

# RAAA NEWS

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## From The Lefthand Seat

Jim Davis  
RAAA Chair  
Director, Regional Express

This year saw our third RAAA convention at the Royal Pines Resort on Queensland's Gold Coast and we made a few changes in response to feedback received following last year's convention. In particular we tried to increase the networking opportunities available to members and to encourage members to spend more time in the trade hall and circulate more amongst the exhibitors.

I want to thank everybody who has provided feedback on this year's event and encourage those who haven't yet but would like to offer some comment, to do so to one of the board members or to the RAAA office. Our initial impression from feedback received and comments made at the convention itself was that the changes made this year met with some success and we will be looking to improve on that for the 2020 convention.

A key decision to be made for next year will be whether we stay with the Royal Pines for another year or whether we look for a change of scenery and this will be decided by the board at our November meeting. Another decision we will have to make will be the future of the RAAA Christmas function. The last year or so has seen a decline in attendance from the days when it was always fully booked and standing room only on the harbour cruise. We are particularly keen to hear members' opinions on these two matters.

A major focus for the past year has been our representation at the Air Pilots Award Review taking place in the Fair Work Commission. The most recent hearing was held on 12 November 2019 where an in principle agreement was

reached between the AFAP, the RAAA and Alliance Airlines. The agreement is not perfect and there is still a process to be gone through before this is finalised and the FWC hands down its final ruling.

What is encouraging is that on balance the full bench of the Commission were inclined to introduce the concept of a training bond into the Award and favoured the arguments of the employer representatives over that of the AFAP. This led to the AFAP being prepared to negotiate a clause allowing training bonds whereas its previous hard line position had always been that training bonds had no place in the Award.

In addition under the BOOT (Better Off Overall Test) the AFAP had been mounting a campaign to largely nullify training bonds currently existing in various Enterprise Agreements. Due to the current Award wording they had achieved some success with legal challenges against training bonds but this will all change once we get training bonds inserted as part of the Award.

It is worth bearing in mind that the purpose of the Award review is to simply clarify the existing Award and not to re-negotiate it or any clause contained within. It is highly encouraging that the full bench of the FWC was prepared to contemplate the introduction of training bonds into the Award as a means of interpreting the existing clause on pilot training.

## In This Issue

### From The Lefthand Seat

Jim Davis - RAAA Chair

### From The Righthand Seat

Mike Higgins - RAAA CEO

### Technical Update

Where are the next LAMEs coming from?  
AvSuper - Salary Sacrifice  
Bureau of Meteorology's eye on space helping keep global air travel safe

### In the Cabin

Pionair  
De Havilland Aircraft of Canada Limited

### Flight Briefing

Wellcamp Airport export hub to boost region's global potential  
Tracware acquisition by JSSI  
PPG Semco Specialty Nozzles

### Scholarships 2019 - Update



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## From The Lefthand Seat

Continued.....



# IN THE COCKPIT

This has been an extremely expensive exercise and one that many small operators would struggle to finance on their own. However using our collective resources the RAAA has been able to mount such a challenge on behalf of its members along with Alliance Airlines, Qantas and Rex. The benefits to operators of having an enforceable training bond in the Award, which the AFAP will be unable to dispute, cannot be overstated. The results so far are encouraging and we look forward to the end of this protracted and expensive process.

Work still proceeds on finalising the Regulatory Reform Programme with CASA's new consultative process and in particular with the Technical Working Groups appointed by the Aviation Safety Advisory Panel. There are now over 700 people registered with CASA expressing

an interest in being on these groups with around 140 being selected so far based on expertise and industry representation. The RAAA has been very well represented on the groups formed so far and it is encouraging that CASA has featured us so prominently. With little exception our input has been taken seriously by CASA and has been acted upon. An important TWG currently being convened is the one looking at Parts 61, 141 and 142. The RAAA is again well represented and hopefully we will finally be able to remove the worst parts of these ill begotten regulations.

