

CHART SHOWING AUDIT DATES, AUDIT SCOPE, REQUESTS FOR CORRECTIVE ACTION OBSERVATIONS

[CASA 11 attachment]

DATE	AUDIT SCOPE	NCN's ISSUED	OBSERVATIONS	TYPE OF NCN	Operator Response time (days)	Elapsed time from issue to acquittal (days)	Technical content of Non Compliance Notice
20 December-23 December 1999	Helicopter Operations, International Charter Operations, Management and Management Control			17 Flight Operations 4 Airworthiness			
		21	17	Flight Operations	22	40	28BB CASA may impose and vary Air Operator Certificate (AOC) conditions.(1) CASA may: b) at any time after the issue of an AOC, give a written notice to the holder of the AOC, imposing conditions, or further conditions, on the AOC. Operating aircraft require to be nominated on AOC. Helicopter operated whilst not on the schedule of the AOC.
				Flight Operations	24	42	Failure of staff to sign operations manual as per direction on operations manual signature sheet
				Flight Operations	24	42	Incorporation of Operations Manual Amendments. Unable to ensure all copies of operations Manuals as records show only 6 of the 9 manuals distributed.
				Flight Operations	24	42	No copy of Operations Manual available on Christmas Island
				Flight Operations	24	42	Operations Manual contains outdated and irrelevant procedures
				Flight Operations	24	42	Failure to follow Operations Manual instructions
				Flight Operations	22	40	Aircraft Flight Check System: Unable to produce evidence that the flight check system in use in company aircraft have all been approved.
				Flight Operations	22	40	Various Operations Manuals are not at the same amendment status
				Flight Operations	16	40	Directed material not included in operations manual
				Flight Operations	16	40	Flight and Duty Time Records not available
				Flight Operations	8	42	Civil Aviation Order (CAO) 20.11.12 checks (Cabin Safety) not signed off as having been completed.
				Flight Operations	8	42	Flight crew training records do not show engineering course being completed for one pilot
				Flight Operations	10	42	No record for a pilot on CAO 20.11 checks (Cabin Safety)
				Flight Operations	8	40	No documented Chief Pilot responsibilities
				Flight Operations	6	40	Recording of flight & duty times incorrect
				Flight Operations	15	41	Exceeding allowable duty days 24th April-30th April 1999
				Flight Operations	15	41	Exceeding allowable duty days 11th April-20th April 1999
				Airworthiness	39	40	28BB CASA may impose and vary Air Operator Certificate (AOC) conditions.(1) CASA may: b) at any time after the issue of an AOC, give a written notice to the holder of the AOC, imposing conditions, or further conditions, on the AOC. Operating aircraft require to be nominated on AOC. Helicopter operated whilst not on the schedule of the AOC.
				Airworthiness	15	40	No evidence of engine trend monitoring being carried out.
				Airworthiness	15	40	The completion of maintenance on an aircraft has not been certified. Replacement of seats in aircraft has not been certified when the maintenance was completed.
				Airworthiness	22	40	The operators is permitting maintenance to be carried out on aircraft by a person not approved to do so.

OBSERVATIONS

Subject/Title

- 1 **Operations Manual:**Operations manual emergency procedures-Emergency procedures are not a true reflection of what is written in the operations manual.
- 2 **Operations Manual:**Engine Failure During Take-off-Confusing aircrew procedures for take-off
- 3 **Operations Manual:**Fuel Policy-Fuel policy refers to a paragraph that does not exist.
- 4 **Operations Manual:**Responsibilities of company personnel-Duplication of duties for the Managing Director and Operations Manager:
- 5 **Operations Manual:**Duty Statement:Duty statement lists many duties, no documents available to identify how these duties are to be exercised.
- 6 **Aircraft Performance:**Operations manual:Operator could not identify the service provider of the aircraft performance data
- 7 **Maintenance Control:**Aircraft Maintenance-The certificate of registration holder relies heavily on selected maintenance organisations to control maintenance requirements for which he is responsible by the regulations
- 8 **Maintenance Control:**Trend Monitoring No document procedures for trend monitoring on aircraft: VH-TAG & VH- TIFF
- 9 **Maintenance Control:**Trend Monitoring-Tend monitoring not being done for aircraft: VH-NEL
- 10 **Maintenance Control:**Pilot maintenance-Unauthorised maintenance carried out
- 11 **Maintenance Control:**Unauthorised maintenance carried out-No record of CAR 214 training
- 12 **Maintenance Control:**LAME's Qualifications-Operations Manual requires the operator to obtain copies of LAME's qualifications-this does not occur
- 13 **Document Control:**Aircraft Log Book entries-The certificate of registration holder relies heavily on selected maintenance organisations to record aircraft log book entries
- 14 **Document Control:**Aircraft flight manual-Certificate of registration holder not providing upkeep of aircraft flight manuals
- 15 **Organisational Structure:**Operations Manual Organisational Structure-Transair Operations Manual does not reflected the actual company structure

