



Australian Government
Civil Aviation Safety Authority

DAMP CONTACT OFFICERS AND SUPERVISORS GUIDE



WHO THIS GUIDE IS FOR:

- organisations required to put in place a Drug and Alcohol Management Plan (DAMP)
- anyone employed by an organisation in the role of DAMP Supervisor
- anyone employed by a DAMP organisation in the role of DAMP Contact Officer
- anyone responsible for nominating people to act as a DAMP Supervisor or Contact Officer
- anyone responsible for supporting a DAMP Supervisor or Contact Officer.

This guide contains broad information about DAMPs and the roles of DAMP Supervisors and Contact Officers. It is not an exhaustive description of the regulations and duties relating to these plans and roles.

Contents

INTRODUCTION	3
DAMP CONTACT OFFICER RESPONSIBILITIES	4
DAMP CONTACT OFFICER TRAINING	4
DAMP CONTACT OFFICER – ORGANISATIONS' RESPONSIBILITIES	4
DAMP SUPERVISOR RESPONSIBILITIES	5
DAMP SUPERVISOR TRAINING	6
DAMP SUPERVISOR – ORGANISATIONS' RESPONSIBILITIES	6
MORE INFORMATION	7

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INTRODUCTION

Part 99B of the Civil Aviation Safety Regulations 1998 (CASR) requires aviation industry organisations to develop a Drug and Alcohol Management Plan (DAMP).

These plans aim to minimise the risk of accident, incident or injury in the workplace due to alcohol and other drug consumption.

The plans cover employees who perform or may perform a 'safety-sensitive aviation activity' (SSAA), from senior management to frontline staff. These activities have a direct or indirect impact on the safe operation of an aircraft.

An organisation's DAMP must identify 2 main roles – the DAMP Contact Officer and DAMP Supervisor.



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DAMP CONTACT OFFICER RESPONSIBILITIES

The DAMP Contact Officer is the Civil Aviation Safety Authority's (CASA) key contact person on all DAMP-related matters.

They liaise with CASA about audits and requests for information. This includes DAMP testing records or requests for information about the management of employees following drug and alcohol testing.

The DAMP Contact Officer should have access to the organisation's records and policy, and any systems related to DAMP testing, education and training. Some organisations may also include the DAMP Contact Officer in DAMP testing following an accident or serious incident, or in the decisions made by DAMP Supervisors.

Each organisation will decide the level of responsibility placed on the person nominated as a DAMP Contact Officer.

You must tell CASA in writing of any changes to the position.

DAMP CONTACT OFFICER TRAINING

Part 99 of CASR requires that all SSAA employees, including DAMP Contact Officers, complete a DAMP education program before starting their duties. They need to repeat the program at least every 30 months.

This is the only training the regulations require for DAMP Contact Officers.

DAMP CONTACT OFFICER – ORGANISATIONS' RESPONSIBILITIES

An organisation must have at least one employee nominated as a DAMP Contact Officer. Their DAMP must identify and provide contact details for that officer.

Organisations hold 3 main responsibilities in relation to DAMP Contact Officers:

- ensuring they nominate an appropriate person as the DAMP Contact Officer (e.g. in terms of their seniority and experience within the organisation)
- advising CASA of any changes to DAMP Contact Officer information, such as change of personnel or updated contact information; visit the CASA website for more information
- ensuring the currency of the DAMP Contact Officer's training as part of the DAMP education program provided to all its SSAA employees.

DAMP SUPERVISOR RESPONSIBILITIES

A DAMP Supervisor is:

- trained to form an opinion whether an SSAA employee is affected by drugs or alcohol
- authorised by the organisation to form this opinion, which will determine if an employee should be stood down from duty and/or referred for a DAMP test under reasonable grounds.

DAMP Supervisors may also:

- provide information about treatment services and refer employees, if required
- support the needs of staff and monitor performance on return to work
- assess the working environment and identify conditions that could be changed or improved to prevent or reduce alcohol and other drug related harm.

Assessing and managing SSAA employees

The DAMP Supervisor may form an opinion about an SSAA employee's ability to safely perform their duties under several different circumstances.

- Other employees may report unsafe activity to the DAMP Supervisor.
- The DAMP Supervisor may observe unsafe behaviour.
- The DAMP Supervisor observes behaviour that appears to indicate signs and symptoms of alcohol or drug use.
- The employee approaches the DAMP Supervisor to self-report substance use or notify they have been prescribed a medication that may affect their ability to safely perform their duties.

