annual |
| HUET | 3 years |

| All Pilots | Frequency |
|--|-----------|
| All Pilots Ground Training | Annual |
| Aeromedical and Role Equipment | Annual |
| EGPWS/TAWS/TCAS Procedures by type3 | Annual |
| Avoidance of Controlled Flight Into Terrain3 | Annual |
| Adverse weather operations3 | Annual |
| SMS | Annual |
| Emergency Response Training | Annual |
| Dangerous Goods Awareness | 2 years |
| Human Factors Training | 2 years |
| Crew Resource Management | 2 years |
| Fatigue Management | 2 years |
| Aviation Security | 2 years |
| Drug and Alcohol Management | 2 years |
| Search Light | 2 years |
| Recency | 501 |
| Time on type last 90 days | 101 |
| Time on type last 28 days | 52 |
| Winching 3 winch rescue operations | 90 days |
| NVIS | 90 days |

1. If 90-day requirements are not achieved, an operational proficiency check can be substituted for this requirement.
2. If 28-day requirements are not achieved, a line check can be substituted for this requirement.
3. May be conducted as part of a simulator-based training program.

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.10 Aircrew Training and Recency

The Provider must ensure all aircrew are trained to conduct their duties.

The Providers training for the aircrew must include, at a minimum, the following technical, operational and ground training elements including SMS, QMS, and Human Factors Training.

| Aircrew | Frequency |
|---|-----------------------------|
| Aircraft Emergency Procedures Check | Annual |
| Aircraft Technical Knowledge | Annual |
| Aeromedical and Role Equipment | Annual |
| Aeromedical Operations | Annual |
| SMSs | Annual |
| Emergency Response Training | Annual |
| Ground Handling Training | Annual |
| Human Factors | 2 years |
| Dangerous Goods Awareness | 2 years |
| Aviation Security | 2 years |
| Drug and Alcohol Management | 2 years |
| Fatigue Management | 2 years |
| Search Light | 2 years |
| Winching | Annual |
| | For less than 50 hours NVIS |
| HUET | 3 years |
| Recency | |
| Winching 2 x dual hoist hook changeover | 90 Days |

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.11 Other crew Training and Recency

The Provider must ensure all other crew are trained to conduct their duties.

The Providers training for the medical crew must include, at a minimum, the following technical, operational and ground training elements including SMS, QMS, and Human Factors Training relevant to the operations.

| Medical crew (Paramedic) | Frequency |
|-------------------------------------|-----------|
| Aircraft Emergency Procedures Check | Annual |
| Aeromedical and Role Equipment | Annual |
| Aircraft Technical Knowledge | Annual |
| Aeromedical Operations | Annual |
| SMSs | Annual |
| Emergency Response Training | Annual |
| Ground Handling Training | Annual |
| Winching | Annual |
| Human Factors | 2 years |
| Dangerous Goods Awareness | 2 years |
| Aviation Security | 2 years |
| Drug and Alcohol Management | 2 years |
| Fatigue Management | 2 years |
| HUET | 4 years |
| Recency | 90 Days |

(Required)

Please select only one item

- Compliant
 Non-Compliant
 Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.

10.12 HUET

HUET shall be completed using an underwater escape simulator for all aircrew and frequent flying personnel at intervals not to exceed four years if engaged in helicopter operations.

This training should be completed in conjunction with wet dingy drills using emergency equipment similar to that installed on the Aircraft.

For the purpose of this requirement, frequent flying personnel means, personnel who are likely to complete not less than 3 overwater helicopter flights in a 12month period.

(Required)

Please select only one item

- Compliant
- Non-Compliant
- Part-Compliant

Any additional comments with regard to your answer to this question, please enter details below.