As mentioned at the convention the RAAA will be working closely with our members in the freight industry in 2020 to try and make sense of the proposals covering domestic freight screening. With the Air Pilots Award Review nearing completion this will now become our highest

priority. Dealing with the Department of Home Affairs represents a whole new challenge and will no doubt frustrate us at times. Its bureaucrats have little understanding of our industry or appreciation of the damage their new rules will do if enforced as they currently stand. ✦



## 2019 RAAA Events Calendar

**28 November 2019  
Sydney NSW**

- ✦ Board Meeting
- ✦ Technical Working Group
- ✦ Annual Christmas Function

**2020 Dates  
To be Advised**

Please mark these in your diary.  
We look forward to seeing you there.





## From The Righthand Seat

Mike Higgins  
RAAA CEO



### The RAAA continues to Represent Aviation Across Australia.

We have welcomed 12 new members since this time last year. (In 2018 we were joined by 13 new members). New members include:

- Cobham Aviation Services
- Axiom's Edge
- Black Diamond Aviation
- East Air
- Flight Options
- MagniX Technologies
- Wilson Aviation Services
- De Havilland Aircraft of Canada
- Flight Standards
- Pionair Australia
- Fly Pelican
- Secure Sheq

### Strategic vs Tactical

Most of the activities that consumed our time over the past 12 months have continued to be tactical and reactionary in nature. Whilst it's important to manage these issues in a timely manner on behalf of our members, we also have to make time for strategic development activities. To this end, the board met in Darwin in May and we spent half a day discussing our strategic objectives. We are continuing to work on refining this plan.

### Regional recruitment drive

Once again this year I planned to meet with interested potential members located in the area between Canberra and Renmark and from Darwin to Mt Isa to Canberra. I also planned to visit interested potential members on the regional J curve. That is those interested and potential members

located in communities from Rockhampton to Wagga to Albury to Bendigo, Mildura and Adelaide. Unfortunately, we had no response to invitations to meet with them.

I had assumed that the emerging CASR Part 135 and 135M would raise the level of interest in what the RAAA can provide to current charter providers. I expect an increase in activity next year as implementation dates are more widely advertised by CASA.

### '457 Visa'

We have been invited to continue engagement with Home Affairs in relation to the Skilled Migration Occupation List. Consultation with us began anew on the 18th of this month. Home Affairs advise that pilots and engineers will remain firmly on the Medium and Long-Term Strategic Skills List. Pilots and Engineers are now once again able to be sourced from overseas. Labour Agreements are the vehicle to use and are available from Home Affairs.

### Fatigue Risk Management System

The rule set for CAO 48.1 is settled. It is in a much better shape today due to our unrelenting pressure and involvement in policy setting workshops over the past three years.

### Engineering Training

Industry has failed to convince CASA of the need to adopt the latest EASA Part 66, instead, burrowing further into the hybrid disaster they have created some years ago. This is despite the Ministers task force into the skills shortage demonstrating an urgent need to change direction. I hold little hope for change until after the next election. This means at least one more year has been lost in

our attempts to attract young people into aircraft engineering as a career, as there remains no clear career pathway.

### Australian Indigenous Aviation Foundation (AIAF)

We are in the final stages of preparation for our funding drive amongst government agencies and corporate Australia. Some of our members have expressed a strong interest in employing successful graduates. The key distinction this training initiative offers is that rather than just training for trainings sake, we are training for actual jobs. We met recently with the Indigenous Ministers Chief Of Staff and the Governor General David Hurley. We enjoy the complete support of the GG who has a personal interest in all matters around indigenous engagement and development.

### CASA Technical Working Groups (TWGs)

The volume of work with the industry TWGs on the six main CASR Parts has been very time consuming. I am involved in 7 TWGs and a couple of Sector Safety Risk Profiles. CASA are planning on having these draft regulations ready for making by years end, still an ambitious target indeed.

### General Aviation Advisory Group (Network)

The GAAN is a group of industry experts appointed by the Minister to advise him on matters of concern. I represent the RAAA on that group. Other members include Department of Infrastructure, Regional Development and Cities, RAAus, AOPA, Royal Flying Doctor Service, Ward Air Flight Training, GippsAero/



## From The Righthand Seat

continued.....



