



38TH AIRLINE/ATS SAFETY FORUM

1-2 JUNE 2022
BRISBANE, QUEENSLAND



IT IS MY PLEASURE TO WELCOME YOU TO THE
38TH AIRLINE/AIR TRAFFIC SERVICES (ATS)
SAFETY FORUM AT OUR NEW VENUE, EMPORIUM
SOUTHBANK IN BRISBANE.

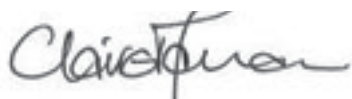
This two-day event brings together aviation safety specialists, safety managers, operational managers and pilots with safety portfolios from across the Asia-Pacific region. We are fortunate at this year's event to also be joined by aviation specialists from air navigation service providers, airports, and industry bodies.

The last 24 months have had dramatic impacts on our industry and we've had to adapt our ways of working. In addition, Remotely Piloted Aircraft Systems, Urban Air Mobility, space flight and other new entrants are expanding and starting to gather pace. In recognition of this, the theme for the 38th Airline/ATS Safety Forum is 'Resilience in our new normal'

We are fortunate to have a number of expert speakers from a variety of backgrounds, including air traffic control, airlines, consultants and academia. We will also conduct two workshops to drive further actions which will strengthen the safety and integrity of Australia's Air Traffic Management system and those who operate within it.

In 2019, we invited CASA to participate in part of the forum for the first time to help address identified issues that require regulatory intervention or oversight. In 2022, we welcome CASA back to not only present and answer any questions but participate in the first day of the forum.

I thank you for your attendance and hope that the forum will provide an excellent opportunity for you network, collaborate, learn and participate in our efforts to maintain Australia's excellent safety record.

A handwritten signature in black ink, appearing to read "Claire Marrison".

CLAIRE MARRISON

CHIEF SAFETY & RISK OFFICER, AIRSERVICES AUSTRALIA

WEDNESDAY 1 JUNE

Time	Activity
0845 - 0915	Sign in for delegates and arrival tea and coffee
0915 - 0925	Welcome and introductions
0925 - 0940	Forum opening address
0940 - 1010	Resilience now and into the future
1010 - 1040	Keynote
1040 - 1100	Morning tea and refreshments
1100 - 1140	Reflections on 'Defining Resilience' and effective Safety Management
1140 - 1300	Panel Discussion – Resilience in our new normal
1300 - 1400	Lunch break
1430 - 1515	Understanding of ICAO Mayday and Minimum Fuel requirements: airline, airport and ATS perspectives
1400 - 1445	Health Check
1445 - 1515	Resilience through Service Improvements
1515 - 1530	Afternoon tea and refreshments
1530 - 1615	Collision Risk Modelling & AFAF
1616 - 1630	Summary of day one activities
1800 - 2100	Cocktail function

THURSDAY 2 JUNE

Time	Activity
0845 - 0900	Sign in for delegates and arrival tea and coffee
0900 - 1030	Introduction to day two
1030 - 1115	Morning tea and refreshments
1115 - 120	Wake turbulence risk analysis for parallel runways
1030 - 1100	Morning tea and refreshments
1100 - 1145	BIA & Contingency
1145 - 1230	Aspects of ATSB Investigations
1230 - 1330	Lunch break
1330 - 1500	Issues Workshop – Part Two
1500 - 1515	Afternoon tea and refreshments
1515 - 1600	Sensing Technology
1600 - 1615	Summary of workshops, actions and closing address
1615	Forum closed

WELCOME TO SUNNY BRISBANE.

Brisbane is blessed with idyllic subtropical weather all year round with award-winning cuisine, scenic tourist areas and plenty to explore all over the city. The Emporium Southbank Brisbane is the home of the 38th Airline/ATS Safety Forum and offers excellent accommodation for our visitors. With on-site fitness and recreation facilities, large hotel rooms and excellent dining options, this venue promises to be an outstanding space for our forum.

PUBLIC TRANSPORT

Getting around Brisbane is easy, with many options including buses, trains and taxis.

ELECTRICITY

Brisbane uses 240 volt outlets. For guests from other countries, adapters are required for 100 volt electrical appliances.

TIPPING

Throughout Brisbane and Australia, feel free to tip in proportion to your satisfaction with your service. Tips are not expected, but you may show how happy you were with a service by adding a tip of 10 per cent in restaurants and taxis.

