MELBOURNE AIRPORT

Airfield Operations Training

Frequently Asked Questions (FAQS)

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1 Introduction to AIRDAT

Melbourne Airport operates two online Airdat platforms:

AIRDAT PASSPORT

Passport allows you to book and manage approved courses at your airport and launch online eLearning training.

This platform is used to:

- Create user profiles
- Book and manage course registrations for Airside Driver Authority (ADA) and Aerobridge Driver Authority (ABDA)

AIRDAT Passport can be accessed here.

AIRDAT ONBOARD

Company Administrators can use this platform to:

- Manage company operator agreements
- Fleet vehicle management

Onboard allows a stakeholder company to apply for an Access Licence Airside Operator (ALAO)agreement (refer 1.6) and then go on to manage the company fleet. If you or other delegates require primary user access in Onboard, create and account in AIRDAT Onboard and select the desired department (Company) for vehicle permitting administration.

Every company must designate a Company Administrator to oversee and manage both platforms from a compliance perspective. This includes ensuring that the Access Licence for Airside Operators (ALAO) remains valid, up-to-date and current. Once the company registration process has been completed, please email airdatsupport@melair.com.au for company administration status to be applied for the company.

It is essential to ensure the company name on both platforms (Passport and Onboard) is identical. Non-identical company names may delay users' registration for courses.

AIRDAT Onboard can be accessed here.

1.1 Register for AIRDAT Passport

A step-by-step guide to register and login on Airdat Passport can be accessed here.

All candidates needing to attend an initial Airside Driver Authority (ADA) or Aerobridge Driver Authority (ABDA) training must register on AIRDAT Passport and enrol in the relevant course.

If you are registering on behalf of a new company commencing operations at Melbourne Airport, please ensure the company has registered and submitted an Access Licence for Airside Operator (ALAO) application through AIRDAT Onboard.

1.2 Reset my AIRDAT Passport or account details

If you have forgotten your login credentials, please check with your company administrator or supervisor so they can check your record on Airdat Passport. Do **not** create a new account, as your previous qualifications and training records will not be recognised. Creating a new account in either situation may require completing all previous training.

If your ASIC ID has changed since you last accessed Airdat Passport, email airdatsupport@melair.com.au and provide a copy of your new ASIC ID.

If you need to change your email address, please email Airdat directly at help@airdat.org.

Once you've entered your email address when logging in to Airdat, you can reset your password by using the 'Reset it here' link. If you are not receiving any reset password emails, please check your spam or inbox folders (i.e. Others tab in Outlook), or your email address in the system may be incorrect. Please check with your company administrators or supervisor.

Your name in the system must match the name on your ASIC otherwise your licences or permits will not be issued. To update your name, please email Airdat directly at help@airdat.org.

Although it is a feature in the system, please do not change your profile photo as this is used in the issuance of your permit or licences and a way to verify your profile.

2 Airside Driver Authority (ADA) - Initial Training

2.1 How can I apply for an initial ADA (Level 2)?

To apply for an initial ADA Level 2 licence:

1. Download and read the Airside Driver Authority Rules for Drivers Operating Airside Level 2 Driver Guide available from Melbourne Airport's Airside Driver Access website.
2. Log into your Airdat Passport profile and book the **ADA Level 2 – Step 1: Initial** eLearning course
    a. Navigate to the Dashboard Home Screen of Airdat Passport
    b. Search for the required course **ADA Level 2 – Step 1: Initial**
    c. Select 'Choose course' and click 'Continue'
    d. Confirm your details are correct
    e. Enter the payment details
    f. Confirm the booking
    g. Launch the course from either the confirmation screen or the Enrolments tab from the platform Dashboard by selecting the 'Action' button and then 'Launch'
    h. Complete the course and ensure you pass the online pre-assessment. This is a pre-requisite to the next step.
3. Log into your Airdat Passport profile and book the **ADA Level 2 – Step 2: Classroom, Famil, and iPad Assessment**
    a. Navigate to the Dashboard Home Screen of Airdat Passport
    b. Search for the required course **ADA Level 2 – Step 2: Classroom, Famil, and iPad Assessment**
    c. Select a suitable date and time for the course
    d. Confirm your details are correct
    e. Enter the payment details
    f. Confirm the booking.
4. Attend the course that will cover:
    a. Airside driving behaviours presentation
    b. Situational awareness practical airfield familiarisation session
    c. iPad assessment.