Mahindra Aerospace Company, Aerial Application Association of Australia, Seair Pacific, Australian Helicopter Industry Association, Air Sport Australia Confederation, Australian Association for Unmanned Systems and Australian Business Aviation Association Inc. We have been invited to commit to our involvement for a further two years.

### **Reclassification of Civil Aviation Activities and subsequent Civil Aviation Act Review**

Firstly in terms of the classification of activities we need to determine what outcome we are trying to achieve as an industry. This way any changes can be fully informed by an articulation of what we need changed in the Act and subsequent regulation amendment. In a nutshell we need to firstly draft a reclassification the Civil Aviation Activities that are based on risk and informed participants, rather than commercial imperatives. Only then will we be in a position to make informed and effective consequential changes to the Act. This would, in turn, enable us to undertake any subsequent amendment to the regulations, when we do a Post Implementation Review of the regulations that currently in the making.

Government have been struggling with this reclassification concept since 1986 and the time has come to grasp the nettle and resolve the legacy issues embedded in the traditional approach to regulation. Rather than being bound by the 'commercial' or 'hire or reward' imperatives, a fresh look at a genuine risk based approach is required. This fresh perspective would give traction to the various CASA publications which espouse a risk based and outcomes focused

philosophy. This will free up both Industry and CASA resources from the burden of less than effective administration and cost which has been the bane of the smaller end of the industry for decades. Both CASA and the Industry can now see the need for a review. The matter is in the hands of the Department of Infrastructure and this is where we will be targeting our advocacy efforts.

### **Work Experience UNSW students**

The office will again host three students for one week each early in the new year. We continue to work closely with the UNSW, Swinburne and RMIT in promoting the RAAA at an annual lecture to students about the regional aviation industry.

### **ABC country radio**

We have been involved in several radio interviews on topics ranging from the Productivity Commissions work on Airport charging to airline pricing to pilot shortages.

### **Australian Aviation Magazine**

We continue to provide a bi-monthly article.

### **Linkedin**

Both the office and I have profiles in Linkedin. Combined we both have around 1400 followers. This is an effective media to promote the various activities of the RAAA.

### **The Australian Aviation Association Forum (TAAAF)**

We continue to support the TAAAF through active involvement in as many meetings as we can.

### **Productivity Commission Report on Airport regulations**

We completed a submission and I appeared at the commission and gave evidence. I highlighted that not all airports were operating in a monopolistic manner and quoted some of our airport members and being fully supportive of regional airlines. There was a less than satisfactory response from industry to the PC report and the government is reviewing the matter. To that end I was invited to appear before Treasury to again put our case and to suggest a way forward. Clearly a regulation around negotiation and arbitration is the sensible way forward. ✦



# Where are the next LAME's coming from and what will be their pathway to holding professional qualifications?

## TECHNICAL UPDATE

At the recent RAAA convention there was much discussion around the shortage of Aircraft Engineers (AME's and LAME's) versus the projected need for them into the future. Where indeed are the next crop of LAME's coming from?

There are many challenges currently confronting how we as an industry adequately provide maintenance and engineering support to our aircraft fleets into the future.

Sadly in a time where there is the greatest demand we have seen for a generation, (driven in part by the massive growth in Asia) there are credible projections of a shortfall of technicians and pilots combined, of an eye watering number in excess of 100,000 positions, in the APAC regions over the next 10 years.

In a terrible irony, we are seeing a perfect storm of unpreparedness also for a generation!

One of the best examples that speaks volumes is the average age of an aircraft tradesperson in Australia being 63 years old!

So how did it all go so wrong and how did we end up at this point? It's easy to criticise, but consider the following;

- A lack of stewardship or guidance by the federal government to bring each of the states under the one common initiative in delivering the broader training curriculum. Simply put we need a one size fits all approach to suit all operators.
- A very chequered report card on the performance of the States in their varying approaches to training the LAME's of the future amid a period of shrinking training budgets when arguably the budgets should have been beefed up – again it's easy to criticise. There are some downright embarrassing examples of poor/unprofessional performance by a couple of the states in training aircraft tradespersons - but now is not the

time. That said they are not all performing poorly and, in the assessment of co-writer Doug, the Queensland Government owned Aviation Australia should take a bow for having the foresight and initiative to do it right.

