



What happens tomorrow  
begins with what you do today.

SURVEY OF DASA  
COMMUNICATION WITH THE  
REGULATED COMMUNITY

# REPORT

2019 / 2020



**DASA**  
DEFENCE AVIATION  
SAFETY AUTHORITY



# LAST YEAR AT A GLANCE

An on-line survey was conducted by DASA to obtain feedback from the Defence Aviation Community on the quality of the products and services provided by DASA.

- DASA received 133 responses. Of those who responded:
- 21.8% are regulated under the Flight Operations regulations
  - 36.9% are regulated under Initial and Continuing Airworthiness Regulations
  - 19.5% are from CASG
  - 15.0% are from DASA
  - 6.8% responded as other
  - 30.1% hold positions which are defined under the DASR

Of note, we recognise that 133 responses represents a small portion of the number of personnel within the Defence Aviation Safety Program. We can only act on the information we have received, however we believe that we have considered the most salient comments and have been able to establish trends which will provide credible feedback internally and to the defence aviation community.

**There are a number of areas where the community believed that DASA needed to improve.**

**Understanding of DASR by DASA. The community believes that progress is being made however there is some knowledge and experience gaps**

DASA needs to consistently respond within a timely manner, maintain communication of these timeframes and identify quickly if there are any additional requirements being placed on the applicant.

DASA needs to be transparent in our decision making and provide a formal method for escalating issues, concerns and discussions about difficult/complex issues.

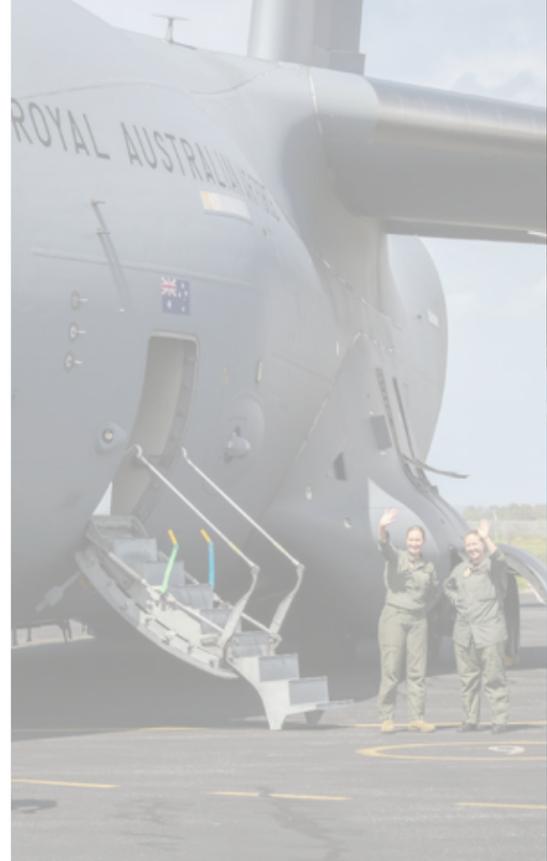
DASA needs to be able to explain when/how operation-related decisions and advice are developed.

DASA needs to be consistent in our responses – no variation between individuals or directorate.

DASA needs to ensure that Information provided (in whatever format e.g. website, personal communications) is up-to-date and aligns with real-world scenarios.

DASA needs to be more customer/community focused to ensure that staff stay engaged with the defence aviation community, providing regular updates and listening to their concerns.

DASA needs to be more flexible in its thinking. This includes being less process oriented and/or internally focused.



**95% of respondents stated that they believed DASA was doing a good or very good job.**

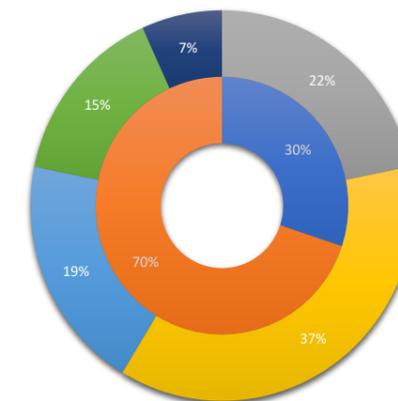


**6.3/10**

## CASA Stakeholder Satisfaction Survey

In comparison, in the 2020 CASA stakeholder satisfaction survey, CASA scored an average of 6.3/10 satisfaction rating for their relationship with customers and 6.0/10 for service delivery.