DRESS CODE

Brisbane's vibe is friendly and relaxed, which for the most part, so is its dress code. However, for evenings out, don't be surprised to discover that some restaurants have dress codes (such as no flip-flops or shorts).



LANGUAGE

While English is the official language of Australia, many residents of this multicultural country also speak a variety of other languages.

TAXES

Australia has a Goods and Services Tax (GST) of 10 per cent, which is included in the price of all applicable goods and services.

TIME ZONE

Brisbane is 10 hours ahead of Greenwich Mean Time (GMT).

DAY ONE

Time	Activity
0845 - 0915	Sign in for delegates and arrival tea/coffee
0915 - 0925	Welcome and introductions William Kerr Airservices
	Airservices will officially open the forum, provide an overview of the agenda highlights, introduce the forum support team and discuss the logistics for the day.
0925 - 0940	Forum opening address Claire Marrison Airservices
	The Chief Safety & Risk Officer will officially open the forum by 'setting the scene', introducing the forum theme and how delegates can contribute.
0940 - 1010	Resilience now and into the future Greg Hood Airservices
	In his address, Greg will on his experience in aviation and where the industry is currently positioned. Greg will explore how Airservices has responded to the last 24 months and how it needs to respond, reposition and re-imagine its role to meet the trends by modernising airspace while still have safety as the priority.
1010 - 1040	Keynote Sidney Dekker Griffith University
	Professor Sidney Dekker needs little introduction to those in aviation. In this keynote address Sidney will challenge and provoke the audience.
1040 - 1100	Morning tea and refreshments
1100 - 1140	Reflections on 'Defining resilience' and effective safety management Ash McAlpine Civil Aviation Safety Authority
1140 - 1300	Panel Discussion – Resilience in our new normal Mike Chapman Jetstar Airways Chris McKie Virgin Australia Matt Franzi Qantas Anthony Gibara Rex Amanda Drake Alliance Airlines Claire Marrison Airservices
	We are fortunate to have a panel consisting of senior safety leaders from our major domestic airlines. The panel will be asked questions about their experiences from the last 24 months and the challenges they see for us now and into the future.

DAY ONE

Time	Activity
1300 - 1400	Lunch break
1400 - 1445	Health check Glen Lang Airservices
	The presentation discusses our Evolving Safety Reporting in the New Norm- From Safety Reporting to Risk Intelligence.
1445 - 1515	Resilience through service improvements David Wells Airservices
	This presentation will cover how emerging technologies will change the aviation landscape through improvements in automation and sensing, ultimately providing more resilience to our aviation safety net as it welcomes new entrants in the airspace.
1515 - 1530	Afternoon tea and refreshments
1530 - 1615	Collision risk modelling & AFAPS Steve Barry Airservices Simon McDonald Civil Aviation Safety Authority
	The presentation discusses how Airservices and CASA are using new methods to quantify airspace collision risk, and assess how airspace changes may affect risk. This work assists designers and regulators balance risk with other affects to our airline customers and the public, and allow Airservices to focus on areas of emerging risk.
1615 - 1630	Summary of day one activities William Kerr Airservices
1630	Day one forum closed
1800 - 2100	Cocktail function Piano Bar, Emporium Southbank Brisbane Dress code: Smart casual
	Please join us for finger food and drinks to network and get to know those attending the 38 th Airline/ATS Safety Forum.

DAY TWO

Time	Activity
0845 - 0900	Sign in for delegates and arrival tea and coffee
0900 - 0910	Introduction to day two William Kerr Airservices
0910 - 1030	Issues Workshop – Part One (Facilitated) In the first part of this workshop, tables will identify and discuss issues and risks which will be put forward for consideration in the second part of the workshop.
1030 - 1115	Morning tea and refreshments
1115 - 1200	BIA & Contingency Robyn Leece Airservices
1200 - 1230	Aspects of ATSB Investigations Mike Walker Australian Transport Safety Bureau The presentation will briefly discuss the issues of recency and consolidation (in the context of recent ATSB investigations) and will also provide a very brief update on the progress of some ATSB investigations. The presentation will also discuss the format of ATSB reports (particularly the difference between contributing factors and other factors that increased risk.
1230 - 1330	Lunch break
1330 - 1500	Issues Workshop – Part Two (Facilitated) In the second part of this workshop, a selection of issues and risks from Part One will be discussed and collaborative actions to address developed.
1500 - 1515	Afternoon tea and refreshments