- The Australian NAA / Regulator CASA seemingly being unable to finish the job that has been started to harmonise with EASA - widely regarded as the best practice NAA in this space. This uncertainty is creating confusion at a time when we really need CASA to have its act together. So many other countries that are quickly becoming our competitors have actually completed the regulatory journey. Sadly, the advice some of us old timers give the up and coming LAME's of the future is to get their EASA LAME Licence as well as their CASA Licence, which speaks volumes.

- It is also worth mentioning that the Australian Defence Force historically provided a significant number of trained AME's who after leaving Defence would go on to become LAME's supporting the broader Industry. This level of training was wound back in the 1980's and 1990's, with the introduction of the Commercial Support Program, an initiative now largely forgotten, although sadly the negative legacy lives on!

- And whilst on Defence they have seen the light where CASA have not, by recently introducing and mirroring the European 145M model for their recently introduced DASR regulatory suite.

- We in the civil aviation industry arena don't escape scott free, because arguably we were being paid to ensure the risks facing the industry were being appropriately ameliorated and clearly they weren't. How many organisations can hold hand on heart and say they have maintained or increased their training budgets, particularly related to apprentices, in

the last 10-15 years? I suspect the number is small.

So now that we are all utterly depressed – what can be done? The first fundamental and biggest challenge is how do we attract the youth of today to the aviation industry? Sadly, in this age of computer gadgets the aviation industry is not considered sexy like it once was. The answer has to be a collaborative effort with all industry sectors playing their part in any marketing and awareness programs as we as an industry certainly cannot just leave it to the schools and a few other seemingly fragmented industry and training organisations to educate and inform school leavers, as well as those looking to change their chosen career, regarding what a rewarding career aviation can be.

In some states coordinated programs do actually exist; such as the Gateway Schools program and Year 11 & 12 Certificate II in Aircraft Line Maintenance courses conducted by Aviation Australia in conjunction with the State and Territory Departments of Education in QLD and the Northern Territory. Whilst supported by some in the industry, it cannot singularly alleviate the impending shortage crisis that has been mentioned above.

As an employer, what is currently available to assist in the employment of apprentices or trainees these days and how long does it typically take until they have the necessary theory and practical skills to qualify and be awarded a LAME licence that will be suited to a typical General Aviation company? It does vary from state to state but there is generally funding assistance in each of the states to assist employers in this area.

## Where are the next LAME's coming from....

continued.....

Queensland is a little unique in that there is a fantastic program for students which completes all the theory for a trade certificate (AME), including some practical training, prior to the obtaining of employment by the student. This allows the employer to have the advantage of very little time away from the workplace by the student/apprentice to complete their trade certification, thereby maximising productivity. Once the practical phase is completed, further funding assistance is available to upgrade this training, via a traineeship, to a Diploma (LAME outcome), which can be achieved within an overall 4-year employment period, noting students have spent 9-11 months in class prior to employment. Of course, also available is the traditional block release method where the apprentice is employed and then released to the training organisation during their apprenticeship from time to time for the theoretical component, again taking around 4 years to complete, however currently they will spend up to 11 months during the 4 years off the job at school and that is funded by the employer i.e. they pay their salary whilst receiving theory training.

In other states the student can be directly enrolled into the either the trade course or the diploma course, both being 4-year terms and generally with the diploma course being the LAME outcome, with the assistance of some government funding along the way. In WA, VIC, TAS, NT, and in QLD Aviation Australia currently have contracts in place for the above program's and with the right attitude and application you can have a LAME with certification capability for non-type rated aircraft in around 4 years. This would be for aircraft < 5700kgs and of course for Type rated certification further appropriate training and practical experience is required.

Whilst the introduction of Part 66 and Part 147 can appear to be a little confusing and difficult it actually

provides a more structured and organised pathway – you may ask why?