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[CASA 11 attachment]

16	Company Structure: Operations Manual Organisational Structure-Chief Pilot (helicopters) inappropriately located in the organisational structure
17	Safety Management: Safety Management Procedures-The operator has a minimum quality assurance or safety management system in place. None are documented, excluding what is contained in the mandatory CASA required manuals

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5 June-11 June 2000	Management Responsibility & Authority, Training-DG, Load Control, Routes and Ports, Ground Handling, Maintenance Control, Special Processes-DG, Internal Audit, Incident Recording and Reporting	5	10	6 Dangerous Goods 1 Flight Operations 2.Airworthiness			
				Dangerous Goods	no info		Dangerous Goods Training: No Comments
				Dangerous Goods	no info		Dangerous Goods Training Manual: No Dangerous Goods Training Manual supplied to agents in Jakarta or Christmas Island
				Dangerous Goods	no info		Dangerous Goods Training Records: Dangerous Goods training records do not contain the level of training received
				Dangerous Goods	no info		Dangerous Goods Information: No Dangerous information provided to passengers
				Dangerous Goods	no info		Dangerous Goods Training Agent: Not trained in dangerous goods handling
				Dangerous Goods	no info		Dangerous Goods Training and Dangerous Goods Training Courses: Training not approved by CASA. Training Instructors not approved by CASA
				Aircraft Survey Reports-ASSP 604			
				Flight Operations	24	37	Cargo Net used instead of moveable bulkhead. Not in accordance with the Aircraft Flight Manual (AFM)
				Airworthiness	24	37	Starboard wing fence cracked. Port Horizontal stab. tip rear spar lightning hole blanking tap missing.
				Airworthiness	24	37	Skin Damage (dent) Rear of Cargo Door ,sill height. Aircraft Flight Manual (AFM) revision list indicates revisions of AFM missing

OBSERVATIONS	
Subject/Title	
1	Training-DG: Numerous dangerous goods training certificates supplied by other organisations other than Transair. Courses and Instructors not approved by CASA. Training records do not meet the CAR 262 K requirements
2	Dangerous Goods and Ground Handling: No Service agreement, No procedures for passenger check in, Personnel not in possession of Dangerous Goods Manual, Dangerous goods training records identify staff without current dangerous goods training, Dangerous goods training records for passenger check-in not sighted, No DG information seen at cargo acceptance areas, security a freight sheds lax, training certificates issued to some staff would not be in accordance with the CAR's 1988,No dangerous auditing conducted by Transair,
3	Dangerous Goods and Ground Handling: Staff have not received dangerous goods training, No Transair dangerous goods manual available, No copy of the IATA dangerous goods regulations available, No approval to uplift operator approved dangerous goods, No procedures for passenger check-in, ramp activities or cargo acceptance or handling. No service agreement with Transair, No audit from Transair, No documented procedures for reporting incidents or concerns.
4	Dangerous Goods: No formal procedures for operator approved dangerous goods .Transair dangerous goods policy not available. Medivac procedures not identifiable by Christmas Island agent. No facility to report safety issues or dangerous incidents, no documented procedures.
5	Management Responsibility: No evidence to show that a service agreements is in place with various service providers
6	Routes and Ports: Boarding and disembarking observations made. Port facilities and security appeared to be adequate. Orange markers positioned around aircraft at Christmas Island and pilot advised passengers to keep clear of the area.
7	Ground Handling: Consultation with agents and pilots confirm no spares aircraft components or ground handling equipment is held by Transair at Jakarta and Christmas Island. No tow bar available. No documented procedures for recovery of aircraft with a blown tire on landing.
8	Maintenance Control: Maintenance Control Manual procedures being followed. Product audit carried out to confirm adequate maintenance was being carried out on aircraft. Certificate of Registration holder for the aircraft acknowledged his regulatory responsibilities in regard to maintenance of aircraft. Maintenance control procedures contained in MCM does not involve any input from Certificate of Registration Holder.
9	Internal Audit: No objective evidence to confirm the operator has carried out any internal audits of the operation in regard to service providers in Jakarta or Christmas Island
10	Incident Recording and Reporting: No objective evidence to demonstrate the operator has documented procedures in place for service providers to notify Leesbrook Pty Ltd of any Dangerous Goods or Safety issues in operations in Jakarta or Christmas Island.