Time	Activity
1500 - 1515	Afternoon tea and refreshments
1515 - 1600	<p>Sensing Technology</p> <p>Patrick Nolan Seeing Machines</p> <p>Anthony Acfield Airservices</p> <p>Airservices and Australian-based tech company Seeing Machines will present on the collaborative effort to explore the utility of world-leading eye and face tracking sensor technology in ATM operations, and the potential use of this technology to capture real-time data to support us in enhancing safety performance.</p>
1600 - 1615	<p>Summary of workshops, actions and closing address</p> <p>William Kerr Airservices</p> <p>With all of the information presented at the forum, this workshop will allow delegates to document and identify what the next steps are and develop a comprehensive action plan, which prioritises actions and assigns owners.</p>
1615	Forum closed





GREG HOOD

Deputy Chair of the Board | Airservices

Greg Hood was appointed Deputy Chair of the Board on 8 September 2021. He is Chair of the Board Safety Committee and serves as a member of the Technology and Investment Committee and People, Culture and Remuneration Committee. His current term expires on 7 September 2024.

Greg has more than 41 years experience in the transport industry, beginning his career as an air traffic control officer with the Royal Australian Air Force (RAAF) in 1980. Since then, Greg has had extensive experience at senior executive and CEO levels across a number of organisations including Executive Manager Operations with the Civil Aviation Safety Authority (CASA), Executive General Manager Air Traffic Control with Airservices and more recently, Chief Commissioner and Chief Executive Officer at the Australian Transport Safety Bureau.

During his tenure at the ATSB, Greg was also appointed as the Chair of the International Transportation Safety Association (ITSA), a global association of safety investigation agencies, is a former board member of Safeski Australia and past President of the Canberra Philharmonic Society. Greg has also served as a member of the business advisory council for World Vision.

Greg currently sits as a member of the Steering Committee for Australia's Marine National Facility (MNF). The MNF Steering Committee assists the CSIRO Board to fulfil its governance responsibilities by providing high level advice on the ongoing delivery of ocean research capabilities for the nation. He also has been, and is currently, a Champion for the St Vincent De Paul CEO Sleep-out raising funds for Australia's homeless, a judge for Canberra's community arts Ovation Awards, and a crisis supporter for Lifeline.

In addition to holding qualifications as a glider and powered aircraft pilot, Greg is a Fellow of the Royal Aeronautical Society, a Freeman in the Honourable Company of Air Pilots, and a Life Member of the Qantas Founders Museum.



CLAIRE MARRISON

Chief Safety & Risk Officer | Airservices

Claire has worked in the aviation industry since leaving university and has worked for Airservices for over 20 years. During this time, she has lead teams in many disciplines including safety, environment, security, operational analysis, governance risk and compliance and human resources.

Claire currently sits on the Safety Steering Committee of the Civil Air Navigation Services Organisation (CANSO) having previously chaired a number of working groups which sought to evolve safety management. She has represented CANSO on several international task forces including fatigue management on behalf of CANSO.

Prior to working for Airservices, Claire worked as an air safety investigator and also conducted research which resulted in regulatory change in aircraft cabin safety.

Claire has undergraduate and post graduate degrees in Psychology and a PhD in a human factors.



SIDNEY DEKKER

Professor | Griffith University

Sidney Dekker (PhD Ohio State University, USA, 1996) is Professor and Director of the Safety Science Innovation Lab at Griffith University in Brisbane, Australia, and Professor at the Faculty of Aerospace Engineering at Delft University in the Netherlands. Sidney has lived and worked in seven countries across four continents and won worldwide acclaim for his groundbreaking work in human factors and safety. He coined the term 'Safety Differently' in 2012, which has since turned into a global movement for change. It encourages organisations to declutter their bureaucracy and provide people freedom-in-a-frame to make things go well — and to offer compassion, restoration and learning when they don't. An avid piano player and pilot, he has been flying the Boeing 737 for an airline on the side.

Sidney is bestselling author of, most recently: Foundations of Safety Science; The Safety Anarchist; The End of Heaven; Just Culture; Safety Differently; The Field Guide to Understanding 'Human Error'; Second Victim; Drift into Failure; Patient Safety; Compliance Capitalism and Do Safety Differently.

