



FAQ

- Are you operating legally?
- Do you have a licence?
- Do you have an operators certificate (ReOC)?
- Are drones safe?
- Can I talk to the pilot while he is operating the aircraft?
- Will the pilot need my assistance?
- I was asked a number of questions before the start date and some things have changed what should I do?
- Will weather affect the operation of the aircraft?
- What about privacy?
- What is a multispectral camera?
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Are you operating legally?

Yes. R&S Drones pilots operate under CASR 101 which allows drone operators to fly drones under 2kg in under an "excluded category" for hire and reward without a formal licence. Despite this R&S Drones' pilots undergo formal training in aircraft handling and photography.

Do you have a licence?

Yes. Even though not required we still require our pilots to have a formal licence to operate our aircraft.

Do you have an operators certificate (ReOC)?

No. At this stage there is no requirement for R&S Drones to obtain a ReOC while it operates aircraft below 2kg in the excluded category. However, R&S Drones intends to develop its capabilities that may require it to obtain the ReOC in the future.

Are drones safe?

Drones operated and maintained correctly are safe but components do fail from time to time in all machinery. Very small drones - sub 2kg - if operated in accordance with CASA standard operating conditions provides minimal risk of injury and property damage.

Can I talk to the pilot while he is operating the aircraft?

Generally no. However, common sense dictates that if something should occur that the pilot needs to know then you should, if safe to do so, approach the pilot from the front and attract his attention.

Will the pilot need my assistance?

Maybe. On occasions the pilot may request that the client provide some assistance in the operation in the capacity of eg spotter or crowd control.

I was asked a number of questions before the start date and some things have changed what should I do?

When the pilot arrives you should inform the pilot of any changes that have taken place since the client survey. In any event R&S Drones should be informed ASAP of any changes to the circumstances for the job.

Will weather affect the operation of the aircraft?

Yes. Not all drones are water proof so rain will affect the operation. Furthermore, drones being relatively light can be severely affected by wind speeds above 15kmh.

What about privacy?

R&S Drones respects yours and your neighbours privacy. When we conduct our client survey of the job we will ask you about your neighbours plus any sensitive areas that you do to want us to photograph.

What is a multispectral camera?

Please go to our [Multispectral page](#) to view information on multispectral cameras. Our [Video Wall](#) also has a few good videos that will explain these in more detail.p

FAQ

What is NDVI

Please go to our [NDVI page](#) for an explanation or view a video on the subject on our [Video Wall](#).