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[CASA 11 attachment]

DATE	AUDIT SCOPE	RCA's ISSUED (Note Name Change)	OBSERVATIONS	TYPE OF RCA	Operator Response time (days)	Elapsed time from issue to acquittal (days)	Technical content of Request for Corrective Action
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Maintenance Control Manual does not identify Certificate of Registration holder

27th-30th March 2001
 Document Control, Maintenance and Maintenance Control In addition to the above elements, a review of discrepancies noted at previous audits was carried out and assessment of progress in relation to implementation of the complete reissue of the Company's Operations Manual was carried out

2

8

2.Airworthiness

Airworthiness
 Airworthiness

25
 0

1997
 0

Maintenance Control Manual does not identify Certificate of Registration holder
 Non Compliance with CAR 50: Defects and major damage are to be endorsed on the maintenance release

OBSERVATIONS

Subject/Title

- 1 Document Control:Organisation structure chart of the Operations manual is in conflict with the organisational structure chart of the Maintenance Control Manual
- 2 Document Control: Dangerous Manual not listed in document listing of the Company Library
- 3 Document Control:Cabin Safety Manual not assessed by CASA
- 4 Document Control: Duplication of information
- 5 Document Control: Duplication of information
- 6 Document Control: Incorrect statement in Operations Manual relating to aircraft being maintained
- 7 Maintenance Control: Maintenance Controller document issued by CASA too open ended.
- 8 Maintenance Control: No deputy maintenance controller provided for

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3rd-10th September 2001 Report released 14th September 2001

Control of Records ,Training-Pilot Training- ,LAME/Ground Handling Information, Flight Planning and Dispatch Rostering, Ground Handling, Line Operations

2

10

2.Flight Operations

Flight Operations
 Flight Operations

18
 18

67
 22

Pilot Training: Proficiency test not completed for use of life rafts
 Pilot Training: Route proficiency form incomplete. Pilot's route knowledge not being checked

OBSERVATIONS

Subject/Title

- 1 Line Operations: Standard Operations Procedures for Aircraft Take-off require improvement
- 2 Quality/Safety Cell: Aviation Safety Program recommended
- 3 Altitude Alerting: Standard Operating Procedures for Altitude Alerting require improvement

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[CASA 11 attachment]

4	Maintenance Controller Specific Tasks:Amendments to Aircraft Flight Manuals not being carried out.
5	Maintenance Release: Maintenance System Manual for Fairchild SA 226/227 does not identify Operational Category for the Maintenance Release
6	Maintenance Release: Maintenance Control Manual does not advise the Maintenance Organisation on the operational category of the Maintenance Release
7	Class of Aircraft: Incorrect class of aircraft identified
8	Calibration of Aircraft Instruments: Possible excess time for the calibration of aircraft instruments
9	Calibration of Scales: No system of control or records for the calibration of scales
10	Minimum Equipment List: No operational category identified for the minimum equipment list

