

Gliding Federation of Australia Inc.



GLIDING CLUB OF VICTORIA



EMERGENCY RESPONSE PLAN

19/12/2024
REVISION 3

GLIDING CLUB OF VICTORIA
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Overview

This guidance is provided for reference by Duty Instructors and club members in the unfortunate event of Emergency Response to accidents or incidents involving the Gliding Club of Victoria Club operations. This Emergency Response Plan (ERP) describes requirements for immediate actions and informing external authorities and club people, meeting SMS and ERP requirements mandated by GFA, plus key contacts and phone numbers. This ERP must be kept current.

Important Definitions

The following advice is important; these definitions not only delineate the severity of occurrences but also invoke different levels of required response. In accordance with the Air Navigation Act 1920 Part 2A, it is mandatory to report all **accidents, serious incidents, incidents** and **occurrences** involving civil aircraft operations in Australia and Australian-registered aircraft overseas to the Australian Transport Safety Bureau (ATSB). These requirements flow into GFA mandated requirements.

Accident - An occurrence associated with the operation of an aircraft, which takes place between the time any person boards the aircraft with the intention of flight until all such persons have disembarked, in which:

1. Any person suffers death or serious injury,
2. The aircraft incurs substantial damage or structural failure, or
3. The aircraft is missing or inaccessible.

Serious incident - An occurrence associated with the operation of an aircraft that affects or could affect the safety of the operation of the aircraft or that involves circumstances indicating that an accident nearly occurred. Examples include near-collisions, serious undershoots, pilot incapacitation and like occurrences.

Incident - An occurrence, other than an accident or serious incident, associated with the operation of an aircraft that affects or could affect the safety of operation of the aircraft. In practice this definition is broadly interpreted and the incident reporting system accepts any reports, requests, complaints and suggestions which relate to aviation safety.

Adaption and Preparedness

Whilst the focus of this document is on accidents, serious incidents and occurrences involving aircraft and glider operations, it is also possible that accidents and incidents may occur on the aerodrome with regard to ground operations, winches, vehicles, machinery and plant, workshops, ground infrastructure or natural hazards. These principles and requirements can be tailored to the demands of any emergency.

Preparedness can be enhanced with education, reviews of the high value guidance material in the references, dialogue with first responders and investigators, and by scenario-based exercises.

Post incident feedback on how ERPs and references can be improved will be welcomed. Contact the GFA Safety Officer and/or submit a Document Change Proposal.

References:

- A. GFA Safety Management System (SMS), Ver 3
- B. GFA OPS 0016 Gliding Related Accident Procedures, August 2016 (Guidance)
- C. GFA Investigating Accidents and Incidents – Guidance for CFIs and CSOs (Guidance)
- D. GFA Operational Regulations, Section 12
- E. GFA Manual of Standard Procedures, Part 2 Operations, Section 27
- F. Air Navigation Act 1920 Part 2A
- G. Transport Safety Investigation Act 2003 Sections 18 and 19

President

Safety Officer

Panel Chairman / CFI

ERP - IMMEDIATE PRIORITIES AND RESPONSES

1. SAFETY OF LIFE

- Ascertain if it is safe to approach the crash/accident site.
- Provide immediate first aid.
- Call Emergency Services (000) – Police, Fire, Ambulance
- Provide immediate firefighting response.
- Only if required to prevent further injury, remove to safe location clear of immediate hazards, with extreme care. Removal of hazards may be necessary to avoid further injuries.
- Ensure club members and public are not exposed to further hazards.
- Establish safe cordon.
- If airborne, inform and recall duty instructor(s) – responsible for operational safety and operations supervision.

2. ASSIST EMERGENCY SERVICES

- Expedite Emergency Services access to the accident/incident site and any deceased or injured people.
- Escort emergency services if required ensuring they do not enter active runways.
- Advise of known hazards in aircraft eg fuel, ballistic recovery systems, oxygen, batteries
- Assist in preserving the accident scene. Note: If there is a fatality, the aerodrome will be closed and the crash site technically becomes a crime scene. Police will require strict access controls.
- Observe Police instructions.

3. ENSURE SAFE TERMINATION OF FLYING OPERATIONS

- Recall airborne aircraft and gliders on local operations at the discretion of the senior instructor present.
- Provide radio advice on landing requirements, blocked runway areas.
- Manage radio communications and safe ground operations.
- Terminate ground operations without interference to emergency response.

NOTES -

- These immediate priorities and responses are paramount and must take precedence over lower priority responses described below.
- When an accident or serious incident occurs, people will be stressed and react instinctively, sometimes focusing on lower priority issues.
- Restoring a sense of calm and discipline is very important. People will respond positively to calm and assured leadership. Deliberate actions usually will achieve better and faster responses.
- Clear delegation of tasks to individuals is very important.
- Record keeping and photography is important.
- The senior instructor present is ultimately responsible for managing the response to an accident or serious incident, as he/she is responsible for operational safety and operations supervision.
- If airborne, another instructor may act on his/her behalf.
- Failing that, the tug pilot or duty pilot should act on his or her behalf until the instructor returns.
- Seek advice. It is ok to tap into others expertise and experience.

