

Airfield Operations Training

Frequently Asked Questions (FAQS)



Contents

1	Introduction To AIRDAT	3
1.1	How do I register for AIRDAT Passport?	3
1.2	How do I reset my passport or account details?	4
2	ADA And Aerobridge - Initial Training	5
2.1	How can I apply for an initial ADA (Level 2)?	5
2.2	How do I apply for an initial ABDA (Aerobridge Operator)?	5
2.3	Who pays for my ADA?	6
2.4	Do I need separate ADAs if I work for multiple companies?	6
2.5	How do I apply for multiple ADA courses (e.g. Level 2 and Perimeter Road (P), Maintenance (M) or Escort (E)?	6
2.6	How long do I need to hold an ADA Level 2 before I can apply for an ADA Level 3?	7
2.7	What is required to obtain an ADA Level 3?	7
2.8	How do I cancel a course enrolment?	7
2.9	Can I re-enrol if I don't pass the classroom assessment?	8
3	ADA And Aerobridge - Renewals	9
3.1	How do I renew an ADA or ABDA?	9
3.2	Do I need to retake the classroom course if I have previously held an ADA?	9
3.3	How long do I have to complete my ADA or Aerobridge online renewal once an extension is granted?	9
3.4	Can I transfer my ADA from another airport to Melbourne Airport?	10
3.5	How do I renew multiple ADA endorsements?	10
3.6	How can I downgrade my level of ADA?	10
3.7	How do I apply for an ABDA renewal?	10
3.8	What does 'skills required' mean when I renew my ABDA?	11
3.9	After completing the online course, can I drive on the airfield or operate an aerobridge?	11
4	Aerobridge Train-The-Trainer	12
4.1	What are the Aerobridge Train-the-Trainer requirements?	12
5	Company Account Administration	13

5.1	Can company administrators be added to monitor ADA, Aerobridge and AROC training?.....	13
5.2	How do I register a new administrator or review current administrators for our company?	13
6	General Authority Enquiries	14
6.1	Where and when can I collect my ADA or ABDA?.....	14
6.2	Will I be notified if I am issued a Penalty Infringement Notice (PIN)?	14
6.3	I am no longer working at Melbourne Airport. Am I required to return any Melbourne Airport-issued cards?	14
6.4	How do I transfer my ADA/ABDA from one company to another?	14
6.5	How can I change an incorrect name or company details on my Authority card?	14
6.6	My Authority card does not allow me to access a particular gate. How do I request access?.....	15
6.7	How do I get an invoice for a completed ADA/ABDA registration?	15
6.8	Are Melbourne Airport procedures different from those of other Australian airports?	15
7	Access Licence For Airside Operators (ALAO) & Vehicle Permits (AUA).....	16
7.1	How do I apply for an Access Licence for Airside Operator (ALAO):	16
7.2	How and when can our company permit vehicles and attend driver training?	17
7.3	How long does it take for an Airside Vehicle Permit to be issued?	17
7.4	How does our company arrange a vehicle inspection?	17
7.5	How does our company request an increase in the maximum number of vehicle permits?	17
7.6	Our application (ALAO) is currently in progress. Can we permit vehicles with a temporary permit, and what is the process?	18
7.7	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?	18
7.8	How do I request a temporary Authority for Use Airside registration?	18

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 Driving Authority (ADA), Aeronautical Radio Operator Certificate (AROC) and Aerobridge

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 operator, ground handling & coaching agreements and then go on to manage the company fleet. If you or other delegates require primary user access in Onboard, create an 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 airdat.support@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 How do I 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 Drivers Authority (ADA) or Aerobridge Drivers Authority (ABDA) training must register on the AIRDAT Passport and then 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 How do I reset my passport or account details?

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

If your ASIC ID has changed since you last accessed Airdat Passport or need an updated registered email address, email airdat support@melair.com.au.

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.