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26th-30th November 2001 Report released 10th December 2001	Control of Documents, Line Operations, Load Control, Maintenance Control, Performance, Routes & Ports, Training-Pilot	4	6	2.Airworthiness 2.Flight Operations			
				Airworthiness	7	13	Control of Documents: Aircrew not being supplied with Operations Manuals
				Airworthiness	6	13	Pilot Training: Pilots not trained on use of life rafts
				Flight Operations	7	13	Training-Pilot: No provision within the Training and Checking (CAR 217) organisation to check helicopter pilots or pilots on the piston aircraft fleet
				Flight Operations	6	12	Training-Pilot: Use of person not approved as per Civil Aviation Order (CAO) 20.11 as an Instructor. Flight undertaken with CAO 20.11 certificate expired
OBSERVATIONS							
Subject/Title							
			1	Operations Manual: Control of documents-Company Operations Manual does not have a comprehensive checklist to ensure pilots met the legal requirements before operational duties			
			2	Internal Audits: Control of documents-No documented procedures for internal and external auditing			
			3	Maintenance System Manual: Maintenance-No audit conducted on Phase Inspections, scheduled inspections, service checks, structural inspection. CASA to assess next audit			
			4	Maintenance Control Manual: Maintenance Control-Incorrect recording of Certificate of Registration Holder			
			5	Maintenance Control Manual: Maintenance Control-Incorrect notification time of defect reporting.			
			6	Maintenance Control Manual: Maintenance Control-Information to expand and included overseas maintenance providers			

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30th September-4th October 2002 File identified as August 2002	Facilities & Equipment, Ground Handling, Information, Line Operations, Maintenance, Responsibility & Authority, Training-Pilot	7	2	7.Flight Operations			
				Flight Operations	25	70/319	Training-Pilot: No provision within the Training and Checking (CAR 217) organisation to check helicopter pilots or pilots on the piston aircraft fleet
				Flight Operations	25	70	Training-Pilot: Use of person not approved as CAO 20.11 Instructor. Flight undertaken with CAO 20.11 certificate expired. No provision within the CAR 217 organisation to check helicopter pilots or pilots on the piston aircraft fleet
				Flight Operations	25	70	Facilities & Equipment: Uncertified bathroom scales used for weighing of passengers
				Flight Operations	25	66	Responsibility & Authority: Missing signatures of the Chief Pilot on documents. Chief Pilot absent for a considerable period time. Deputy Chief pilot appointed without CASA approval
				Flight Operations	25	70/312	Maintenance :Insufficient control over maintenance of helicopters
				Flight Operations	25	70	Facilities & Equipment: Aircraft had no passenger briefing cards
				Flight Operations	25	70	Ground Handling: No training records for hot refuelling. Fuel nozzle has no earth grounding line
OBSERVATIONS							
Subject/Title							
1 Line Operations-Fuel Reserve not mentioned in Operations Manual							
2 Information-Operations Manual does not locate first aid kits in helicopters							
10th-14th February 2003 Report released 16th May 2003	Line Operations Training-Pilot	0	1	not required	not required	not required	not required
OBSERVATIONS							
Subject/Title							
1 MEL Procedures-Line operations-Use of MEL procedures							
11-22 August 2003 Report released 26th August 2003	1.Internal Audit 2.Internal Communication/ Consultation 3. Purchasing/Sub contracting 4.Review of Safety Management 5.Training-Pilot	0	3	not required	not required	not required	not required
OBSERVATIONS							
Subject/Title							
1 Internal Audit Process-Internal Audit-Time intervals for Internal Audit require revision. Recommended that Internal periods brought into line with internal airworthiness audit periods. Recommended that the Chief Pilot delegate the control of the internal audit function.							
2 Safety Management Programme-Review of Safety Management-Identifies the introduction of an Aviation Safety Programme named OASIS-HARM. Programme not fully adapted to Transair Operations							
3 Insurance/Litigation Issue-Training-Pilot-Insurance coverage for the use of casual Check & Training Pilots not certain							

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[CASA 11 attachment]

16th-20th
February 2004
Report
released 2nd
March 2004

3.Flight
Operations
4.Personnel
Training &
Training
Qualifications
5.Route
Structures