In these circumstances, the DAMP Supervisor must first decide whether to stand the affected employee down from their safety-sensitive duties until it can be determined if the employee poses a safety risk. This is the first and most effective safety risk mitigator the DAMP Supervisor may implement. The length of the subsequent process will vary based on the situation, for example, if the employee is required to have a DAMP test.

The DAMP Supervisor may decide to obtain further information, such as by meeting with the employee or checking any existing performance records. In circumstances involving prescription medication, the DAMP Supervisor may give information to the organisation's medical or similar officer (e.g. DAME or Medical Officer) to liaise with the employee's prescribing doctor.

If the organisation does not employ a medical officer or DAME, they may liaise with a medical review officer (MRO).

An MRO is a registered medical practitioner who has received additional training in areas such as substance abuse disorders, interpretation of drug and alcohol tests, illicit drugs and relevant aviation safety regulations.

You can find an MRO by searching the national listing provided by the Australasian Medical Review Officers Association (www.amroa.org.au).

The DAMP Supervisor may also decide:

- whether the employee should be referred for a DAMP test under reasonable grounds
- if the employee can return to SSAA duty instead.

If the decision is made not to test the person but to consult with medical staff and the person's prescribing doctor, the organisation's DAMP testing and DAMP response program must be followed.



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DAMP SUPERVISOR TRAINING

SSAA employees, including DAMP Supervisors, remain current when:

- they complete the DAMP education program before starting any SSAA activity (as a new employee or one transitioning from a non-safety sensitive role)
- they repeat it at least every 30 months.

DAMP Supervisors must also know what to do if they believe an employee's performance or misconduct is associated with alcohol and other drug use. To meet their obligations, they are required to undertake relevant training to:

- understand their role and responsibilities in the organisation's DAMP
- recognise the warning signs or symptoms of employees who may be adversely affected by drugs and alcohol
- be aware of the steps to take when there is a potential safety risk associated with drug or alcohol use.

DAMP SUPERVISOR – ORGANISATIONS' RESPONSIBILITIES

Organisations must make sure that DAMP Supervisors have the appropriate training and their training remains current.

A DAMP education program delivers the required training. Part 99 of CASR specifies the currency and content of DAMP education programs, but there is no prescribed method for delivery of a DAMP education program to SSAA employees.

Organisations can determine the most effective method of delivery, such as:

- a classroom-based information session
- a document for reading and an acknowledgment for signing
- an eLearning module completed as part of the induction program for new employees.

A DAMP education program must include the following 4 components:

- details of the organisation's own drug and alcohol policy
- details about the organisation's DAMP testing program; this includes the circumstances under which testing will occur, the method(s) of testing, the types of substances to be tested for and type of body sample(s) required
- the support and assistance services, if any, that are provided by the organisation for problematic alcohol and drug use, for example, employee assistance program
- the potential risks to aviation safety associated with drug and alcohol use.

Extra CASA education and training

To help organisations, CASA has developed an eLearning package that may support an education program. This is available via myCASA, available from the CASA website.

The package has 2 modules:

- DAMP awareness for SSAA employees
- DAMP Supervisor.

Participants obtain a certificate after finishing the eLearning, which must be provided to their employer for record keeping. The DAMP organisation is responsible for keeping any training records.

CASA's DAMP Supervisor training is not mandatory. Organisations may choose to use their own DAMP Supervisor training that, at a minimum, meets the criteria above.

Number of DAMP Supervisors

Organisations may nominate as many trained DAMP Supervisors as needed, based on their size and complexity. The same person may act as both DAMP Contact Officer and Supervisor. There must be at least one person nominated as DAMP Supervisor.

An organisation should nominate enough personnel to be available for any eventuality, particularly when:

- they operate from multiple ports
- they have many operational shift changes during a 24-hour period.

For example, all shift supervisors or Safety Managers may act as the DAMP Supervisor when rostered on. In this circumstance, each person acting in the DAMP Supervisor role would have to complete the additional DAMP Supervisor education program. Only the contact details for the role would be required in the DAMP. For example: The shift supervisor on duty shall act as DAMP Supervisor for Company XYZ Pty Ltd. The DAMP Supervisor is contactable on +61 xxx xxx xxx.

MORE INFORMATION

Visit Drug and Alcohol Management Plans – Part 99 on CASA's website for information on DAMP regulatory requirements, guidance materials, available exemptions, resources and contacts.

casa.gov.au