The previous civil training model was quite clunky. You went to trade school, usually a TAFE, and did your apprenticeship, then you separately went on to sit CASA basic exams, fill out CASA's schedule of type experience booklets without any real guidelines just knowing you needed enough "relevant" experience to gain your initial licence. This was usually only in one trade category, which in those days was either airframe, engine, electrical, instrument or radio. In other words, all the study and exams you did at TAFE didn't equate to much as far as the CASA regulations went. It was all about whether you had the knowledge to achieve a 75% pass mark for the basic and type exams and being able to demonstrate you had the necessary prerequisite practical experience.

These days it is generally more of an integrated process with the exams that apprentices or trainees are sitting are, or should be, the Part 66 exams and these, in conjunction with their issued journal of experience, form the fundamental requirements for the issue of an initial LAME licence once completed correctly and submitted to an approved Part 147 training organisation. This is why it is very possible that with the correct attitude and application to the task a LAME outcome can be achieved after 4 years. The journal should highlight the required tasks and cover the various complexities in accordance with the Part 66 syllabus, which is very different from the blank SOE we used way back when. However, because of confusion that exists in the industry due to the partial or non-completed CASA harmonisation process with EASA, there is much confusion and ignorance as to the current requirements. This has to be addressed and quickly, and frankly would not be a difficult task for

someone who understands the process.

However all the above still is of little benefit unless we can attract the students to the industry in the first place. So when asked to speak at your local school about a career in aviation think about what this actually means for the industry more broadly, as it is vitally important to us all as stakeholders of the aviation industry in Australia.

And last but not least as we are coming to learn the hard way that LAME's don't grow on trees, we as an industry should not rely on anyone else addressing our problems and address them ourselves via well planned pathways programs in the schools and yearly apprentice intakes and training.

A very good example of a company planning its future staff needs has been Hawker Pacific at Cairns. Since the establishment of their MRO in Cairns they have consistently every year recruited Certificate IV graduates from Aviation Australia at Cairns. To date they have taken on over 80 apprentices and their average LAME age is now in the mid-thirties. Their planning has addressed the aging aircraft engineer problem but most importantly it has also enabled them to expand their operations to now conduct jet heavy maintenance events and therefore reversing the recent trend of these events going to overseas MRO'S.

We need to plan how best we train and sustain the LAME's of the future and fast given the alarming amount of current LAME's that will retiring over the next few years!

Written by three crusty old LAME's namely; Chris Pigott, Mark Thompson and Doug Park ✦

# TECHNICAL UPDATE



## Salary sacrifice

By Silas Dingiria for AvSuper

Have you thought about allowing your employees to salary sacrifice additional superannuation contributions?

It is good for your employees as it builds their retirement savings and generally reduces their income tax, thus is an employee retention tool for you. But what does it really mean for you and your business?

### So what exactly is superannuation salary sacrifice?

It is simply an agreement between you and an employee to have part of their future earnings paid into a super fund instead of directly to them.

Salary sacrifice can't include earnings already earned or paid. The money is withdrawn from their salary or wages before tax is calculated, meaning you deduct less PAYG tax for your employee – the money is then concessional tax by the super fund.

### How does it affect my superannuation guarantee (SG) obligations?

You must still pay SG contributions for all eligible employees. Salary sacrifice contributions must be paid by SG quarterly cut off dates.

*Note that from 1 January 2020, salary sacrifice amounts cannot be used to meet your SG obligations and that SG calculations must be carried out on the full salary (ie before salary sacrifice deductions are made).*

### Is it compulsory?

Salary sacrifice is not a legal obligation for employers or employees. Thus, you can choose to offer it to employees, or not, and they can choose whether or not to accept that offer.

By law, if you make a salary sacrifice arrangement, you must keep a copy of your agreement and documents relating to any expenses for five years. Salary sacrifice amounts are not counted as part of your employee's assessable income on their payment summary but must be included as reportable employer super contributions.

### What are the eligibility rules?

Employees can choose to salary sacrifice as much of their earnings as they wish, unless their working award or industrial agreement provides limits. Salary sacrifice contributions are counted as employer (or concessional) contributions and thus impact on the employee's contribution limits which may influence how much they decide to salary sacrifice to super.

