

Flying NZ Conference Report 2016 'Growing the Pie'

Recently the RNZAC (Royal New Zealand Aero Club) AGM and the Flying NZ (trade name) conference were held in Hamilton. This occurs each year in a different part of the country and attended by a number of member clubs who are affiliated to the RNZAC which is a parent body. Largely it is presidents and CFI's but a number of club delegates were present and the number was 50 to 60 plus various guests e.g. CAA. The AGM part is all normal business and you can read the annual report on the web site, Flying NZ. Accounts are passed and it is usual for them to break even, i.e. what comes in goes out to the service of clubs and the activities we enjoy.

The conference is a series of speakers on various topics which will be of interest to the member clubs. This year's theme was "Growing the Pie" i.e. create more members and flying, which is what we all want.

After a welcome from Rob George, the president we had an address from Wendy McPhail who runs a consulting business. She addressed the use of technology in gaining members and that we probably need to speak the modern language to entice people in. Full use of phone apps, tablets, Facebook and lots of things I know nothing about but I do know it is all out there. On line bookings, which some clubs do have and it works very well. It is capturing the moment and customers can do it NOW. Otherwise it may be they think they will phone later but never get around to it. All true at some time. Wendy also had an experience when she rang and booked a trial flight, she knew nothing of flying before talking to our exec. Great story of how not to but the points to remember are CUSTOMER SERVICE. Everything we do and the way we do it must invite and enhance the experience. Little things do matter and we must make sure we explain fully all the things we take for granted. Your own committee will be looking in to this.

A piece on LSA's and microlights. These can be modern and appealing aircraft and LSA's can be flown in either category and you can train as a PP, RP, or Microlight pilot.

The Flying NZ Instructor council, which also had its AGM and I attended, has put together an Instructor Guide which is designed to give any instructor an insight into what is required in that position. Good work. Another practical tool the club can use.

Liability Insurance- just something we all need in this day and age and make sure it is sufficient. These days \$1,000,000 minimum, up to \$5,000,000 for a club like us.

Gateway Program- We have school students participating in this which is basically funding provided to help us show what is involved in aviation to keen young people and usually includes some flying and exam study.

Financial Stability- This is helped by tracking a transaction thru all its requirements, ie it is recorded everywhere it should be to ensure the information that is presented at the end is true and meaningful. Do this from time to time and it is a check that all is good.

Diesel powered aircraft- Hawker Pacific made a presentation on what they have to offer in both planes and support services and programmes. There is some great stuff and more is available on line.

The Aviator as a Professional- presented by CAA this is reinforcing the fact that instructors are professionals every bit as much as an airline pilot, and do not forget it. So we need to make sure that this is reflected at all times in what we say and do. Marc Brogan was the main presenter here and having come from the aero club scene, do call if you need advice.

Kapiti Aero Club Revival - This is a good story of what can be achieved by hard work and doing the right thing. Kapiti is now a busy viable aero club doing 3000 hours a year. A good

social scene with plenty of participation and activity. The feel and look of the place gives you that sense. I have been there. Find out what they are doing and copy them! There is probably nothing new but it is the way it is done. Success breeds success.

Health and Safety- All clubs are liable and it is important that committees understand and comply with the law. It is just a matter of working thru and making sure the club is doing the right thing. If not then the CEO/President can be prosecuted along with the club itself.

Combine H & S with the new SMS (Safety Management System) which must be in place over the next few years. Do not be overwhelmed and do not overspend but make sure you are covered.

Accidents and Investigations - An explanation of how it is done and the process followed. An interesting presentation. Make sure your organisation has an emergency plan and the staff know how to put it into action. We will be running a mock up ourselves sometime soon.

As always these gatherings are a time to catch up with others and see where they are at and what is going well and what we can do to help each other.

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<http://www.airkaikoura.co.nz/>