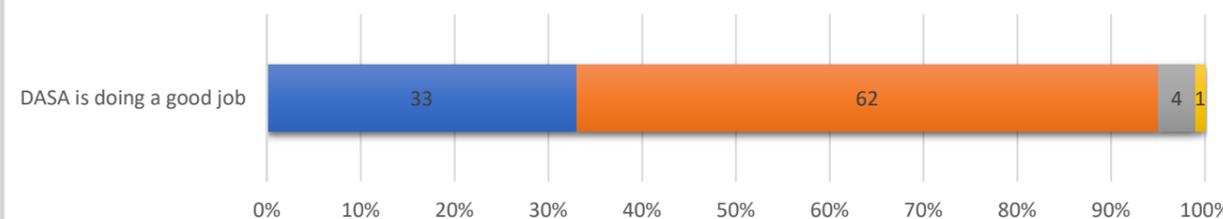
Who Responded?



■ Accountable positions ■ positions ■ Flight Ops ■ Continuing Airworthiness ■ CASG ■ DASA ■ Other

## KEY FIGURES 2021

### Is DASA doing a good job.



DASA is doing a good job	
Strongly Agree	33
Agree	62
Disagree	4
Strongly Disagree	1

# SUMMARY OF COMMENTS

“Publication of DASA’s successes and exemplar behaviours is a key source of cultural influence in the aviation community.”

- Survey respondent

## COMMUNICATIONS



### Summary of Comments:

- The ability to contact DASA staff and establish relationships has overall been positive and fruitful.
- There have been some concerns about implementation of licensing not being consistent and at times slow.
- The community would like to know what’s happening in the regulatory space over the next 2-4 years.

” *Potential Action by DASA...*  
DASA will look to provide advanced information and seek earlier feedback to proposed regulatory changes, utilising an improved multimedia presence. Supporting briefs and seminars on the release of NPA’s and other formal documents, to enhance understanding, could also be implemented.

## BEST PRACTICE



### Summary of Comments:

- Need to consider the role of operational approvals and reliability and their role in airworthiness which seems to be under-represented.
- Pt 66 MAML - more flexibility wrt cross platform, multinational qualifications and experience is required.
- A belief that DASA needs to be less process focused, and needs to take into account the effects on capability.
- Inconsistency between Pt M and Fit Ops regs.

” *Potential Action by DASA...*  
DASA to continue work to update FitOps and ANSP regulations. Ensure that the community understands how DASA decisions relating to Operational approvals are undertaken. DASA to continue education- internal and external - to expand our ability to exploit outcome based regulations.

## REGULATIONS

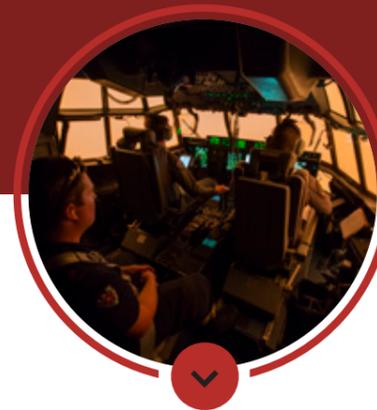


### Summary of Comments:

- Interpretation using the EASA material is quite effective, however this does not align well with current HQAC-A9 guidance material. The AFCAMAN seems to be diverging away from the EASA model.
- Increased clarity is requested regarding regulatory intent.
- Some terms not necessarily consistent. For example ‘it’s not clear if a supervisor under part 147 is the same as a supervisor within part 145 for maintenance training.’

” *Potential Action by DASA...*  
DASA should remain cognisant of the end user when developing regulations and support material as well as undertaking assurance activities. Work with those parts of the community who believe that additional assistance / guidance material is required to address concerns. DASA needs to continue to work with Air Command in relation to the AFCAMAN.

## ASSURANCE



### Summary of Comments:

- DASA assurance personnel are improving in their knowledge, attitude and application of DASR though many lack direct unit / FEG experience which may affect their ability to provide real-life assistance. Lower level staff has less knowledge than more senior personnel and may lead to a lack of confidence in their performance.
- It has been helpful that DASA has employed assurance staff with backgrounds in civil aviation.

” *Potential Action by DASA...*  
DASA assurance personnel are improving in their DASR knowledge however they need to remain flexible and understand the environment in which Defence operates. SMEs are valued by the community, as is the ability to have direct relationships with DASA personnel. DASA must be able to provide advice, through a streamlined process (to ensure it is robust).

