

# THE AIM JOURNEY SO FAR

In August 2020, Airservices AIS conducted a customer satisfaction survey base on the aeronautical products and services provided by the AIS. We distributed the survey to 30,000 customers and received a response rate of close to 10 percent respondents, thank you for your time and valuable feedback.

In the past few years, you may have noticed some changes to the AIS products such as geographical coordinate format consistency, changes to information location within the ERSA sections and the need for Aeronautical Data Originator (ADO) to understand the Data Quality Requirements (DQR) as we continue the modernisation of the Australian AIP.

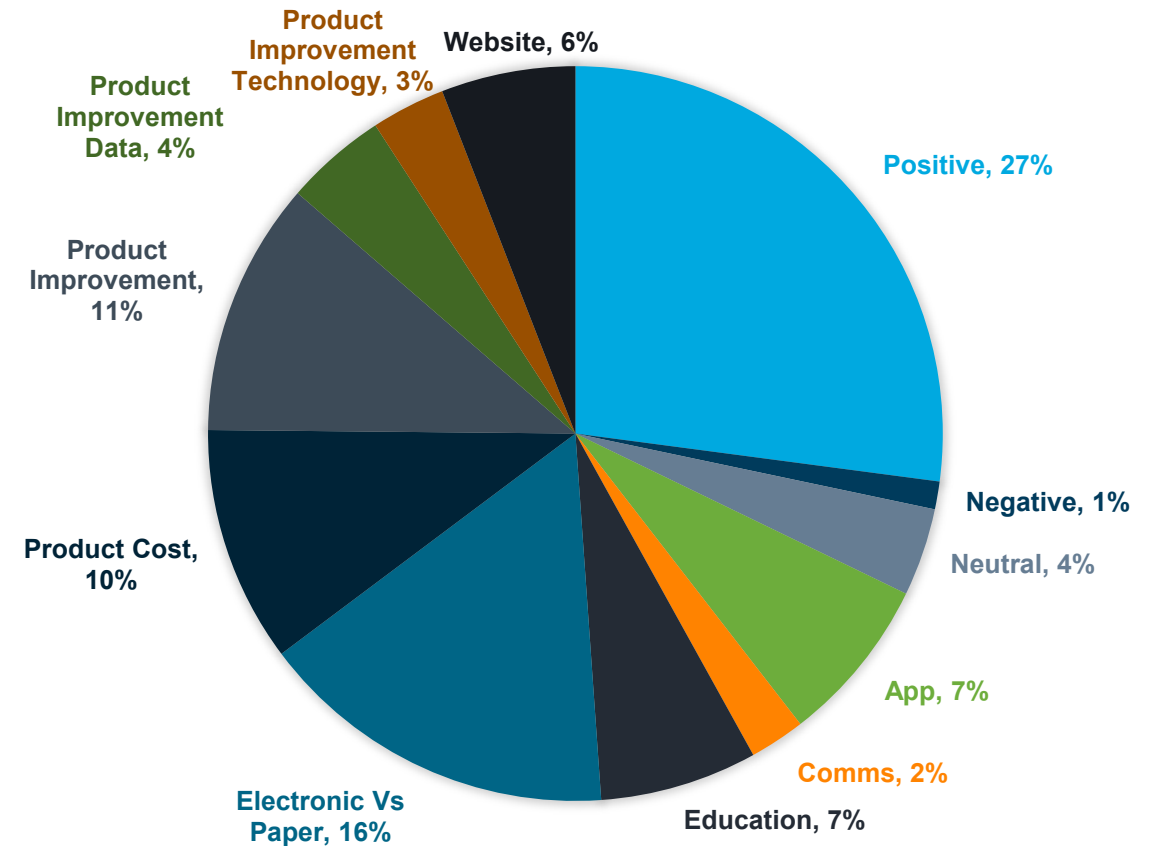
Below are the current AIS activities underway:

- Modernisation of the AIP – for more information and the changes to expect, please visit: [Modernisation of the Australian Aeronautical Information Publication | Engage Airservices \(airservicesaustralia.com\)](https://www.airservicesaustralia.com/modernisation)
- ADO Portal – establishing a web based platform for ADO to view, amend and submit aeronautical data and information change requests that they own.
- NOTAM Web Service – enhancement of NAIPS to provide more control for the Authorised NOTAM originator to submit NOTAMs.

The above projects are some of the examples which will assist in the global transition towards the ICAO System Wide Information Management (SWIM) concept.

Please contact [ais@airservicesaustralia.com](mailto:ais@airservicesaustralia.com) if you would like further information.