    Note: Candidates will receive joining instructions with the location of the training, what to wear, and other items to bring.

5. Candidates must complete ten (10) hours of practical driving under the supervision of an authorised Supervising Driver. The logbook is available to download from Melbourne Airport's Airside Driver Access website. The candidate's Supervising Driver or Company Admin must email the completed logbook to Airdat Support airdatsupport@melair.com.au for review and issue of an ADA Level 2 licence.

2.2 Who pays for my ADA?

Your airside driving privileges are aligned with those of your current employer. The cost of your Airside Driver Authority (ADA) is typically covered by the company you are employed by, as reflected on your Aviation Security Identification Card (ASIC). Please contact your direct manager if you have questions regarding payment.

2.3 Do I need separate ADAs if I work for multiple companies?

Your ADA privileges are typically linked to a primary company.

If you work airside at Melbourne Airport for multiple companies, email the Airfield Operations Manager (AOM) at nick.politis@melair.com.au to notify and provide supporting details. The AOM will review your request, considering all relevant circumstances, and decide the best course of action to ensure compliance with airside regulations.

The AOM's decision will reflect the safest and most effective operational approach.

2.4 How do I apply for multiple ADA courses (e.g. Level 2 and Perimeter Road (P), Maintenance (M) or Escort (E)?

Completing ADA Level 2 is a pre-requisite for ADA Level 3, Level 4, Perimeter (P), Maintenance (M) and Escort (E). If you hold a valid ADA Level 2, you can search for and enrol in the additional relevant course in Airdat Passport.

Please note that ADA (P), ADA (E), and ADA (M) classroom sessions are held once every 6-8 weeks or on demand. If you require additional sessions, please send your request to airdatsupport@melair.com.au.

Further information on the Rules for Drivers Operating Airside – Endorsements can be accessed on the ADA Endorsements Handbook from Melbourne Airport's Airside driver access webpage.

2.5 How long do I need to hold an ADA Level 2 before I can apply for an ADA Level 3?

You must hold an ADA Level 2 for a **minimum** of 6 months before you can attend an ADA Level 3 – Initial course.

Under specific circumstances, you can apply for dispensation to complete ADA Level 3 before six months. You must complete a thorough competency assessment demonstrating a high level of ADA Level 2 prior driving experience and competency. You will also be required to demonstrate a comprehensive understanding of airside geography, rules and regulations.

You must hold an ADA Level 2 for at least three months before any dispensation will be granted. Each request for dispensation will be considered on a case-by-case basis. Dispensation applications must be emailed to the Airfield Operations Manager (AOM) at nick.politis@melair.com.au.

2.6 What is required to obtain an ADA Level 3?

To obtain an ADA Level 3, you must first enrol in and complete the ADA Level 3 'Initial' classroom course.

Within six months of completing this course, you are required to:

- Complete a 2-hour day and a 2-hour night familiarisation practical driving session with an authorised Melbourne Airport Airside Safety Officer (ASO)
- Complete a Geography Test with a Senior Airside Safety Officer (Car 2)
- Complete an Ishihara Colour Blindness Test

- Submit your Part 64 Aeronautical Radio Operators Certificate (AROC) or Part 61 Flight Crew Licence

You should contact the Duty Senior Airside Safety Officer (Car 2) at the start of your shift to make arrangements for either the day or night familiarisations or the Geography Test. Car 2 can be contacted on 0418 335 985. Advanced bookings for the familiarisation and Geography Test can be made by emailing airdatsupport@melair.com.au.

Your Ishihara Colour Blindness Test demonstrating a 'Pass/Normal' result, AROC, and Part 61 Flight Crew License must be emailed to airdatsupport@melair.com.au.

Upon completing all ADA Level 3 requirements, you should email Airdat Support to request verification of your course completion and the issuing of your Level 3 permit.

2.7 Can I re-enrol if I don't pass the classroom assessment?

If you achieve a 'non-satisfactory' result on the classroom assessment, you will be advised accordingly and will not participate in subsequent training activities. You will be eligible to enrol in the next available session for this course. Use the Airdat Passport Dashboard to view course session times and re-enrol.