## INTERNET/INTRANET



### Summary of Comments:

- Allowing access to certain DASA instruments (MTC’s, TCDS) and documents (e.g. MCRIs, 21J approval certificates) would make life easier for industry if they do not have DPN access. Possibly through a password process.
- Make the DASR a Defence Manual accessible from the Defence Manual website. Easier ability to open all AMC and GM with single selection, and ability to convert the DASR to a PDF compendium, complete with AMC and GM, for offline use.

” *Potential Action by DASA...*  
DASA is currently undergoing a review process ahead of planned changes to the both the intra and internet sites. Updated software utilised to author and convert the regulations will increase accessibility for online and offline use.

## RELATIONSHIP

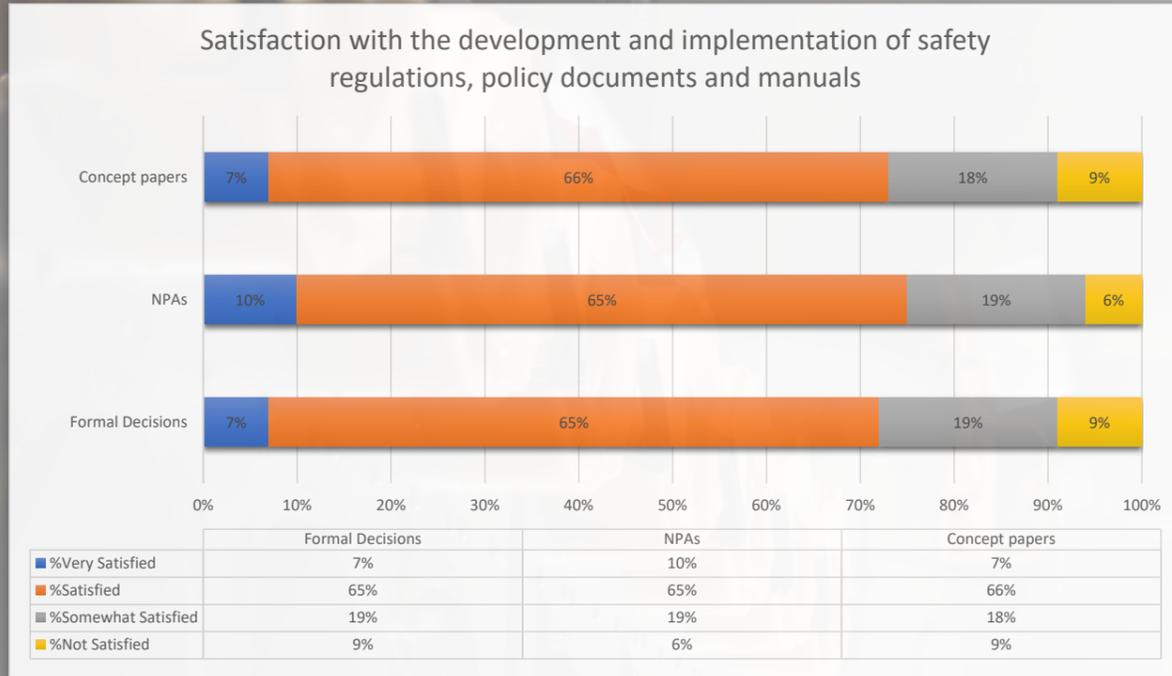


### Summary of Comments:

- The understanding of DASR by DASA and the community is improving and progress is being made.
- DASA personnel need to be more flexible in their thinking, including not being too process oriented.
- Some concerns were raised about the level of oversight of contracted organisations and that there are some key areas that are no longer being regulated.

” *Potential Action by DASA...*  
Overall respondents are comfortable with DASA’s relationship. It is seen that the organisation and staff are maturing in their thinking however there are still some areas of concern. Continued education of DASA staff and external organisations would enable any areas of concern to be addressed and enable organisations to understand the how and why we have constrained the scope of regulation.