## CUSTOMER FEEDBACK ON SATISFACTION LEVEL AND TOPICS



# COMMON FAQ FROM THE SURVEY

[Enquiry related to AIS products and services](#)

## 1. What are the options of accessing the AIP?

**Airservices Website** > Resources (right corner) > [Aeronautical Information Products](#)

All documents are available as PDF format, in a complete version with change bars for the amendments applicable to the specific AIRAC date.

The WAC are not available as PDF due to the file size of the artwork.

**Online Store** (access via Airservices Website > Industry > Pilot Tools > Purchase AIM charts and publications)

CanPrint is the contracted organisation who manages the Online Store and the print and distribution of the Aeronautical Information Publication.

Hardcopies of the products can be purchased either as an amendment (*search Current Amendment*) or a complete (*search Text Only*) text.

You can also purchase a 12 month subscription (*search 12 Month Amendment Service*) where the amendments are automatically sent to your registered address. Please ensure a current/updated email is provided to CanPrint who will also send a renewal notice to the registered email.

If you choose to purchase a 12 month subscription, please check the [Amendment Calendar](#) for the subscription closure date. Ensure the subscription is purchased before the closure date to receive the amendment text for the expected publications cycle.

## Resellers

Hardcopy products can also be purchase from [Resellers](#).

## Electronic Data

The Aeronautical Information Package can be purchased in electronic form from the [Airservices website](#), where sample of the data can be downloaded from the Standard Data Product Group table. Please note this product is generally targeted for commercial operators.

## CASA approved Data Service Providers

[Data service providers | Civil Aviation Safety Authority \(casa.gov.au\)](#)

CASA approved Data Service Providers are certified under CASR Part 175 and are authorised to publish aeronautical data, information or charts that pilots can use as an alternative to the Integrated Aeronautical Information Package publish by Airservices.

## Email Subscription to the publication of AIC/AIP Supplements (SUP)

Please provide your email to [aim.editorial@airservicesaustralia.com](mailto:aim.editorial@airservicesaustralia.com) to receive notification for publications, replacement and cancellation of AIC or AIP SUP published on the Airservices website.

## 2. How often are amendments published?

The Aeronautical Information Publication is published every quarter in accordance with the AIRAC effective dates defined by ICAO. The products are available online 56 days prior to the AIRAC Effective Date. For hardcopy products, CanPrint endeavours to send the products by post to the intended user at least 28 days prior to the AIRAC Effective Date.

More information about AIRAC effective date and document amendment timeline can be located at [Document Amendment Calendar – Airservices](#).

## 3. How to locate AIP change summary?

A change summary is only produced for the AIP Book > Amendment Instructions, where a brief description is provided for the specific AIRAC Effective Date.

For DAP publication, the Special Notices section provides a brief description of the overall changes that are being implemented possibly over a few cycles.

An AIC outlining the changes published on aeronautical charts is made available with every chart update.

## 4. Who can I contact for clarification or more information about aeronautical data and information?

Email is the preferred form of communication as we can then ensure the correct response is provided and in a timely manner.

Docs Amend ([docs.amend@airservicesaustralia.com](mailto:docs.amend@airservicesaustralia.com)) is your first point of contact for general enquiries for all aeronautical data and information related to the Aeronautical Information Publication.

For NOTAM/NAIPS queries, please contact the NOTAM Office ([NOF@airservicesaustralia.com](mailto:NOF@airservicesaustralia.com)).

## 5. How to issue/view NOTAM?

In general, to issue a NOTAM, an Aeronautical Data Originator (ADO) must have a DPS in place and nominate the NOTAM Authorised Person. More information is available from [NOTAM originator – Airservices](#).

To view NOTAM, you must be registered in [NAIPS Login](#).

# COMMON FAQ FROM THE SURVEY

---

General enquiry

## **1. Where to locate Live Weather Cameras in Australia?**

Live Weather Cameras can be accessed from:

Airservices website > Industry > Pilot Tools > [Live Weather Cameras](#)

## **2. Where to locate information on flight incidents/accidents?**

[Australian Transport Safety Bureau \(ATSB\)](#) is the organisation responsible for collecting, reporting and investigating aviation, marine and rail related occurrences.

## **3. What materials are required for pilot exams?**

CASA is the regulatory government organisation who oversees all licencing and certification requirements in Australia. The below website provides more information about exam materials for individual licensing.

[Permitted material under Part 61 | Civil Aviation Safety Authority \(casa.gov.au\)](#)

---