He has co-directed the documentaries 'Safety Differently,' 2017; 'Just Culture,' 2018, 'The Complexity of Failure,' 2018, and 'Doing Safety Differently,' 2019. Stanford has ranked Sidney among the world's top 2% most influential scientists. More at sidneydekker.com



ANTHONY ACFIELD

Head of Safety and Quality Management | Airservices

Anthony is the Head of Safety and Quality Management at Airservices. Anthony holds honours in aerospace engineering and joined Airservices in 2007 as a system safety engineer. He has worked in various roles across program delivery, operational risk, service delivery and safety management.

In his current role, Anthony leads the continuing improvement of Airservices' safety management system, as well as the implementation of safety improvement programs and safety capability enhancement across the organization. Anthony has a passion for leading best practice in

Safety Management and is a member of the Civil Air Navigation Services Organisation NextGen Safety Management Systems Working Group. In his spare time, Anthony enjoys sampling the wide variety of craft beer his home base of Melbourne offers and attempting to brew some unique varieties himself.



STEVE BARRY

Risk Intelligence Lead | Airservices

Dr Steven Barry (BSc, PhD) is a mathematician who leads the Risk Intelligence team at Airservices.

After 15 years in the university sector, lecturing and researching in industrial applied mathematics, he moved to Airservices 12 years ago.

Most of his work involves developing and implementing new ways to quantify and monitor airspace risk, and to measure the risk for future airspace designs; with other work involved in data management, automation and reporting of many Airservices risk aspects.

Steve leads the Mathematics Sub-group of the ICAO Separation and Airspace Safety Panel, ensuring new separation standards meet standard levels of safety; he has been the driver behind all the new oceanic separations that use space-based ADS-B, and standards associated with high-altitude autonomous platforms (balloons and drones).

Steve is passionate about ensuring Airservices is at the cutting edge of international efforts in aviation data analysis, and that these methods can be practically applied to monitoring and analysing risk.



MIKE CHAPMAN

Head of Safety | Jetstar Airways

Mike Chapman is the Head of Safety for Jetstar Airways Australia and New Zealand covering all domestic and international operations. This covers all of the airline's operational safety and people safety elements across Flying Operations, Airport Services, Customer Experience and Engineering. His role covers safety assurance, risk and change management, WHS, safety training and communications, safety data and analysis with a strong interface with the Qantas Group for all elements of the SMS.

Prior to Jetstar, Mike was General Manager Safety Systems and Operations Support at Virgin Australia for 4 years, a brief period at Etihad Airways as Head of Safety Performance and various roles in Flight Operations and Safety at Virgin Blue/Virgin Australia from 2004 to 2015. Mike has been in aviation for 25+ years and holds a Commercial Pilots Licence and ATPL subjects and a Masters in Aviation Management from Griffith University.



AMANDA DRAKE

Head of Safety | Alliance Airlines

Amanda has over 30 years aviation industry experience that includes airlines, airports, and regulatory management roles. This experience is spread across Safety, Security, Ground Operations and Corporate Compliance. Having worked for Qantas, Virgin, Brisbane Airport Corporation, the Office of Transport Security and two stints at Alliance, she has a broad industry experience.

As Head of Safety at Alliance Airlines, Amanda is responsible for the development and maintenance of the Safety Management and Quality Management Systems at Alliance Airlines, which along with the core SMS and QMS, includes Emergency Response, Aviation Security, Dangerous Goods, WH&S and Environmental portfolios.



MATTHEW FRANZI

Executive Manager Group Safety & Security | Qantas

Matt Franzi has over 20 years' experience in the aviation sector across Asia-Pacific, working in various fields including Flight Operations, Airport Operations and Safety.

Matt is currently the Executive Manager Group Safety & Security for the Qantas Group, supporting the implementation of consistent operational and people safety management practices, environmental risk management, security risk management, business resilience and crisis response.

Matt has worked for and supported airlines in Australia, Japan, Vietnam and Singapore. Matt has a Bachelor of Business, Bachelor of Technology and a Master's degree in Aviation from Swinburne University.

Previously Matt has been the responsible manager for safety for Jetstar Airways and Qantas Airlines AOC, and has been a part time lecturer in airline operations and aviation safety and security management at RMIT University in Melbourne.



WILLIAM KERR

Safety & Risk Business & Stakeholder Partner | Airservices

William Kerr is Head of Business & Stakeholder Partnering at Airservices Australia. He has 20 years of experience of safety, risk, human factors and public policy across several industries having worked for consultancies, the Australian Transport Safety Bureau, Qantas, Virgin Atlantic and Transport for NSW. William holds qualifications in human factors, transport safety investigations and public administration.