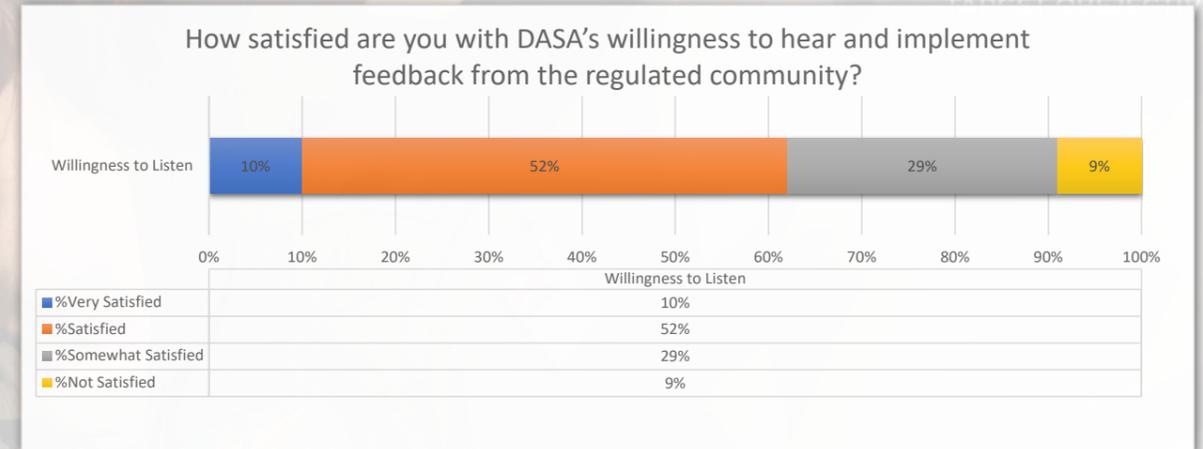
# HOW SATISFIED ARE YOU WITH THE CURRENT COMMUNICATIONS/FEEDBACK PROCESS



Communication related to NPA's and other formal documents releases needs to improve. For example, provide seminars during NPA development, just prior or when an NPA is issued and / or after responses have been considered? Alternatively introduce regular regulatory briefings, and or annual/bi-annual "ask the regulator" online or face to face seminars .

Make NPA's and other regulator documents more prominent on the website. Consider if 4 weeks is too short as the minimum length of time for an NPA.

DASA Desk Officers should also ensure Form 4 holders are placed on the Newsbreak subscription list.

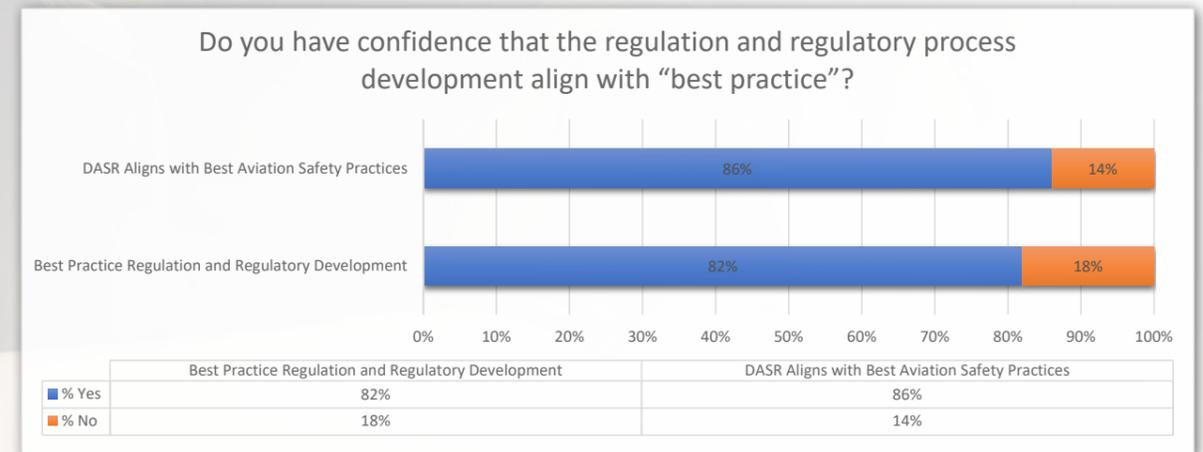


Continue with the higher level meetings / discussions / training. Encourage DASA Desk Officers to maintain regular contact with the community (verbal communication – in person, by phone or teleconference is preferable to emails).

With the introduction of the products and services catalogue, set and monitor response times.

Improve how we publicise outcomes of NPAs and general decisions.

Develop a formal escalation methodology for the review of decisions and the conduct of robust discussions.