Your employees can renegotiate or cancel a salary sacrifice agreement at any time, subject to any employment award or industrial agreement in place. If a salary sacrifice arrangement is not functioning correctly, the contributions become part of the employee's assessable income, subject to PAYG tax, and will not be deductible. Thus, it is important

that salary sacrifice only applies to money earned after the agreement is made, a clear written agreement of the terms is prepared and the amounts sacrificed must be contributed to a super fund (not cashed out).

### Benefits for employers

Super contributions you make under a salary sacrifice agreement are not counted as a fringe benefit (unless made to a non-complying super fund). They are reportable employer super contributions and thus need to be included on employee's payment summaries.

For employees under the age of 75, you can claim tax deductions for all contributions made to employees' super funds, including salary sacrifice contributions. You can also claim a deduction for payments made within 28 days of the end of month in which an employee turns 75, and for older members if their award or agreement allows for that. Remember that deductions count for the financial year in which the fund receives the money, regardless of when you calculated and paid it.

AvSuper is a profit-for-members, MySuper-compliant super fund dedicated to the aviation industry. This information is of a general nature only and does not take into account your personal objectives, situation or needs. Before making a decision about AvSuper (ABN84 421 446 069), you should consider your own requirements and the relevant Product Disclosure Statement. For a copy or to discuss your super, call 1300 128 751 or visit [www.avsuper.com.au](http://www.avsuper.com.au). ✦



**Australian Government**

**Bureau of Meteorology**

# TECHNICAL UPDATE

## Bureau of Meteorology's eye on space helping keep global air travel safe

### Australia's role in a new worldwide space weather information service for civil aviation.

A new era of global cooperation in air safety has begun, with the Australian Bureau of Meteorology playing a key role in one of three international centres, created to ensure air traffic is safe from the potentially harmful effects of space weather.

Australia, Canada, France and Japan form one of the three global centres within the International Civil Aviation Organisation (ICAO) mandated aviation space weather advisory system.

The Bureau of Meteorology's Brett Anderson, General Manager Aviation, Land and Maritime Transport, said "Thanks to the unwavering support of the Australian aviation industry, the Bureau's world-class space weather team has commenced providing the first consistent global services that will help guard against the impact of space weather events on aviation operations."

"The aim of the ICAO space weather advisories is to better inform flight crews, operators, air navigation service providers and civil aviation authorities when preparing flight



plans and developing operational procedures for managing flights in the case of powerful, earth-directed solar flares," Mr Anderson said.

"The products focus on the effects of space weather phenomena on high-frequency radio communications, Global Navigation Satellite System (GNSS)-based navigation and surveillance systems, and the potential for elevated radiation risks for different flight paths," he said.

Each global centre will take turns as the On-Duty Centre, issuing all global advisories for a fortnight, while the other two centres are in back-up roles. These roles then rotate every two weeks giving each centre a time On-Duty.

Even within the Bureau, this new responsibility has created new connections, as the Space Weather Service has teamed with the Volcanic Ash Advisory Centre to ensure it provides a seamless round-the-clock service when we are On-Duty.

### Space Weather explained

Space weather events are caused by solar flares and particles ejected from the Sun. These events mainly affect the ionosphere, a layer of the Earth's upper atmosphere critical for effective communications using HF radio, with the potential to impact vital navigation systems.

Solar particles are absorbed by the atmosphere, but the high energy particles interact with atmospheric particles to trigger secondary ionising particle cascades which can, during very significant events, increase radiation levels onboard aircraft. The dose from these particles is greatest at the highest aviation altitudes and decreases with altitude.

Events that exceed the ICAO radiation thresholds are rare. Only four events have exceeded the ICAO threshold in the last two decades. ✦







## Welcome Aboard



Please welcome Pionair to the RAAA as an Ordinary Member.

Pionair is a long-established passenger and cargo charter airline that originated in New Zealand and expanded into Australia in the year 2002. We specialise in FIFO, Ad Hoc Charter, ACMI and are a specialised dangerous goods service provider.

We have BAE146-200 aircraft configured to carry 46 VIP passengers in sumptuous comfort, or in 84 / 97 economy class.