2 ADA And Aerobridge - Initial Training

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

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 know the level of ADA (e.g. Level 2, Level 3, Escort) your company requires you to hold and enrol in the designated course for this ADA. 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 a course:

1. Navigate to the Dashboard Home Screen of Airdat Passport
2. Search for the required course (e.g. ADA Level 2 – Initial (iPad assessment))
3. Select a suitable date and time for the course
4. Confirm your details are correct
5. Enter the payment details
6. Confirm the booking
7. Launch the course from either the confirmation screen or the Enrolments tab from the platform Dashboard

You must thoroughly read and understand the study materials provided for the course before attending the classroom. These are located on the [Melbourne Airport website](#).

When attending the venue, you are required to bring:

- your Australian Driver's License
- a valid ASIC or VIC pass
- a yellow high-visibility vest
- any other required materials

2.2 How do I apply for an initial ABDA (Aerobridge Operator)?

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 know the type of ABDA your company requires you to hold and 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 a 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 airdat support@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.

2.3 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.

2.4 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.

2.5 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 prerequisite 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 an enrol in the additional relevant course in Airdat Passport.

If you do not already hold a valid ADA Level 2:

1. Visit [Airdat Passport](#)
2. Enrol in the ADA Level 2 course ('ADA Level 2—Initial (iPad assessment)')
3. Enrol in either of the below courses:
 - ADA P (Perimeter) Initial - Theory (iPad assessment)
 - ADA M (Maintenance) Initial - Theory (iPad assessment)
 - ADA E (Escort) Initial - Theory (iPad assessment)

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

Further information on the Rules for Drivers Operating Airside – Endorsements can be accessed [here](#).

2.6 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.

2.7 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](tel:0418335985). Advanced bookings for the familiarisation and Geography Test can be made by emailing airdat support@melair.com.au.

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

2.8 How do I cancel 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.

2.9 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.

3 ADA And Aerobridge - Renewals

3.1 How do I renew an ADA or ABDA?

Airside Driving Authorities (ADA) and 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 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

Melbourne Airport has recently migrated its Learning Management System. 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.

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 airdat support@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 How long do I have to complete my ADA or Aerobridge online renewal once an extension is granted?

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.

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 airdat support@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 How do I apply for an ABDA renewal?

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 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.

3.8 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 airdatasupport@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.

3.9 After completing the online course, can I drive on the airfield or operate an aerobridge?

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

Penalties apply for driving airside without a valid ADA or operating an aerobridge without a valid ABDA.

4 Aerobridge Train-The-Trainer

4.1 What are the Aerobridge Train-the-Trainer requirements?

To be eligible for the Aerobridge Train-the-Trainer (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 Company Account Administration

5.1 Can company administrators be added to monitor ADA, Aerobridge and AROC 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. You can nominate or make changes to a company delegate by emailing airdatsupport@melair.com.au.

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, ADA/AROC bookings and cancellations, and system upgrades. Please ensure that the email address on your profile is accurate and that system permissions are enabled to send emails.

5.2 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.

6 General Authority Enquiries

6.1 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 3:00 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.

6.2 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.

6.3 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](https://www.melbourneairport.com.au).

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

To request a downgrade of your ADA, email airdatasupport@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 airdatasupport@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.

6.5 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 airdatasupport@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').

6.6 My Authority card does not allow me to access a particular gate. 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.

6.7 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 airdat support@melair.com.au.

6.8 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.

7 Access Licence For Airside Operators (ALAO) & Vehicle Permits (AUA)

7.1 How do I apply for an Access Licence for Airside Operator (ALAO):

Information on applying for an Access Licence for Airside Operator Application (ALAO) is available on the [Melbourne Airport website](#). Refer to Section 2: Access Licence for Airside Operators (Pages 10 – 14).

The application is the first stage of obtaining vehicle permits (AUA) and authority to drive airside (ADA).

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.
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, 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.

7.2 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 airdat support@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.

7.3 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.

7.4 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.

7.5 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 for review, use the Milestone Dialogue Box (located in the top right of the screen). Alternatively, you can email an administrator by emailing melair.aua@au.issworld.com and airside.vehicles@melair.com.au.

7.6 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 and airside.vehicles@melair.com.au

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).

7.7 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.

7.8 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.