2.8 Upcoming ADA courses

Upcoming ADA courses can be viewed in two ways:

- **Company administrators** have full visibility of upcoming courses through AIRDAT.
- **Individual users** can see available dates when enrolling for an ADA course via their AIRDAT Passport profile.

3 ADA Renewals

3.1 How do I renew my ADA?

Airside Driving Authority (ADA) can be renewed by accessing your Airdat Passport profile. You must self-enrol using the relevant course's Action > Make a Booking button.

If you have forgotten your Airdat Passport email address registered to your ASIC ID, follow the instructions above. It is crucial that you do **not** create a second account, as your previous training will not be recognised, and you will not be able to enrol in the relevant renewal course.

To find a course:

1. Navigate to the Dashboard Home Screen of Airdat Passport
2. Search for the required course (e.g. Aerobridge Operator - Renewal)
3. Confirm your details are correct
4. Enter the payment details
5. Confirm the booking
6. Launch the course from either the confirmation screen or the Enrolments tab from the platform Dashboard

3.2 Do I need to retake the classroom course if I have previously held an ADA?

You do not need to retake the classroom course when renewing your ADA, provided you have completed the renewal e-learning course at least one day before your ADA expiry date. Failure to complete the renewal before the expiry date will result in losing access to the course.

To regain access, you will need to contact airdatsupport@melair.com.au.

If your ADA has expired for over three months (90 days), you must complete the classroom and practical components to renew it.

Note that completion only of the online modules does not constitute a re-issue of your ADA. You must visit Melbourne Airport Security Service (‘B219’) to have your ADA reprinted for it to be valid. Penalties apply for driving airside without a valid ADA.

3.3 ADA Extensions

If your ADA has expired within 90 days, you can request an extension by emailing airdatsupport@melair.com.au. You will have access for 14 days to complete the course from the date the extension is granted and applied by an authorised Melbourne Airport representative. Failure to complete the course within the extension period will result in you needing to re-complete the initial (classroom) course.

If your ADA has expired for more than 90 days, you will need to complete the initial course, including all theory and practical components.

3.4 Can I transfer my ADA from another airport to Melbourne Airport?

Each airport, including Melbourne Airport, has unique rules, procedures, driving conditions, and geography requirements for driving at the airport. Irrespective of where you have worked previously, you must complete the relevant Melbourne Airport ADA course(s) to be able to drive airside.

3.5 How do I renew multiple ADA endorsements?

If you hold multiple ADA endorsements (such as Level 2P, 2M, 2PE, 3ME or 4E), you are no longer required to enrol in each renewal module individually. Instead, you will complete a combined renewal assessment for all your endorsements.

For example, if you hold an **ADA Level 2P**:

1. Login to your Airdat Passport account
2. Search for the renewal course (e.g. 'ADA Level 2P Renewal')
3. Select 'Action/Make a Booking'
4. Confirm your details and enter the payment details

You will be registered for the ADA Level 2 and ADA Perimeter courses. These can be launched from either the confirmation screen or the Enrolments tab from the platform Dashboard.

3.6 How can I downgrade my level of ADA?

To request a downgrade of your ADA, email airdatsupport@melair.com.au with a supporting letter from your company's management team. This letter must include details such as your name, ASIC ID, current ADA level, the requested ADA level to be downgraded, and the reasons for the downgrade.

The ADA may be downgraded where the operational requirements match your ADA downgrade request and a mutual agreement is reached. Once downgraded, your driving permissions on the airfield will be restricted to your new level of ADA.

3.7 After completing the online course, can I drive on the airfield?

Completion only of the ADA online modules does not constitute a re-issue of your ADA. You must visit Melbourne Airport Security Service ('B219') to have your ADA reprinted for it to be valid.

Penalties apply for driving airside without a valid ADA.

4 Aerobridge Driver Authority (ABDA)

4.1 Applying for an initial ABDA

After logging into your Airdat Passport profile (or creating a profile if this is your first time using the platform), you must self-enrol using the relevant course's Action > Make a Booking button.

Please ensure you enrol in the designated course for this ABDA. You may be denied entry, asked to return on a separate occasion, and/or charged an additional enrolment fee if you enrol in the wrong course.