1

0

1.Flight Operations

5

5

Flight/Load Manifest/W & B Control: Load sheets not being left at Gunnedah

Subject/Title	OBSERVATIONS

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0 NIL

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16th -20th August 2004 Report released 27th September 2004	1. Aircraft Configuration Control 2. Manuals 3. Flight Operations 4 Personnel, Training & Qualifications	13	16	6.Airworthiness			
				7. Flight Operations			
				Airworthiness	No information	206	Airworthiness: Incorrectly dated Maintenance Form
				Airworthiness	No information	206	Airworthiness: Minimum Equipment List pages in aircraft differ from Maintenance Control Manual
				Airworthiness	7	206	Airworthiness: No procedures to record decision making to include Airworthiness Directives into System of Maintenance
				Airworthiness	7	206	Airworthiness: No certification of completion of task.
				Airworthiness	7	206	Airworthiness: Inadequate instruction on maintenance control
				Airworthiness	54	206	Airworthiness: No evidence of audit results from Maintenance Control Manual
				Flight Operations	7	10 / 28	Flight Operations: No Radio frequency confirmation system at Gunneda aerodrome
				Flight Operations	No information	10	Flight Operations: No Life Jacket Stowage for seat 1C in VH-TIFF
				Flight Operations	No information	52	Flight Operations: No procedures to prevent handicapped person sitting in an emergency exit seat
				Flight Operations	No information	578/607	Flight Operations: Documentation not updated
				Flight Operations	No information	545	Flight Operations: Deficient passenger briefings
				Flight Operations	58	533/545	Flight Operations: Inadequate Passenger Briefing Card
				Flight Operations	No information	545	Flight Operations: Inadequate Cabin Baggage Stowage

OBSERVATIONS	
Subject/Title	
1	Defect Reports-Aircraft Configuration Control: SDR Reports 18 months to close a SDR
2	Maintenance Release-Aircraft Configuration Control: Maintenance Release/Log Book Alternate Lack of Document Control
3	System of Maintenance-Aircraft Configuration Control: System of Maintenance System of Maintenance has no OSIP schedule that shows a list of maintenance intervals and life limits for all aircraft inspections
4	Outsource Organisations-Aircraft Configuration Control: Outsource Organisation-No Contract in place between the operator and Maintenance Organisations
5	Approval of Maintenance Training Program
6	VHF Communication Personnel, Training & Qualifications: Maintenance Training Program-Maintenance Training program in MCM not approved as required by CAR 214
7	Carry-on Baggage-Flight Operations: Carry-on Baggage Recommendation for cabin baggage identification tag
8	VH-TFQ Public Address System-Aircraft Configuration Control: Appropriate Operational Equipment-Public Address System inaudible in flight
9	Schedule-Route Structures: Use of Approved Routes, Areas & Airports-Unrealistic turn time. Scheduled route time to tight
10	RPT Operations-Flight Operations: Dispatch or Flight Release No Operational Control. No Duty Controller appointed
11	Document Control Processes-Manuals: No Operational Control. No Duty Controller appointed-Distribution-Unable to locate latest version of Transair Manual suite issued on CD
12	Ground Handling Procedures-Manuals: Flight Operations-Manual Currency-Carry-On Baggage No formal control of Ground Handling Procedures
13	Carry-on Baggage-Flight Operations: Carry-On Baggage-No Procedures for oversized baggage
14	Ground Handling Procedures/Training-Flight Operations: Passenger Handling Inadequate training of Ground Handling staff
15	Oxygen Procedures/Carriage of Infants-Flight Operations: Cabin Crew Duties/Cabin procedures Inadequate Oxygen procedures No instruction to aircrew on use of infant restraint belt
16	Operational Equipment-Aircraft Configuration Control: Appropriate Operational Equipment No policy on Pre-flight checks of emergency equipment

