

**Aviation Safety Investigation Report
199802659**

**Fokker B.V.
F50 (Fokker 50)
British Aerospace Plc
Jetstream**

09 July 1998

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NOTE: All air safety occurrences reported to the ATSB are categorised and recorded. For a detailed explanation on Category definitions please refer to the ATSB website at www.atsb.gov.au.

Airservices Australia reported that a new manning roster was being trialed at the Flight Service Centre and that there were a small number of teething problems being experienced with staff and supervisors becoming familiar with the new hours and rotation of staff within the roster. On this occasion, insufficient staff was available to provide relief to the operating positions. The flight service officer had just commenced duty but due to the staffing restrictions being experienced through the new roster, he did not have time to complete his normal familiarisation with the activities of the centre before he was required to assume the operating position. The workload at the time of the incident was high and the handover from the officer previously occupying the position was reported as being rushed and incomplete. The flight service officer who had assumed the operating position was, therefore, unfamiliar with the traffic situation.

LOCAL SAFETY ACTION

Airservices Australia has reported that it has identified the problems with the new roster and these will be rectified pending a review of the