To find the course:

1. Navigate to the Dashboard Home Screen of Airdat Passport
2. Search for the required course (e.g. Aerobridge Operator - Initial)
3. Confirm your details are correct
4. Enter the payment details
5. Confirm the booking
6. Launch the course from either the confirmation screen or the Enrolments tab from the platform Dashboard

After completing the online learning module, you must complete a practical assessment supervised by an approved ABDA Trainer with a valid and current Melbourne Airport Train the Trainer (TTT) qualification. Ensure the Trainer provides a copy of your completed practical assessment to airdatsupport@melair.com.au. This assessment can be accessed via the Melbourne Airport website.

Once a Melbourne Airport administrator has verified that you have completed your online learning and practical assessment, your ABDA Authority Card can be collected from Melbourne Airport Security Service (‘B219’).

When your Authority Card is collected, your ASIC or a separate Access card will be assigned access to aerobridges and the associated doors/links.

4.2 ABDA renewals

Aerobridge Driving Authority (ABDA) can be renewed by accessing your Airdat Passport profile. You must self-enrol using the relevant course's Action > Make A Booking button.

If you have forgotten your passport or the email address registered to your ASIC ID, follow the instructions above. It is crucial that you do **not** create a second account, as your previous training will not be recognised, and you will not be able to enrol in the relevant renewal course.

To find a course:

1. Navigate to the Dashboard Home Screen of Airdat Passport
2. Search for the required course (e.g. Aerobridge Operator - Renewal)
3. Confirm your details are correct
4. Enter the payment details
5. Confirm the booking
6. Launch the course from either the confirmation screen or the Enrolments tab from the platform Dashboard

All courses are now launched directly from Airdat Passport. Please ensure you launch the course directly from your Airdat Passport profile; otherwise, completion may not be recognised, resulting in your needing to re-complete the course.

Your ABDA card can be collected from Melbourne Airport Security Service (‘B219’) during printing hours. When your Authority Card is collected, your ASIC or a separate Access card will be assigned access to aerobridges and the associated doors/links.

4.3 What does ‘Skills Required’ mean when I renew my ABDA?

You must enrol to renew and complete the Aerobridge Operator Authority (ABDA) renewal course at least one day before your ABDA's expiry date. Failure to complete the renewal before the expiry date will result in losing access to the course.

To regain access, you will need to contact airdatsupport@melair.com.au.

If your ABDA has expired for over three months (90 days), you must complete the Aerobridge – Initial module and practical components to renew it.

4.4 ABDA extensions

If your ABDA has expired within 90 days, you can request an extension by emailing airdatsupport@melair.com.au. You will have access for 14 days to complete the course from the date the extension is granted and applied by an authorised Melbourne Airport representative. Failure to complete the course within the extension period will result in you needing to re-complete the initial (classroom) course.

If your ABDA has expired for more than 90 days, you will need to complete the initial course, including all theory and practical components.

4.5 Can I operate an aerobridge after completing the Aerobridge Operator - Renewal eLearning module?

Completion of the Aerobridge Operator - Renewal module does not constitute a re-issue of your ABDA. You must visit Melbourne Airport Security Service (‘B219’) to have your ABDA reprinted, for it to be valid.

4.6 You are unable to operate an aerobridge without a valid ABDA. Who pays for my ABDA?

Your airside driving privileges are aligned with those of your current employer. The cost of your Aerobridge Driver Authority (ABDA) is typically covered by the company you are employed by, as reflected on your Aviation Security Identification Card (ASIC). Please contact your direct manager if you have questions regarding payment.

4.7 Aerobridge Fuselage Hire

For all enquiries or to arrange hire of the mock-up fuselage, please email airdatsupport@melair.com.au.

5 Aerobridge Train-the-Trainer (TTT)

5.1 Aerobridge TTT requirements

To be eligible for the Aerobridge TTT course, candidates must meet the following requirements:

1. Company Endorsement – Candidates must have approval from their company to enrol.
2. Aerobridge License – A valid Aerobridge license must be held for at least six months.
3. Active Experience – Candidates must regularly operate aerobridges to ensure their knowledge and skills remain current.

5.2 How can I arrange an Aerobridge TTT session?

To organise or book an Aerobridge TTT session, please email **airdatsupport@melair.com.au**. The team will confirm availability and provide further details.