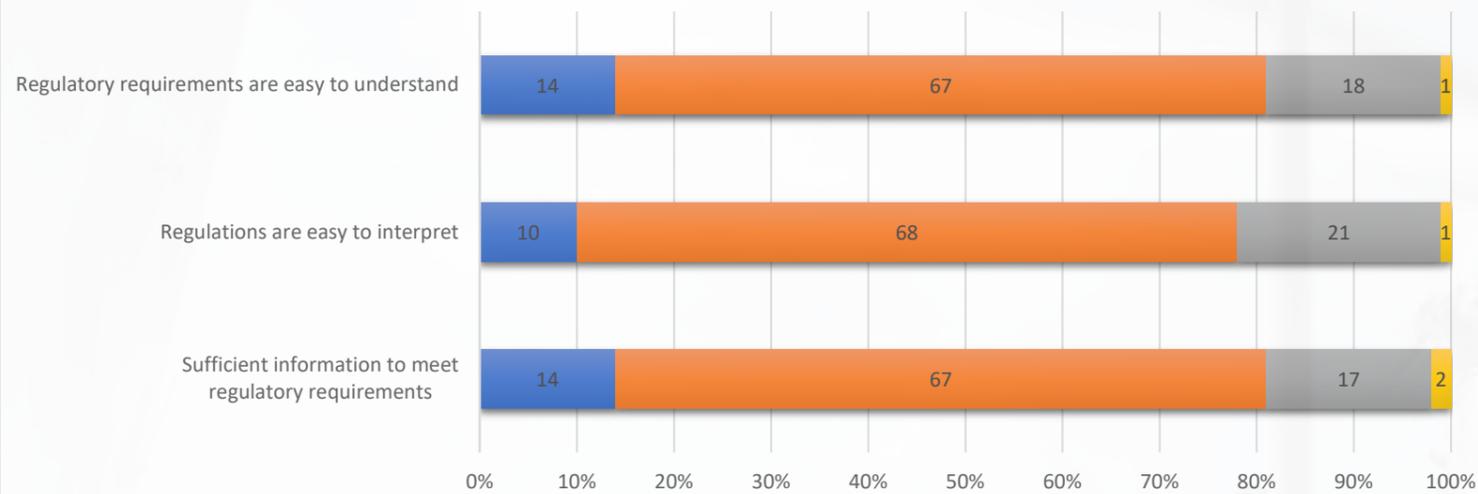
DASA to continue work to update flight ops and ANSP regulations.

Ensure that the community understand how DASA decisions relating to operational approvals are undertaken.

DASA to continue education – both internal and external; regarding the meaning of outcome focused regulations and AMC requirements.

# QUALITY OF REGULATIONS, MANUALS, POLICY AND SUPPORT MATERIAL

Sufficient information is provided to assist the community to meet regulatory requirements



	Sufficient information to meet regulatory requirements	Regulations are easy to interpret	Regulatory requirements are easy to understand
■ %Always	14	10	14
■ %Most of the Time	67	68	67
■ %Some of the Time	17	21	18
■ %Never	2	1	1

Identify and then work with those parts of the community who believe that additional assistance / guidance material is required to address concerns.

Continue to develop regulatory support information for dissemination to the community, place on website and advertise its presence.

DASA could develop information pertaining to where there are differences between EASA and DASA regulatory interpretations and implementation.

DASA could provide training / advice / information on the role of DASA and DASA staff to both DASA and the community.

Review external processes and contact points into the authority to ensure that they are user friendly (including the introduction of a portal).

Continue to develop regulatory support information for dissemination to the community, place on website and advertise its presence.

