



2024 DASA PERFORMANCE SURVEY RESULTS – FEEDBACK SUMMARY TO AVIATION COMMUNITY

An on-line survey was conducted by DASA to obtain feedback from the Defence Aviation Community on how DASA is performing against its overall mission and the quality of the products and services that DASA provides.

DASA would like to acknowledge the community support and effort in responding to the survey, which greatly exceeded our expectations. The comprehensive feedback has provided excellent insights on the community view of DASA's performance, and understanding of areas where DASA needs to improve delivery of regulatory services.

The survey targeted 315 participants delivering an above average response rate of 42.5%, with an overall result that indicates DASA is broadly performing well across different functions.

The following provides a summary of the survey focus areas and results.

Focus areas.

- Regulations and Policy (Development, Implementation and Quality).
- Assurance activities.
- Community dialogue / engagement.
- Product / Service delivery.
- Overall satisfaction.

Strengths. Engaging the community and forming positive working relationships, along with the quality of products and services that are provided.

Weaknesses. Overall Satisfaction with DASA's Performance, with respondents forming the view that DASA impedes operational efficiency.

Common Themes - How can DASA improve?

- Consistency of advice, experience/judgement of desk officers.
- Consideration of operational context.
- Timeliness.
- Effectiveness of promotion / understanding in the community.
- Perception of inequality in industry.

Common Themes - What DASA does well?

- Excellent products.
- Great support and engagement.
- Very supportive and flexible.

What's next? Your feedback is considered for potential opportunities for improvement through a DASA functional lens by Directorates and through the respective DASA Communities of Practices¹.

What can you do now? DASA invites you to pursue / engage with your specific feedback. Contact the relevant DASA staff, Deputy Director or Director ([DASA Functional Directory](#)), or send feedback to dasa.stakeholderfeedback@defence.gov.au.

¹ DASA Communities of Practice – Internal DASA forums to support continuous improvement / standardisation across DASA directorates from a functional lens.

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SUMMARY OF RESPONDENT’S RESPONSE SCORES

FOCUS AREAS	Satisfied Group ²	Dissatisfied Group ³
1. Satisfaction with development/ implementation of safety regulations, policy documents & manuals		
• Communication/Feedback Processes - (Concept Papers)	65.7%	0.7%
• Communication/Feedback Processes - (NPA)	81.3%	2.2%
• Communication/Feedback Processes - (Formal Decision)	81.3%	5.9%
• Openness	72.4%	6.7%
• Best Practice Alignment	79.0%	9.6%
• Socialise DASR Development/Release	82.1%	5.2%
2. Satisfaction with the quality of regulations, manuals, policy and support material.		
• DASR Understandable	87.2%	5.2%
• Sufficient Guidance and Support Material	87.3%	3.7%
• Providing Useful Regulatory Materials	85.1%	3.7%
3. Satisfaction with Assurance Activities		
• Appropriate Expertise	86.9%	6.9%
• Fair and Reasonable	93.1%	5.2%
• Consistency in decisions	80.8%	11.3%
4. Satisfaction with Community Dialogue		
• Communication (Clear)	91.9%	0.7%
• Communication (Targeted)	86.6%	3.0%
• Communication (Effective)	82.1%	4.5%
• Relationships	94.2%	3.9%
• Turnaround Time	86.2%	7.9%
• Websites – Accessibility of Information	91.9%	4.8%
5. Satisfaction with Product/Service Delivery		
• Turnaround Time	82.1%	6.7%
• Quality	88.8%	1.4%
• Training Program Fit for Purpose	81.3%	2.9%
6. Overall Satisfaction with DASA's Performance		
• Effectiveness	86.6%	3.7%
• Supportiveness	87.2%	3.7%
• Does not unnecessarily impede the efficiency of operations	72.4%	17.9%
• Helps in supporting the safety of your operations	85.1%	6.7%
• Openness	86.6%	3.7%
• Transparency	85.8%	5.2%

	Highest Score within Satisfied Group		Lowest Score within Satisfied Group
	Lowest Score within the Dissatisfied Group		Highest Score within the Dissatisfied Group

² Sum of the responses within *Somewhat Satisfied, Satisfied* or *Very Satisfied*

³ Sum of the responses within *Somewhat Dissatisfied, Dissatisfied* or *Very Dissatisfied*