In his current role, William is responsible for understanding, articulating and driving solutions for key safety and risk issues across the full breadth of the organisation. He is also responsible for driving a reinvigorated relationship with the Civil Aviation Safety Authority.

William is originally from the UK but moved to Australia 17 years ago. He lives and works in Sydney with his wife and three children.



GLEN LANG

Head of Risk Assurance | Airservices

Glen Lang is Head of Risk Assurance at Airservices. He joined Airservices after a career in the Royal Australian Air Force as an Aircraft Engineer and Air Traffic Controller. Glen has worked for over 20 years in a variety of Safety and Risk management roles.



ROBYN LEECE

Head of Service Standards | Airservices

As Service Standards Head, Robyn is accountable for leading and managing a team whose responsibilities are to develop and assure Air Traffic Management, Technical and Aviation Rescue and Fire Fighting standards within Airservices Australia. Robyn has a background in Air Traffic Control, procedures development, ATC Licensing and Management within Airservices Australia with 40 years of experience in the industry.

As part of her current role Robyn is required to develop and maintain relationships with the Civil Aviation Safety Authority, Defence, Industry Stakeholders, Australian Transport Safety Bureau and other international Air Navigation Service providers as appropriate. Robyn currently represents Australia on the ICAO Air Traffic Management Operations Panel and at the regional level on the Asia/Pacific Air Navigation Planning and Implementation Regional Group.



CHRIS MCKIE

General Manager Safety Systems & Operations Support |
Virgin Australia

Chris commenced with the Virgin Australia Group at the start of 2018 as the Head of Safety and Security for Tigerair. Chris is an experienced Safety leader having led the WHS Inspectorate of SafeWork South Australia through a period of reform.

Chris spent five years with Cobham Aviation Services in senior safety roles, with the last three years as the Senior Vice President Safety, Risk & Environment. In this role Chris had functional responsibility for aviation safety, work health and safety, security and environment across the primary operations in the United Kingdom and Australia and across various remote locations in Africa, the Middle East, Europe, Papua New Guinea and Asia.

Before these positions, Chris held numerous other roles including Director of Aerospace Training with the Western Australia Government; project management consultant, and seven years as an Air Traffic Controller in the Royal Australian Air Force and with Airservices Australia. Chris has spent time developing and rolling out the Avalon Air Show Safety Management System and holds the position of Executive Manager Aviation Safety during the biennial Show.

Chris is an Aviation Safety Investigator, Safety and Quality Lead Auditor and holds a Pilot's licence. Chris is on the Board of Safeski Australia and is a Fellow of the Royal Aeronautical Society.



ASHLEY MCALPINE

Safety Management & Performance Specialist | Civil Aviation Safety Authority

Ashley has been actively engaged in aviation for 35 years and in safety management roles for most of his the last 20+ years; most recently employed by the Civil Aviation Safety Authority (CASA) in the Safety, Risk and Intelligence Branch; specialising in safety performance and management. Ashley has completed 31 years with the Royal Australian Air Force and prior to joining CASA in 2013 was both a Navigator on C130 Hercules aircraft and later as an Air Traffic Control Officer; sub-specialising in roles including Aerodrome Safety & Emergency Management, Wildlife Hazard Management, Laser Safety & Aviation Risk Management and Aviation Safety Training & Facilitation; he continues this relationship today as an active RAAF Reservist. During his time in the RAAF, Ash was twice awarded Commendations related to individual Safety Management achievements and was the first dedicated Safety Specialist deployed to the middle-east area of operations in 2010. Ash was the inaugural awardee of the Dave Gunn Memorial Aviation Safety Award in 2012.

Ash is a qualified facilitator and is responsible for training and mentoring of both CASA Inspectors and aviation industry organisations in all aspects of SMS implementation, management and evaluation. During his time at CASA, Ash has been an active member of the Safety Management International Collaboration Group (SM ICG) and whilst on the Steering Committee was the Project Lead for the updated-re-released SM ICG SMS Evaluation Tool.

Ash is the Australian representative on several International Civil Aviation Organisation (ICAO) Asia Pacific Steering Groups and works extensively with representatives from across the region, covering many domains of the aviation industry. He is also the advisor to the State representative on the Flight Operations Panel. He is the current Chair of the National Aviation Wildlife Hazard Working Group and the rapporteur of the National Runway Safety Group. Recently Ash has been selected by ICAO to be part of the global team of evaluators, who will validate State-level State Safety performance across the globe.