Our dedicated Bae146 freighters, are very versatile with payloads of up to 12 ton. The Air Cargo division can move loads on an ad hoc or scheduled basis in containers or secured loose loads. Drill pipes and other unusual sized cargo can be easily accommodated with the oversized Cargo door.

Pionair's current fleet consists of 5 Passenger BAe146 aircraft and 6 Freighters. The fleet is mixed between Bae146-200 and -300 series aircraft, and our 11 airframes make us the biggest operator of the type in the world.

Our current domestic and international customer base includes



State and Federal Government agencies, corporate clientele, mining, energy, transportation companies and major airlines such as Virgin Australia.

With the current devastating fires in NSW and Queensland we are providing passenger capacity to shuttle RFS personnel from home base to the fire front and home again. We are proud to being able to support the RFS in this capacity.

In addition to an Australian CASA AOC, we hold a PNG Foreign Air Operators Certificate (FAOC), which provides us with the ability to move cargo loads and people between Australia and Papua New Guinea.

Early in 2020 we will be introducing Embraer E190-E2 services for Air Kiribati ushering in a new era for the company. These aircraft will be crewed, maintained and operated by Pionair. We hope this will lead to even greater expansion of the business with the aim to add further E190 type aircraft within the following 12 months.

To find out more about our services and capabilities, please visit [www.pionair.com.au](http://www.pionair.com.au) or call 02 9707 1117 ✦



We are pleased to welcome De Havilland Aircraft of Canada Limited to the RAAA as an Associate Member.



DE HAVILLAND AIRCRAFT OF CANADA LIMITED

With its acquisition of the Dash 8 aircraft program, Longview Aviation Capital has proudly relaunched De Havilland Canada, one of Canada's most iconic brands. De Havilland Canada's portfolio includes sales and production of the Dash 8-400 aircraft, one of the world's most important commercial aircraft, as well as support for the worldwide fleet of Dash 8-100/200/300/400 aircraft. The company is committed to maintain the brand's 90-year-old reputation for expertise, excellence and reliability in its manufacturing and commercial operations and, through its global network, providing enhanced customer services and support. Increasingly, the company is focused on the cost competitiveness of aircraft across their lifespan.

For further information about De Havilland Canada please go to <https://dehavilland.com> ✦







## MRO Software Specialist Tracware Expands in Australia with Maroomba Airlines

Tracware Limited, a JSSI company, recently announced that Perth-based Maroomba Airlines has selected its flagship product, AeroTrac, to manage the regional airline's Part 145 aircraft and engineering business activities in Western Australia. Tracware provides affordable, high-quality aviation process control software designed to manage workflows for third-party MRO providers, original equipment manufacturers (OEMs) and those managing their own aircraft fleet.



As one of Perth's most established and reputable air charter companies, Maroomba Airlines will now utilize AeroTrac to streamline business operations for its fleet of Bombardier Dash-8 100s and Beechcraft 1900Ds. From its base at Perth Airport, the airline connects customers in Perth with destinations across Western Australia and beyond.

"We are committed to implementing solutions that ensure we remain the leading air charter operator in Western Australia. AeroTrac will provide us with an unparalleled view of our maintenance planning and engineering operation and offers the digital tools we need to improve business performance. Ultimately, this means we can provide better value and service to our customers," said Jon White, engineering manager at Maroomba Airlines.

AeroTrac is a functionally rich, off-the-shelf software solution specifically designed to align and manage the unique business processes and workflow needs of aviation MRO organizations of all sizes. The software has evolved significantly since its first iteration in 1999 with the ongoing collaboration and input of customers worldwide. Today, it provides a 360-degree view of all MRO functions and enables users, including third-party MRO providers,

OEMs and those managing their own aircraft fleet, to take control of MRO business processes in one innovative application.

"This is an exciting opportunity for us to apply the advanced functionality of AeroTrac to bring significant business benefits to a regional airline," commented Andy Maley, managing director of Tracware. "We are confident that, with greater visibility of all functions, Maroomba will be able to analyze the critical data they need to make fully informed maintenance planning decisions that will drive business growth and enhance the service they deliver."

