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## Provision of accommodation & meals for pilots and associated aircraft support personnel.

During recent fire and land management operations when aircraft have been deployed to an incident conducted by the Agencies, a number of situations have arisen where Agency support personnel have been confronted with unreasonable and non-contractual requests for welfare by pilots and associated personnel ie. engineers, refuellers

This briefing note is provided to clarify approved arrangements.

National, State Fleet and Call When Needed (CWN) operators are advised that when the Agencies provide accommodation at an incident, every reasonable measure will be taken to provide accommodation to an equivalent public service standard.

Operators, however, shall acknowledge the often remote nature of Agency operations and accept the Agencies commitment to provide the best possible accommodation under the circumstances that prevail at the time.

### National (NAFC) Fleet Type 1 Helicopters

NAFC has specified that for Type 1 National Fleet helicopter operations, fair and reasonable accommodation will be provided for "Flight Crew and Crewpersons". This may be read as including pilots (2), relief pilot (1), and crew-chief and up to two additional mechanics or engineering personnel and refueller.

Welfare arrangements for additional personnel, including pilots, dealing with unplanned or abnormal situations remain the responsibility of the Contractor.

### State Fleet & CWN Aircraft

For Victorian State Fleet and CWN aircraft, the agencies will provide meals and fair and reasonable accommodation for pilots.

The Agencies will provide accommodation /meals to support personnel ie. engineers and refuellers directly attached to an aircraft - **where possible**.

The SAU has provided verbal agreement with **all** operators that **where possible**, pilots will be provided with single room accommodation.

# BRIEFING NOTE

There is no commitment or agreement by the Agencies to provide single room accommodation for any:

- engineers or refuellers; or
- Air Operations unit personnel

If aircraft operators wish their support personnel to have single room accommodation then they are responsible for the provision and payment of such.

For National, State Fleet or CWN aircraft, there is no commitment or agreement by the Agencies to provide accommodation / meals for the following:

- Pilots or engineers rotating in/out or resting off rotation; *or*
- Family members, partners or spouses associated with pilots/engineers/refuellers; *or*
- Additional engineers brought in for specific non scheduled servicing.

Aircraft operators are responsible for the provision and payment for such meals and accommodation for additional personnel as listed.

There is a commitment from Type 1 helicopter operators or an operator with multiple aircraft at an incident, that when deployed to an incident there will be one contact person for the resource (usually lead pilot) with regard to providing numbers and names of personnel from their company who will require meals and accommodation. Requests direct from engineers or refuellers are to be referred to their contact person.

Owing to potential accommodation shortages during fires, the Agencies give no commitment to operators, that personnel from the same company will all be accommodated at the same venue.

Additionally the Agencies will not pay for any alcohol and 'personal' expenses ie. personal telephone calls. The agencies will pay for telephone expenses incurred at motels which relate solely to the operation of the particular aircraft they are crewing.

### Comments

Any situation which arises, where Air Operations unit or Logistics personnel feel they are being intimidated by aircraft contractor personnel over such matters, must be immediately reported to the State Airdesk.

### Contact Officer

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