SIMON MCDONALD

Aviation Safety Analyst | Civil Aviation Safety Authority

Simon McDonald has over 10 years of experience in aviation safety analysis. He has worked on a large number of projects, ranging from targeted risk analyses to introducing a new safety reporting system. He has represented Australia through several ICAO forums where he used his expertise to write ICAO documents and enhance the global understanding of safety in Reduced Vertical Separation Minima (RVSM) airspace. Using his expertise in aviation safety analysis he has previously assisted the Indonesian civil aviation authority and air navigation service provider in meeting their obligations in providing RVSM.

Simon has held positions at Airservices and CASA; and holds a Bachelor of Applied Science in Aviation and a Masters of Statistics. For the past two years he has been working at CASA developing a framework to quantify airspace collision risk, a key deliverable of CASA's Australian Future Airspace Framework. This will deliver the capability to consistently model collision risk in Australian airspace using world leading methods.



PATRICK NOLAN

General Manager, Aviation | Seeing Machines

Patrick is the General Manager of the Aviation business within Seeing Machines Ltd. Seeing Machines is an Australian company, recognised as a global leader in computer vision applications, specialising in high-precision and high-reliability face and eye tracking for critical safety, training, and operational applications. Patrick has been with Seeing Machines for seven years, initially conducting a market analysis into the feasibility and viability of delivering Seeing Machines' capability into the Aviation/Aerospace Industry, and now leads the commercialisation of the Aviation Business with Manufacturers, Tier 1's, Operators, Carriers and ANSP's.

Patrick has presented at several Aviation Conferences including IASS in Seattle and APATS in Singapore.

Patrick began his career in the Royal Australian Air Force, initially working as an avionics technician. From there, he progressed through to engineering management and consulting roles for the Australian Defence Force. Patrick's career in the military spanned 14 years. Since leaving Defence in 1998 he has worked across several industries, building businesses, and providing consulting services into Aviation, Financial, Mining, Defence and Emergency Management domains.

Patrick holds an Executive MBA.

Patrick is a keen golfer, a lover of red wine, and can often be found in the kitchen trying new recipes or old favourites.



MIKE WALKER

Director | Australian Transport Safety Bureau (ATSB)

Mike Walker has been a transport safety investigator with the Australian Transport Safety Bureau since 1995. His primary role has been investigating human and organisational factors, primarily in aviation and rail, and was investigator in charge of several systemic investigations. He has also been actively involved in developing and teaching investigation methods at the ATSB.

Mike is currently a director at the ATSB and is responsible for three of the ATSB's teams of investigators. He is based in Brisbane, and has Ph.D., Masters, and Honours degrees in psychology/human factors.



DAVID WELLS

Head of Service Improvement | Airservices

David Wells is Head of Service Improvement at Airservices Australia. He is responsible for the operationalisation of Air Traffic Management and Aviation Rescue and Fire Fighting Service Improvements through a program of service change and benefits enabling initiatives supported by Airservices enterprise investment plan and business as usual continuous improvement.

David has completed over 30 years in aviation including air traffic control, network management, workforce planning and rostering, productivity and future service transformation and development

Represented Australia in ICAO and Airservices at ASTRA and has a Master of Business Administration, Diploma of Project Management, Diploma of Applied Science (ATS).

Some of David's notable achievements include:

- Relocation of Brisbane HF Radio and NOTAM, Comm Centre and Briefing Offices in 2012
- Implementation of national lowering of Class E airspace to F125 in 2020
- Implementation of Ballina Surveillance Flight Information Service (S-FIS) in 2021

David enjoys the constant and rapid evolution of technology and its impact on and benefits to aviation. In his spare time like to go sailing, play golf, jet skiing and recreational concreting.

ON A FINAL NOTE...

Thank you for participating in the 38th Airline/ATS Safety Forum. We hope you have enjoyed the forum and found it valuable.

Before you depart, we kindly ask that you:

- check the table and ensure you take all of your personal belongings with you
- leave your name tag on the table for us to collect
- provide us with a copy of your business card so we have your current contact details.

In the coming weeks, we will send you the following:

- a post event survey so you can provide feedback on your forum experience and how we can improve future events
- a link to a portal containing copies of the forum presentations
- a summary of the forum outcomes and actions.

In the interim, if you have any questions, comments or feedback, please don't hesitate to contact us at safety.forum@airservicesaustralia.com.