The news follows the September 2019 acquisition of Tracware by Jet Support Services, Inc. (JSSI), the leading independent provider of maintenance support and financial services to the aviation industry and a RAAA scholarship sponsor. Celebrating 30 years in business, the Chicago-based business acquired MRO software specialist Tracware to enhance its growing suite of technology-enabled services. This is the latest in a series of strategic acquisitions for JSSI, which includes business aviation establishments, Conklin & de Decker and S3 Aero Specialists.

"At JSSI, we are responsible for maintaining in excess of 2,000

business and regional jets and helicopters around the world. As a result, we manage close to 10,000 maintenance events per year, working with a wide cross section of MROs. Tracware's comprehensive understanding of the specific processes and requirements these businesses need to thrive operationally, combined with JSSI's capabilities, presents many opportunities to better serve our customers at every stage of aircraft ownership, and to deliver technology enhancements to industry partners," said Neil W. Book, president and CEO of JSSI.

"We are proud to join this global and innovative company and look forward to pairing the exceptional customer service, stability, and technical expertise Tracware is known for with the maintenance industry expertise, buying power, and global reach of JSSI," added Andrew Maley, founder and managing director of Tracware.. "This business combination will allow us to further enhance our current products and service offerings, leveraging decades of JSSI maintenance data to better meet the requirements of MROs globally."

### Further Information

Tracware was formed in the UK in 1999 by a team of aviation professionals, project managers,



**MRO Software Specialist Tracware (continued...)**

business analysts and engineering consultants with extensive practical experience in aviation MRO and manufacturing. The company is headquartered on the Isle of Wight, off the south coast of England. For more information, visit [tracware.com](http://tracware.com).

JSSI provides its customers with comprehensive, flexible and affordable financial programs and

tools for managing the often unpredictable costs of operating and maintaining business and commercial jets, turboprops and helicopters. As the creator of the revolutionary Tip-to-Tail® Program, JSSI is the only single source provider of this trademarked

service. JSSI serves customers globally and manages maintenance services through its worldwide infrastructure of certified technical advisors. For more information, visit [www.jetsupport.com](http://www.jetsupport.com) ✦



We protect and beautify the world™

**PPG Semco® Specialty Application Nozzles**

A wide variety of specialty nozzles are available in various thicknesses and widths and are designed to better meet your application needs such as:

**Semco® fillet nozzles**

PPG Semco fillet nozzles consistently apply sealant fillets overlap joints. These nozzles eliminate the need for tooling the sealant with spatulas, thereby increasing productivity. When these nozzles are used in conjunction with a Semco sealant gun, a smooth, uniform fillet can be applied each time.

**Semco® roller nozzles**

PPG Semco roller nozzles are designed to apply adhesives and sealants evenly over a wide area of substrate. They are ideal for the application of faying surface sealants. The 1/4" NPT male threaded end can be used with any of the Semco disposable cartridges and Semkit packages (i.e. 1, 2.5, 6, 8, 12, 20, 32 oz. and 1/10 gallon sizes). Roller nozzles are available in one and two inch widths. The roller base is precision moulded of chemically resistant material and can be solvent cleaned for re-use. Replacement rollers can be purchased separately.

Types of Specialty Nozzles

- Roller
- Fillet
- Long Reach
- Bent
- Sembend
- Rivet
- Floor Board
- Ribbon
- Funnel
- Brush
- Glow-in-the-dark



Not sure which nozzle you need? PPG has a Nozzle Book that highlights the majority of nozzles we offer in one convenient package to do fit-check/sizing with your operations and engineering teams. Local account managers are able to support the selection effort. Contact us today for a brochure and or to arrange a visit from one of our local account managers, to select the right nozzles for your needs.

If you would like to talk to an expert from PPG about the specialty nozzle for your needs please contact via:

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# SCHOLARSHIPS 2019

At the recent RAAА convention the RAAА was privileged to recognise new talent in our industry and award scholarships to some of our amazing newcomers. This year scholarships were sponsored by the following organisations:

- AvSuper
- Jet Support Services Inc. (JSSI)
- Ansett Aviation Training
- Moorabbin Flying Services (MFS)
- Hawker Pacific
- Jeppesen

A big thank you goes out to everyone involved in making these scholarships happen.