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14th February-9th March 2005 Report released 31st March 2005	Audit Systems 1. Aircraft Configuration Control 3. Flight Operations 4. Personnel, Training & Qualifications 5. Route Structures	9	5	4.Airworthiness			
				2.Flight Operations			
				3.Dangerous Goods			
				Airworthiness	131	545	Airworthiness: Maintenance task Schedule
				Airworthiness	78	426	Airworthiness: Placards and Markings
				Airworthiness	78	337	Airworthiness: Compass Swing
				Airworthiness	79	337	Airworthiness: Fire Extinguishers
				Flight Operations	no information	337	Flight Operations: Passenger Briefing
				Flight Operations	no information	175	Flight Operations: Baggage
				Dangerous Goods	78	133/138/149	Dangerous Goods: Dangerous Goods Training
Dangerous Goods	78	133/138/149	Dangerous Goods: No Displayed Dangerous Goods Information				
Dangerous Goods	78	133/138/149	Dangerous Goods: Out of Date Dangerous Goods Regulations				
OBSERVATIONS							
				Subject/Title			
			1	VH-TFG Log Book Aircraft Configuration Control: Maintenance Release/Log Book Alternate-No Work Sheets			
			2	VH-TFG Log Book Aircraft Configuration Control: Maintenance Release/Log Book Alternate Log Book does not have Certificate of Approval Number			
			3	VH-TFG Log Book Aircraft Configuration Control: Maintenance Release/Log Book Alternate Aircraft Log Book not complied with Form TM 22			
			4	Passenger Briefing/Handling Flight Operations: Cabin Crew Duties/Cabin Procedures No procedures to brief passengers seated in emergency exits			
			5	Transair Operations manual: Flight Operations Aircrew Duties/Flight Deck Procedures Take-off Procedures			
			6				

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February 2006 Report released 29th March 2006	1. Aircraft Configuration Control 2.Manuals 3.Flight Operations 4.Personnel, Training & Qualifications	12	3	10.Airworthiness 2.Flight Operations						
							Airworthiness	15/176/182	224	Airworthiness: Maintenance due not recorded. Applies across the fleet of aircraft
							Airworthiness	15	?/224	Airworthiness: Maintenance Manual not complied with.
							Airworthiness	15/188	224	Airworthiness: Maintenance Manual not complied with.
							Airworthiness	31	221/224	Airworthiness: Maintenance Manual not complied with. Airworthiness Directives cannot be tracked
							Airworthiness	31	221/224	Airworthiness: Maintenance Manual not complied with. Aircraft Flight Manual amendment record sheet does not list Aircraft Flight Manual changes
							Airworthiness	63	221/224	Airworthiness: Maintenance Manual not complied with. Worksheets do not comply with Maintenance Control Manual
							Airworthiness	31/224	221/224	Airworthiness: Maintenance Manual not complied with. Unapproved modification
							Airworthiness	211	221/224	Airworthiness: Maintenance Manual not complied with. Maintenance Personnel not trained
							Airworthiness	Cannot calculate	221/224	Airworthiness: Maintenance Manual not complied with. Unauthorised Maintenance
							Airworthiness	31	224	Airworthiness: Maintenance Control Manual not kept up to date
							Flight Operations	211	224	Flight Operations: Operations Manual not kept up to date. Superseded Maintenance Release and defect recording procedures
							Flight Operations	211/235	224	Flight Operations: Operations Manual not complied with. 15 discrepancies listed

OBSERVATIONS						
Subject/Title						
1	Personnel, Training & Qualifications: Training of Station Personnel-No confirmation of bona fides of Dangerous Goods training organisations					
2	Dangerous Goods :Flight Operations-HAZMAT/DG Program Hazardous Materials-Company required to identify what dangerous goods they will carry and reflect items in the Dangerous Goods Manual					

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25th August 2006	Manuals, Flight Time and Duty Limitations, Training-pilot	3	0	3.Flight Operations	Within the show cause file	Within the show cause file	
				Flight Operations			Manuals: Operations Manual out of date
				Flight Operations			Flight and Duty Limitations: The electronic programme parameters were not set correctly. All Flight and Duty limitations were understated for all aircrew.
				Flight Operations			Training: Pilot. Company has permitted persons who are not approved and not qualified to undertake training and checking within the the Training and Checking organisation (217)

OBSERVATIONS						
Subject/Title						
0	Nil					

DATE	AUDIT SCOPE	AOC Cancelled	
2th November 2006	Flight Training Records		<p>1. An audit of 17 pilot training files identified that pilots within Transair were being trained and checked by pilots who were neither qualified or approved to undertake such a task.The chief pilot explained that he had misinterpreted CAR 217. The practice of using non-qualified/approved persons for training and checking is identified as occurring in 2004,2005,2006.</p> <p>2. An audit of the flight qualification identified that a large number of pilots had not had recorded the pressurisation endorsement for the metroliner aircraft</p> <p>3.An audit of the pilot files revealed that the metroliner aircraft ground course and flying conversion course occurred on the same day. Between 4 and 8 hours are recorded for the flying conversion course</p>