

# Hobart

# Airport

From manual  
reporting to  
real-time  
compliance  
clarity

CASE STUDY



Hobart Airport  
TASMANIA



# The Story

Hobart Airport had outgrown its safety recording systems, which couldn't develop or expand. Multiple systems and manual processes made audit readiness and real-time, cross-department visibility difficult.

By centralising reporting in OneReg - using configurable forms, user groups, a single landing page with quick links, and automated workflows - Hobart Airport achieved real-time compliance visibility and a significant reduction in reporting time. Teams now engage more confidently, managers gain oversight without chasing updates, and critical processes like airside permits and maintenance are fully traceable.



Organisation: 65  
Airport Precinct: 850



2.8m  
passengers annually





# The Context

Located 17km from Hobart's CBD in Cambridge, Hobart Airport (Tasmania's primary gateway) operates as a medium-sized regional airport focused on safety, efficiency, and sustainability. In addition to domestic and international passenger and freight services, the airport supports charter, aeromedical, rotary wing and Antarctic flights.

With growth underway, a completed airfield upgrade and a terminal expansion set to add gates and carousels, the airport needed a scalable, configurable approach to compliance and operational oversight.

## Operations Footprint

commercial passenger & freight, charter, aeromedical, rotary wing, Antarctic flights

**Strategic Imperative:**  
Embed compliance into day-to-day operations

# The Challenge

Hobart Airport's safety, contractor, and operational data lived across multiple systems and spreadsheets. Reporting formats were inconsistent; key workflows lacked end-to-end traceability. Manual processes led to duplicate entry and slow decision-making. Specific pressure points included the airside vehicle permit process and linking serviceability reports to corrective maintenance, both of which demanded better control and audit-ability.



“ Critical safety, contractor, and operational data was stored across multiple platforms - making reporting and decisions slower and more complex. ”

# Why OneReg

## Choosing a platform built for airport operations

Hobart Airport selected OneReg for its aviation-ready capabilities: real-time dashboards, centralised reporting, configurable forms, checklist and robust document control.

The implementation placed minimal onus on Hobart Airport's teams. OneReg handled technical integration and migrated existing data - accelerating time to value.

The platform's data access for analytics and reporting aligned with Hobart Airport's broader goals around sustainability, infrastructure growth, and transparency.

- Combine all reporting in one place
- Customise to local workflows and terminology
- Vendor-led integration and data import
- Role-based dashboards + single landing page with quick links
- Access to data and future-ready AI capabilities



**“ Seamless and well supported, the OneReg team were proactive, flexible and fast. ☺”**





# Defining Success

Hobart Airport defined clear objectives for a modern compliance platform: centralise reporting, improve audit readiness, enhance engagement, and reduce administrative burden. Hobart Airport also required a single system for compliance reporting, configurable to local needs, with automated workflows and strong document/form control.

- One platform for obligations, evidence and reporting
- Clear permissions and user groups
- Configurable forms and workflows
- Faster reporting cycles and real-time visibility
- Automated workflows and notifications





OneReg

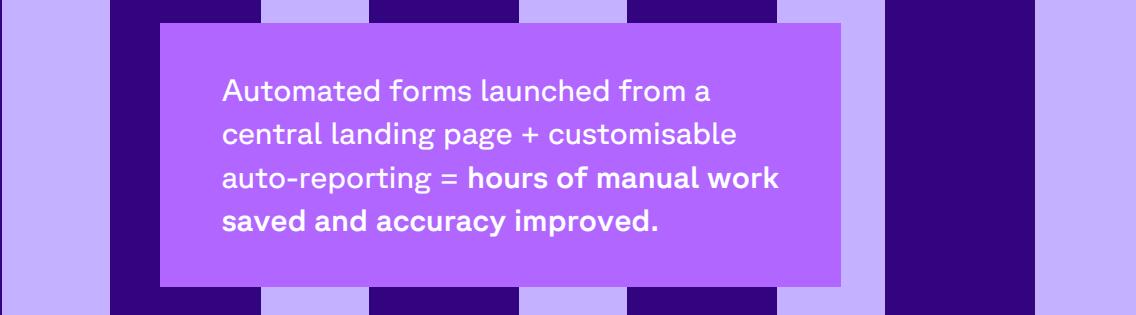
# Implementation Journey



A large aerial photograph of Hobart Airport is positioned in the top right corner, showing the runway, terminal buildings, and surrounding landscape. To its left is a graphic of four white chevrons pointing upwards, set against a dark purple background.

Hobart Airport's Safety & Compliance team led the rollout with support from IT and operational leads (Head of Risk and Safety, Head of Operations, Operations Compliance Coordinator).

OneReg managed technical integration and set up the environment using Hobart Airport's existing data. Training prioritised a single landing page with quick links, user groups for precise notifications and permissions, and clear reporting pathways.