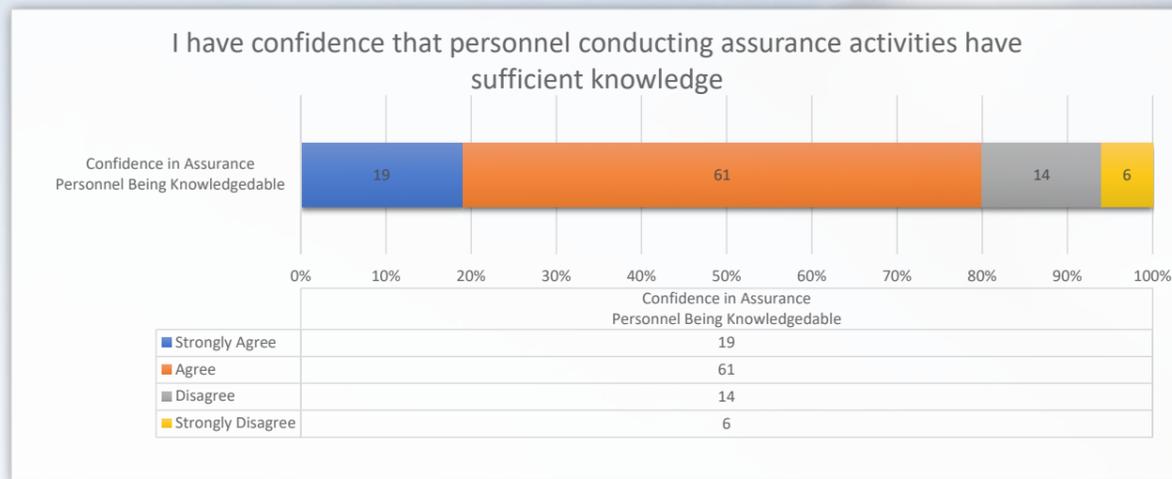
There are still some groups within the community who would like clear boundaries set and we need to address these concerns. We need to ensure that DASA staff and the community clearly understand their roles including the provision of assistance / advice.

DASA should remain cognisant of the end user when developing regulations and support material as well as undertaking assurance activities. DASA should ask the community where additional information / guidance is required.

DASA should continue to provide good quality information and potentially provide more examples of how the DASR are applied. DASA needs to continue to work with Air Command in relation to the AFCAMAN.

# SATISFACTION WITH ASSURANCE ACTIVITIES

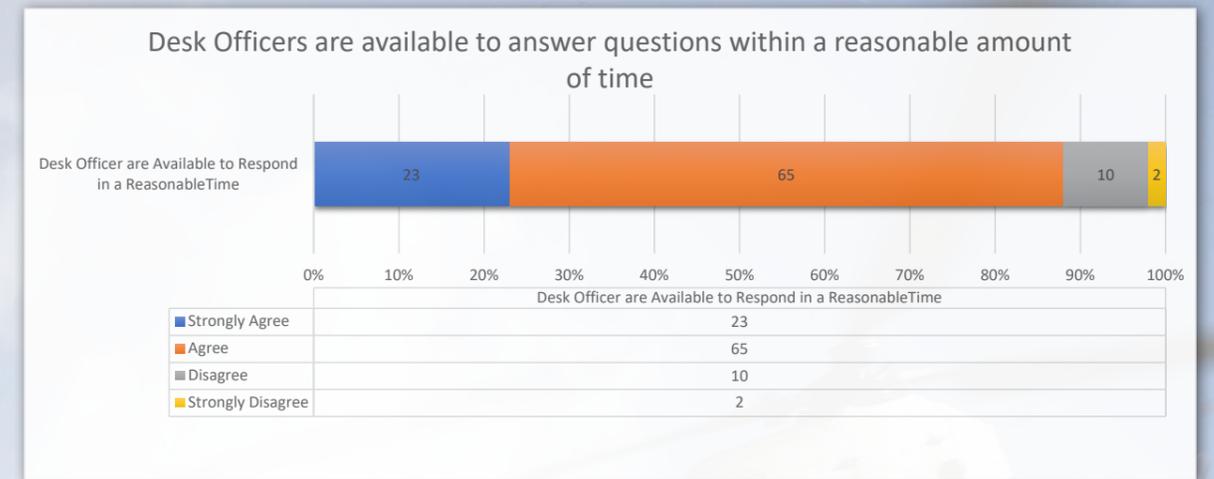
(NOTE: RESPONSES PROVIDED PRIOR TO COMMENCEMENT OF ACPA 2021 ASSURANCE ACTIVITIES)