Please note: To be eligible for the Aerobridge TTT course, candidates must meet the Aerobridge TTT requirements outlined in Section 4.1

6 Access Licence for Airside Operators (ALAO) and Vehicle Permits (AUA)

6.1 How and when can our company permit vehicles and attend driver training?

A company must have a valid Access Licence for Airside Operators (ALAO) at Melbourne Airport to permit vehicles and attend driver training. Your nominated administrator must complete the registration process.

As a company administrator, you should verify whether a company account already exists in AIRDAT Onboard. If not, you must create one and supply the relevant application data.

To review an existing ALAO application, update expiring/expired milestones (available up to 3 months before expiry) or submit an application renewal (required every two years), visit Airdat Onboard.

If you have forgotten your login credentials, select 'Click here to reset' from the login screen of Airdat Onboard. You will receive instructions on resetting your passport to the nominated email address registered to your AIRDAT account.

If your email details have changed or you need your registered email address updated, email airdatsupport@melair.com.au.

Once all required milestones are completed and the necessary documentation has been verified, the AIRDAT and Melbourne Airport administrators will approve the application and forward it for delegate approval. After it has been countersigned and uploaded, the contract will be finalised, and access to vehicle permitting and ADA training will be granted.

6.2 How long does it take for an Airside Vehicle Permit to be issued?

Applications not requiring an inspection will be processed within five business days of submission. If an inspection is needed, you will be contacted within two business days to arrange a booking. The permit will be issued within five business days following a successful inspection.

6.3 How does our company arrange a vehicle inspection?

A booking for inspection (date, time, and location) to obtain a vehicle permit can be organised by emailing melair.aua@au.issworld.com and airside.vehicles@melair.com.au.

The permit will be issued within five business days of a satisfactory inspection.

6.4 How does our company request an increase in the maximum number of vehicle permits?

A Melbourne Airport administrator may increase your vehicle quota when you submit a renewal of your company Operation Milestone.

If the milestone is not open review, you are to provide justification for the increase in quota, in accordance with Section 3.1 Appropriate Vehicles Airside of the Airside Vehicle Control Handbook. This justification is to be emailed to melair.aua@au.issworld.com.mailto:airside.vehicles@melair.com.au

6.5 Our application (ALAO) is currently in progress. Can we permit vehicles with a temporary permit, and what is the process?

While your application milestones are marked as 'In Progress,' you can still submit vehicles in AIRDAT. However, vehicle permitting will no longer be available if the overarching application expires.

Completing a timely review ensures that all milestones and the overarching contract are updated. Reviews can begin up to three months (90 days) before the application expires when it will be available for submission.

If you need a temporary permit while awaiting approval from company delegates, please get in touch with melair.aua@au.issworld.com or contact the Senior Airside Safety Officer 0418 335 985.

A Melbourne Airport administrator may refuse to issue a temporary permit, mainly if a critical milestone, such as insurance, has lapsed. Once approved, temporary licenses can be collected from Melbourne Airport Security Services (Building 219).

6.6 Why is it essential to submit a risk assessment to the Airfield Operations Manager for Safety Sensitive Aviation Activities (SSAA) if it hasn't been submitted before?

Submitting a risk assessment is essential for several reasons:

1. **Evolving safety standards**: Safety requirements change over time, and submitting a risk assessment ensures that current safety protocols are followed, reducing risks in a high-stakes airside environment.
2. **Risk identification**: It helps the Airfield Operations Manager identify potential hazards associated with the activity and implement preventive measures to avoid accidents or disruptions.
3. **Regulatory compliance**: Submitting a risk assessment ensures compliance with updated aviation regulations and organisational policies.
4. **Accountability and oversight**: It provides the Airfield Operations Manager with the information to oversee and manage airside activities effectively.
5. **Mitigating operational impact**: A risk assessment helps coordinate SSAA activities without disrupting critical airside operations.

6.7 How do I request a temporary Authority for Use Airside registration?

To request a temporary authority, you must submit a formal request to the Airside Operations Manager via nick.politis@melair.com.au. They will review the company’s status to ensure compliance with all airside regulations and confirm a valid license agreement (ALAO) before granting the temporary authority.

