

Changes to surveillance charges – Frequently Asked Questions (FAQ)

When is the hourly charge being removed for routine audits and inspection?

The \$284/hour (GST inclusive) hourly charge for routine surveillance will be removed from 1 July 2017. Up until then, all scheduled routine audits and inspections will be charged at the existing hourly rate.

What surveillance will be charged from after 1 July 2017?

As of 1 July 2017, only non-routine surveillance will be charged for.

What is non-routine surveillance?

The amended Charges Civil Aviation Charges Regulations (No 2) 1991 has a definition for non-routine as follows:

non-routine monitoring means any inspections or monitoring that ensues from the identification, as a result of general inspections or monitoring carried out under section 15 of the Act, of a civil aviation safety or security issue.

How does this affect regular scheduled audits?

For our regular scheduled routine audits, there will be no charge for the administration time to set up the audit, CAA's advance preparations (including risk analysis and other assessment activities), the entry meeting, the on-site audit visits, the exit meeting, or report writing.

However, should any findings and associated actions be recorded during the audit, all time spent by the CAA responding to, managing, processing, or otherwise working with you to close those actions is chargeable.

Also, should an additional visit be required by our inspectors due to personnel or equipment not being present at the time and place previously agreed, the time spent undertaking the additional audit visit will be chargeable.

This means that organisations who meet all audit requirements and for whom there are no findings will not pay anything for regular scheduled audits.

How does this affect other surveillance undertaken by CAA?

The definition contained in the Charges Regulations will be used to determine what surveillance activities are chargeable or not.

Are en-route audits still chargeable?

The definition contained in the Charges Regulations will be used to determine what surveillance activities are chargeable or not.

Provision of the passenger seat and any associated costs is borne by the participant as part of making the subject of the audit available to the CAA.

Is the "entry audit" an operator has on receipt or renewal of their AOC now non-chargeable?

This activity will still be charged. Although it is often referred to as an entry audit, it is actually a certification activity, not a surveillance activity. Charging for certification activities remain unchanged and will continue to be charged for.

What travel costs do I need to pay?

Domestic airfares, accommodation, and travel time will not be charged for.

International airfares, accommodation, and travel time will be charged for only if the associated surveillance work is also charged for.

Provision of the passenger seat and any associated costs for an en-route audit is borne by the participant as part of making the subject of the audit available to the CAA.

How will I know whether or not I am being charged for the surveillance you are undertaking?

At the beginning of a surveillance activity, the CAA will notify you of the charging status of the work being undertaken. Should this change part way through the activity, the CAA will let you know.

If I am not notified of when surveillance is chargeable, do I still have to pay?

Yes. The ability to charge is set by the Charges Regulations and we do not need to notify you to issue the charges.

What do I do if I disagree with application of the charges regulations in determining if something is chargeable?

Contact the team who undertook your surveillance and discuss it with them. The final decision of the applicability of the charges regulations lies with the Director of Civil Aviation.

What happens if an audit was started before 1 July 2017 and finishes afterwards?

The work that was undertaken before 1 July 2017 will be charged at the regulated rates applicable at the time. Work undertaken on or after 1 July 2017 will be charged, or not charged, in accordance with the new regulations. This may mean that some audits have both chargeable and non-chargeable work undertaken in the same audit.

Is the hourly rate changing?

No. The hourly rate remains at \$284/hour including GST.