A decorative graphic at the bottom of the page consists of a central purple rectangular box with rounded corners, surrounded by a white border. This is set against a dark purple background with white vertical bars on the left and right sides.

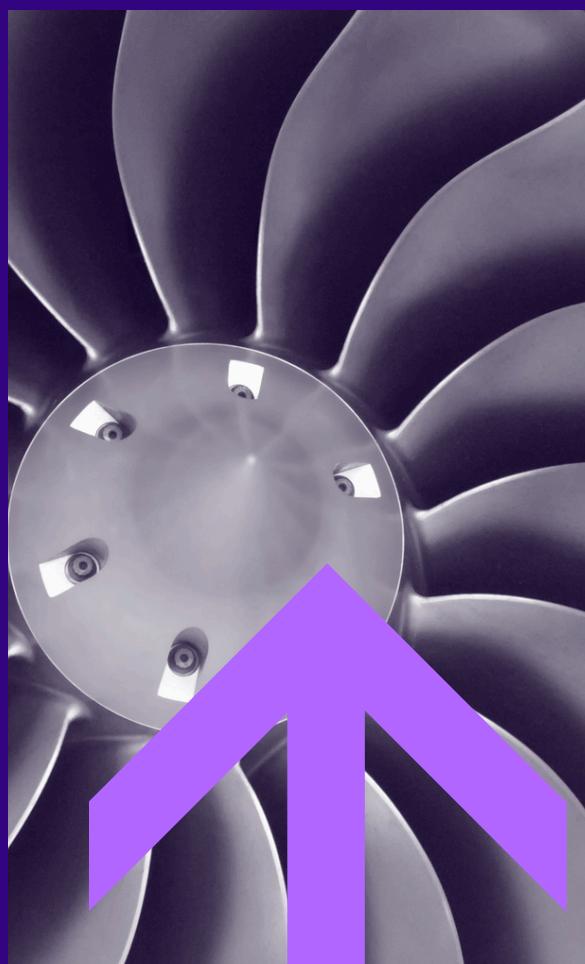
Automated forms launched from a central landing page + customisable auto-reporting = hours of manual work saved and accuracy improved.

# Solution in Action

## How the solution works day-to-day:

Teams submit reports via configurable forms tailored to Hobart Airport's needs. User groups route notifications to the right stakeholders. Dashboards provide a live picture of occurrences, tasks, inspections, and evidence. Reporting links directly to tasks/inspections to maintain traceability. A central landing page and quick links consolidate daily operational requirements in one place.

- ✓ Configurable forms - tailor reporting to local requirements
- ✓ User groups and permissions - targeted notifications, clean access control
- ✓ Dashboards - role based visibility by time period
- ✓ Report → Task/Inspection link, audit trail by design
- ✓ Document and checklist control - consistency and versioning



“ Transitioning to the OneReg platform has been a game-changer, and our teams are more engaged than ever. ”

# Impact & Outcomes

- Reporting time reduced significantly
- Real-time visibility across teams and managers
- Higher reporting engagement through intuitive dashboards
- Clear traceability for permits and maintenance close-out
- Streamlined communication of upcoming works and daily needs via one landing page
- Better onboarding by linking training materials to manuals and live workflows





“What used to  
take days, now  
takes minutes.”

Sam Merlo, Operations Compliance Coordinator

# Where it matters most

High-impact use cases from Hobart Airport's rollout



## Airside vehicle permits

Permit requests are submitted via forms and automatically directed to the right group; reviews and approvals are captured in one place, with evidence stored alongside each record. Result: a predictable process with clear owners and a built-in audit trail.

## Serviceability → Maintenance

Serviceability reports link directly to corrective maintenance tasks, through to inspection and close-out, so every step is traceable from report to resolution. Managers get a live picture of status and workload by team and time period.



## New starter enablement

Training materials are linked to manuals and the live workflows staff use every day, which shortens ramp-up time and improves the consistency of reporting.





WELCOME TO HOBART

# Learnings



Start with a clear view of your pain points and map the target workflows. Centralise obligations, evidence, and processes in one place to reduce duplication and increase visibility.

Automate reminders, reporting, and tracking early to free up capacity for risk management.

Invest in training so teams are confident and consistent.

Treat compliance as an embedded operating system - moving from reactive to proactive practice. Engage the vendor early to tailor the platform to your needs and accelerate adoption.

“ My Advice? Go For it ”

Sam Merlo, Operations Compliance Coordinator



# Confidence built into Compliance



## About OneReg

Our vision is to reimagine compliance not as a regulatory burden, but as an embedded part of everyday operations.

OneReg enables aviation operators and regulators to work from a shared source of truth. Compliance becomes a live, dynamic ecosystem – where insights flow in real time, decisions are informed by high-quality data, and safety becomes the natural outcome of smarter systems.

With OneReg, compliance isn't a checkbox – it's a state of being that reduces the time, complexity, and human resource cost of staying safe and compliant. The result is safer, smarter, more sustainable aviation.