7 Company Account Administration

7.1 Can company administrators be added to monitor ADA and ABDA training?

Company administration access rights are applied to the AIRDAT Passport profile for the nominated company delegate. This level of access is typically issued to a company trainer or senior manager. If you require company administrator access, your manager must email airdatsupport@melair.com.au with a formal request. The email should include the reason for the request and any relevant details to support the application.

If you are nominated as the company delegate, you must accept the conditions of this role when you next log in to the system.

As a company delegate, you will receive email notifications for all registered company users regarding penalties and infringements, course bookings and cancellations, and system upgrades. Please ensure that the email address on your profile is accurate, and that email notifications are enabled via the communications settings.

7.2 How do I register a new administrator or review current administrators for our company?

To nominate or review the current administrators for your company, please contact airdatsupport@melair.com.au.

A company or department may have multiple administrators; however, these must be assigned by a Melbourne Airport administrator. Once a new administrator account is created, any request for access to submit milestones or applications on behalf of the company should be sent for approval to airdatsupport@melair.com.au.

You will receive a notification from a Melbourne Airport administrator once primary administrator access has been granted.

7.3 Archiving AIRDAT profiles

To archive AIRDAT profiles, open the candidate's profile on Airdat Passport.

1. Click the '**Edit**' button and select '**Edit profile**'
2. Navigate to the '**Credentials**' tab and click the red '**Delete profile'** button
3. Provide a reason for deleting the profile e.g. 'No longer employed'
4. Click the blue 'Delete' button

Note: Profiles with penalties cannot be archived. You must send an email to Airdat Support (airdatsupport@melair.com.au) for the profile to be moved out of your company.

7.4 AIRDAT reports

Running reports in Airdat Passport helps you monitor staff competencies, permit expiry dates and penalty records. Follow the steps below to generate a report:

1. Select 'Reports' and then select 'Skills' (or Penalties)
2. Select a report type i.e. Assessments

3. Search for the assessment item i.e. ADA Level 2 – Renewal (E-learning module)
4. Select one or multiple Status (All, Valid, Expiring, Expired, Not Started, Failed)
5. Show report in 'Microsoft Excel' is a recommended option
6. Click the blue 'Generate report' button.

7.5 Cancelling a course enrolment

All enrolments can be cancelled under the Enrolments tab on the Dashboard of Airdat Passport.

1. Select the relevant enrolment
2. Click 'Action'
3. Select 'Cancel'

Refunds, where applicable, will be issued automatically.

Enrolment for renewal courses with an e-learning component can be cancelled any time before commencing without charge. Cancellation of an enrolment with a classroom component must be made within 24 hours of the class commencing. Refunds will not be granted for 'no shows' or cancellations within this time.

7.6 Applying for an Access Licence for Airside Operator (ALAO)

Information on applying for an Access Licence for Airside Operator Application (ALAO) is available in the Airside Vehicle Control Handbook found on the Melbourne Airport website. Refer to Section 2: Access Licence for Airside Operators (Pages 11 – 12).

The application is the first stage for a business seeking to operate on the airfield for an extended period, and requiring to obtain vehicle permits (AUA) and authority to drive airside (ADA) for operating staff.

The ALAO contract requires meeting five key criteria:

1. **Operations** – Outline the services you plan to provide at the airport, who the services are for, and how many vehicles you will need.
2. **Proof of Airport Engagement** – Provide a clear contract between your company and its on-airport client. A support letter must include:
    - Your company/business name.
    - The name of the supporting company matches the one listed in the Operations Milestone.
    - Details of the work to be conducted.
    - The airside location of the work.
    - Frequency of airside access required to complete the work.
    - The airside entry and exit gate to be used.
    - The contract's start and end/review date, with at least six months before expiry.
3. **Proof of Public Liability Insurance** – Submit proof of Public Liability Insurance with a minimum cover of AUD $50,000,000.
4. **Airside Safety Management Systems** – Provide a brief description of any safety initiatives your company is involved in. Include a detailed Company Specific Airside Operational Risk Register which contains details of airside driving risks and the controls and mitigations your company has in place to address these risks.

5. **Policies** – Upload your signed Work Health & Safety (WHS) Policy and Environmental Policy (if applicable).

Once completed, Airdat and Melbourne Airport will manage the contract, with our Chief of Aviation providing signatures.