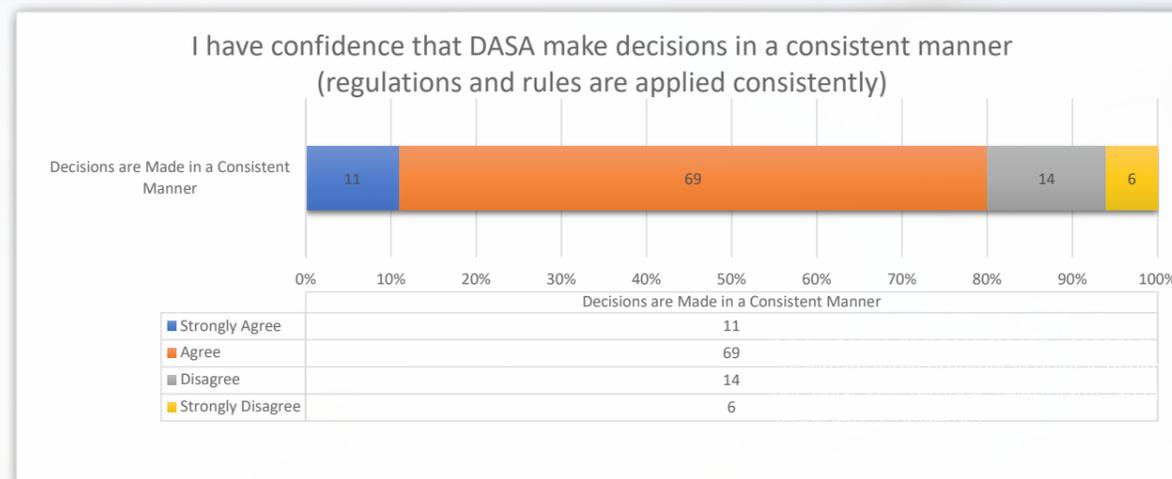
DASA should provide FEG / unit operations experiences to DASA staff, particularly when they commence working in the organisation

DASA / DASR continuation training should remain in place. Emphasis should include identifying where DASA can be flexible, what the boundaries to regulations are and difficult, contentious and complex real-life scenarios

Review provision of information processes and authorisation levels to ensure efficiency without compromising clarity and correctness



The work being undertaken on the products and services catalogue should identify timeframes to which responses should meet. Enact and monitor these timeframes and ensure that there is ongoing communication with the community, particularly when there are additional requirements and/or changes to the status of application / communication/request for information



Bolster the requirements for consistency and transparency in responses and limitations regarding who interacts with the community (Both written and verbal) without compromising efficiency and correctness of responses.

DASA to review training to ensure it covers any further development required in relation to the requirements associated with the products / services they are being provided

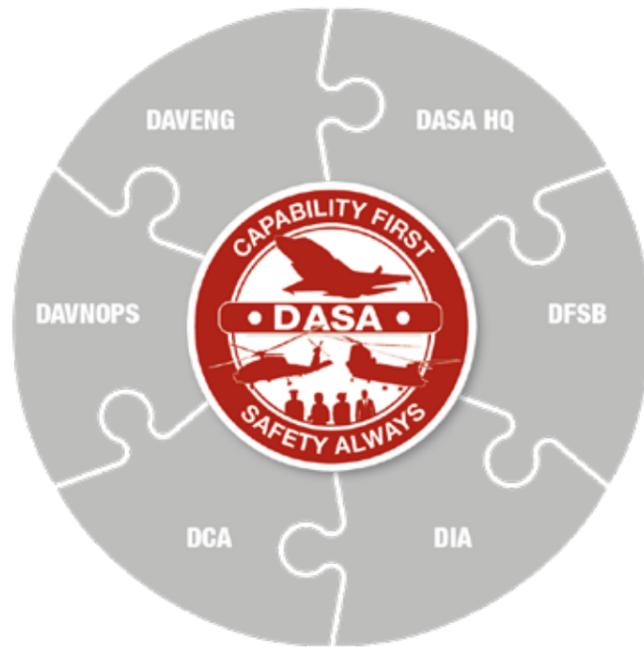
Any advice that is provided to the community needs to be reviewed and stored in a knowledge management system which is easy to access, Previous generic answers should also be made available to the community (e.g. Through the website)

Ensure processes are simple to use and transparent to the community

DASA personnel to continue communicating with the community, and industry, visiting organisations (both for formal and informal visits), when it is feasible to do so.

DASA to review assurance processes to ensure consistency in how activities are run (including opening and closing meetings) and that the community understands the assurance process

Continue ongoing reviews of training material to ensure it remains consistent with DASR.



## THANK YOU FOR YOUR SUPPORT!

At DASA we believe communication and feedback is a key benefit to improving our Aviation Safety Culture, and wish to sincerely thank those who were able to provide responses to our request for survey.