



Australian Government
Civil Aviation Safety Authority



best practice

Safety management systems—Industry best practice

Safety management systems

Industry best practice

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Introduction

This DVD illustrates a selection of aviation organisations across Australia that operate safety management systems regarded as systems of best practice. Individual case studies have been selected to show a broad range of operations, environments and systems.

You will see a few recurring themes in the DVD on what an effective safety management system involves. These are:

- open communication between staff and management
- involvement from all people within the organisation from upper management to the people on the ground
- hazard reporting systems; either formal or informal
- incident reporting systems; either formal or informal
- induction and recurrent training in the system for all staff

The DVD will help you develop a strong safety management system for your company. Read through the company profiles attached and then either select an operation that is similar to yours or browse through all the operators on the DVD for useful tips.



SYDNEY FLIGHT TRAINING CENTRE



Sydney Flight Training Centre located at Sydney's Bankstown Airport is a top level commercial flight training, primarily for overseas students from India, Japan and Malaysia.

The company has 22 instructors and usually has 45-50 students in full time study.

They centre operates some 28 aircraft including Cessna 152, Cessna 172, Cessna 182, Jabiru J160, Jabiru J230, Beechcraft Duchess BE76, Tobago TB10 and Piper Tomahawk PA38.

Sydney Flight Training Centre's safety management system is made up of a safety manual, formal reporting system and regular safety meetings of the safety committee. It has open communication and an active safety culture.

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HINTERLAND AVIATION



Hinterland Aviation specialises in personalised air charters throughout Australia and the South Pacific. It operates daily flights to resorts on Lizard and Dunk Islands, as well as charters all over Cape York.

There are 11 aircraft in the fleet:

- Two Aero Commanders
- Two Cessna 402s
- Cessna 404
- Beech Super King Air
- Four Cessna 208 Caravans
- Cessna 206

The company has 12 pilots and 10 support staff.

Hinterland Aviation's safety management system has been in operation for approximately a year and a half.

The company believes that safety management is not just about documentation but rather is a cultural change that needs to happen in an organisation. Hinterland Aviation has directed considerable effort into building and maintaining its safety culture.

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AEROPOWER



Aeropower is a helicopter company that undertakes airborne maintenance for the electrical industry. Located in Brisbane, Aeropower's work includes mounting a platform between the skids of helicopters and performing airborne maintenance activities such as insulator washing, conductor repairs or construction on powerlines.

Aeropower has 10 helicopters in the field, working across all Australian states and overseas.

The firm employs approximately 30 people, including pilots, linesmen, helicopter and electrical engineers.

Aeropower uses numerous reporting systems in its safety management system including:

- A system improvement reporting system where all staff are encouraged to suggest safer or more effective ways to conduct various procedures. These are discussed at monthly management meetings and resolutions are formed.
- Weekly field work reports to determine if there is any requirement for maintenance work or hourly inspections.
- Fatigue management reports where staff are required to call in at the end of each day to notify management of how many hours they have worked and been flying.

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JETSTAR



Jetstar is a wholly owned subsidiary of Qantas and one of Australia's low-cost airlines. The airline operates short and long haul flights within Australia and across the Asia Pacific region.

The airline employs over 2000 people and its fleet is made up on 30 A320s and six A330s and employs over 2000 people.

Jetstar has a comprehensive safety reporting form that can be filled in online, or in hard copy and faxed. To encourage employees to use the system there is a high importance placed on the reporter receiving feedback. The reports are unable to be submitted anonymously for this reason, however, staff are able to report on a confidential basis.

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WRIGHTSAIR



Wrights Air, a division of Freycinet Air is located in William Creek, a town with a population of 16, about 2 hrs drive from Coober Pedy in South Australia. It specialises in outback scenic flights, charter work with local mining communities and aircraft charter from William Creek, Coober Pedy and Olympic Dam.

Wrights Air operates with four pilots and four aircraft – a Cessna 207, Cessna 210, Cessna 172 and a GA8 Airvan.

Wrights Air operates an informal safety management system which is founded on open communications between all staff members. It has active two-way communication, with staff feeling empowered to report incidents without fear of retribution.

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EXECUJET



ExecuJet Australia is a corporate jet charter company which conducts domestic and international charter operations in high performance aircraft.

It has operating bases in Sydney, Zurich, Copenhagen, London, Berlin, Johannesburg, Dubai, Riyadh and Monterrey. The company employs more than 550 staff members worldwide, has more than 90 aircraft under full and partial management and offers more than 40 aircraft for charter.

ExecuJet uses two formal hazard reporting systems. These reports are forwarded to the chief pilot who enters them into the database system. The safety manager then reads the reports and classifies them as either a hazard or operationally oriented. All reports, hazard or operational are then discussed in pilot meetings.

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JAYROW HELICOPTERS



One of the largest all-turbine helicopter companies in Australia, Jayrow Helicopters has bases in Darwin, Rockhampton, Karratha and Tooradin. Its operations include emergency medical, marine pilot transfer and onshore and offshore work using a variety of helicopters.

Jayrow employs 110 staff and has 18 helicopters in its fleet. These include:

- Sikorsky S768
- Kawasaki BK117B1
- Eurocopter SA365N
- Bell 206B
- Bell 206L
- Eurocopter AS350BA

Jayrow drew on the expertise of a consultant with many years experience in the oil and gas industry to develop and implement its safety management system. At the core of Jayrow's safety management system is a hazard register. It identifies and measures hazards, the risks associated with them and strategies to overcome them.

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PENINSULA AEROCLUB



Peninsula Aeroclub is located at Tyabb Aerodrome on Victoria's Mornington Peninsula, on the edge of Westernport Bay.

The club provides flight training for all licence levels from private to commercial available for local and overseas students in Cessna 152, 172 and PA28 aircraft. It also offers training for RAAus Pilot Certificates in a club-owned Gazelle aircraft and a privately owned Tecnam.

Peninsula Aeroclub's safety management system operates on the 'KISS' principle: 'Keep It Simple Stupid'! They have an action request book that is easily accessible to all at the flight operations desk. Flight operations staff are trained on taking phone calls or meeting people in person and then they fill in the book with relevant details about the safety issue or the noise complaint or any other incident that might require action to be taken by the club.

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MOORABBIN FLIGHT TRAINING ACADEMY



12 Located in Seymour, north of Melbourne, Moorabbin Flight Training Academy is a flying school specialising in international pilot training. The academy currently takes students from three major Chinese airlines, teaching them theory, practical flying and simulator training.

They have 24 aircraft including Piper Warrior, Piper Arrow, Piper Seminole and C90 King Air.

The academy believes the fundamentals of a good safety management system include commitment from every level of the operation 'from the top down', an effective reporting system, and a management that encourages people to speak up when they see a safety issue without fear of retribution for doing so.



For further information visit www.casa.gov.au or phone 131 757