The approval process for the ALAO licence agreement consists of:

1. The ALAO licence agreement is reviewed by Airdat and Melbourne Airport, with signatures provided by our Aviation delegates.
2. Your company representatives must sign and upload the ALAO contract.

Once the above steps are completed, ADA training can be scheduled. Candidates must register for an Airdat Passport account before enrolling in the ADA course.

Alternatively if you do not believe an ALAO is required for your business, you can use the services of our Work Safety Officers, who can grant vehicle access to restricted areas of the movement zone for a fee per hour. Details can be found under Safety Permits - Airport Works – Safety and Security oversight

8 General Authority Enquiries

8.1 Where and when can I collect my ADA or ABDA?

You can collect your ADA or ABDA from Melbourne Airport Security Services (ASIC Office), Building 219, 5-9 Francis Briggs Rd, Melbourne Airport VIC 3045. Collection is available Monday to Friday, between 8:00 am and 2:30 pm.

Please ensure you bring your current ASIC and Australian Driver's Licence for collection.

For any enquiries regarding ASIC or access cards, please contact access@melair.com.au.

8.2 Will I be notified if I am issued a Penalty Infringement Notice (PIN)?

Yes, an automatic notification will be sent to the email provided in your AIRDAT Passport account. Your company administrator will also be notified.

8.3 I am no longer working at Melbourne Airport. Am I required to return any Melbourne Airport-issued cards?

All Melbourne Airport-controlled cards, including ASIC, ADA, ABDA and Access cards, must be returned to your employer or Melbourne Airport Security Services.

Any enquiries regarding the return of Melbourne-issued cards should be addressed to Melbourne Airport Security Services via access@melair.com.au.

Further information can be accessed via the Melbourne Airport website.

8.4 How do I transfer my ADA/ABDA from one company to another?

To request a downgrade of your ADA, email airdatsupport@melair.com.au with a supporting letter from your company's management team. This letter must include details such as your name, ASIC ID, former employer, and the new employer to whom the ADA/ABDA registration should be transferred.

Provided your Authority is still valid, you have not been away from the airfield for more than three months (90 days), and you have an operational reason to maintain the ADA/ABDA, your authority may be retained.

Where a higher ADA level is no longer required, your authority may be downgraded by emailing a request to airdatsupport@melair.com.au. Enquiries regarding an ASIC or Access card transfer should be sent to Melbourne Airport Security Services by emailing access@melair.com.au.

8.5 How can I change an incorrect name or company details on my Authority card?

To update your name, company details or ASIC ID on your Authority card, you must email airdatsupport@melair.com.au with a supporting letter from your company or an image of your ASIC card. A Melbourne Airport administrator will advise you when this has been actioned, and you can pick up your updated Authority card from Melbourne Airport Security Services ('B219').

8.6 My Authority card does not allow me to access a particular gate, door or aerobridge. How do I request access?

Your airport access level is determined by the operational requirements of your role and your company. You are not automatically entitled to access all airport areas, including all entry and exit gates/doors.

Further information about access permissions can be found on the Melbourne Airport website.

If you believe you should be granted higher access or access to certain airport areas, email access@melair.com.au with supporting correspondence from your company. Per airport rules and regulations, requests will be considered on a case-by-case basis.

8.7 How do I get an invoice for a completed ADA/ABDA registration?

To obtain an invoice for a course registration:

1. Log into Airdat Passport
2. Select your profile image (top right corner of the Dashboard)
3. Select Billing
4. Select the Card Purchases tab
5. Navigate to the required invoice

If the specific invoice cannot be located, email a request with your account and course details to airdatsupport@melair.com.au.

8.8 Are Melbourne Airport procedures different from those of other Australian airports?

Australia is fortunate to have world-class aviation facilities and infrastructure. Each airport's rules and procedures are uniquely tailored to its operations.

Melbourne Airport's operations are some of the largest in Australia. The site is also the largest single-site employer in Victoria outside the Melbourne CBD. As such, we maintain the highest standards and operational excellence.

While some procedures may be familiar to those you've known if you've worked at other Airport locations, many will be specific to Melbourne Airport's unique scale and complexity of operations. These procedures are designed to ensure safety and efficiency, safeguard the public and our aviation community, and contribute to the safety of airports across Australia.