HIGH PRIORITIES AND RESPONSES

Having ensured that the immediate priorities and responses are being or have been undertaken, the following high priority actions should be pursued.

Note: If there is a fatality, the aerodrome will be closed and the crash site technically becomes a crime scene. Police will require strict access controls.

Records:

- prepare and collect accounts of the accident or incident
- if possible, safely save data and power down in-cockpit devices to retain relevant data and imagery as soon as possible
- collect independent written statements from witnesses and those attending the scene, having briefed them on the importance of recording their own observations and actions, with minimum discussion with others – Pro Forma is attached
- take and retain photographs
- take measurements and prepare diagrams
- retain meteorological forecast printouts and data

Note: If Police officers retain any records and documents, recommend delegating someone to accompany officers to the station to collect photocopies of those documents, and retrieve data from electronic devices and loggers.

Ensure preservation of physical evidence:

- assist Police and investigation authorities
- aircraft or wreckage may have to remain at the scene or on runway, if no further safety hazard
- photographs are important before any physical evidence is moved
- covering or protection of evidence may be required

Note: Physical evidence may be collected by Police or other authorities. If this occurs, keep an inventory of what evidence is collected.

Refer to Emergency Contact List. Inform Club Operations (Panel Chairman / CFI) and Club Accountable Manager (President), or their deputies. They will assist in these responses and may mobilise help for duty crew on the scene

If fatality, inform GFA Executive Manager Operations. EMO is primary GFA point of contact with ATSB, CASA and Emergency Authorities.

If aircraft overdue or location unknown, call AUSSAR on 1800 815 257

- refer to ERP Missing Glider/Aircraft Checklist
- collect accounts or statements of last known movements, radio transmissions
- consider using towplane and other gliders airborne as search or radio relay assets
- ensure listening watch on distress frequency 121.5MHz
- ensure clubhouse phone and mobile numbers are monitored

Manage members of public, limit access

- safety of public present on the field is paramount
- members of the public who are witnesses should be carefully debriefed and contact information retained for follow-on contact

- delegate a club member to man the airfield gate to limit access to essential people only, politely decline access to spectators in order to allow duty crew and emergency services to manage the scene, reduce movement of physical evidence, limit exposure to hazards, and better manage stress or trauma of those affected
- if there is a fatality, media and public should be advised it is a Coronial issue under investigation by the Police. The airfield will be closed as a crime scene. Police will require strict access controls.

Manage media access or inquiries, limit public comment

- if media are present at the time, ensure they are escorted by a club member at all times and refer them to duty instructor
- defer comment to club officials, the designated club Point of Contact
- if time permits, draft a very short summary of the key facts regarding the accident or incident
- if there is a fatality, DO NOT release names of victims, media and public should be advised it is a Coronial issue under investigation by the Police

Manage club members present on the field

- focus on the key facts, try to avoid or limit speculation
- affirm assistance will be provided to deal with any stress or trauma
- affirm that it is normal for strong emotions to be felt, that may require expression and comfort
- get statements in writing from club members present as to what they did or did not see, what their actions were
- get a complete list of members present and contact information

NOTES:

- These responses are important but must always be lower precedence than the Immediate Priorities and Responses, which may require continuing attention and oversight whilst these responses are being addressed.
- When an accident or serious incident occurs, people will be stressed and will react instinctively, sometimes focusing on lower priority issues.
- After the initial essential responses, people will want to express their emotions and seek out explanations.
- Maintaining a focus on the key facts and most important actions, whilst instilling sense of calm and discipline is very important. People will respond positively to calm and assured leadership.
- Clear delegation of tasks to individuals is very important, noting that many activities here must occur in parallel.
- If there is a fatality, Police officers will have authority over many issues on the airfield, but as non-aviators will require expert advice and counsel on what actions are appropriate. The duty instructor must therefore establish a direct clear relationship with the Police officer-in-charge on the scene. The airfield must be closed and access controlled.
- If in doubt, seek advice and support from the Panel Chairman / CFI and Club President, as appropriate.

FOLLOW UP ACTIONS

In the follow-on stage after an accident or serious incident, there will be a transition of focus from on-field activities supervised by the duty instructor, to whole-of-club management of responses, both on and away from the airfield.

The follow-on priorities and responses will be unique to each event. This checklist should be used for guidance and allocation of lead responsibilities.

These actions and considerations are not in any order of precedence.

- “Hot Debrief” – as soon as possible hold a debrief of all members and visitors involved in the incident
- Prepare a briefing for the club panel meeting
- Submit initial SOAR report (within 24hrs for ATSB notifiable fatal or serious accident)
- Initial accident analysis with club Panel and Safety Committee, provide assistance to GFA appointed investigators
- Provision of counseling and support for stress or trauma, support to families
- Insurance responses and claims management
- Liaison with Police, Coroner, provision of data and evidence
- Liaison with GFA officers on updates to SOAR report, remediation of operations and airworthiness issues
- Legal risks and advice, representation issues
- Lessons, changes to Club Safety Management System, Club Emergency Response Plan and resources for duty crews
- Reputation and media management, local community relations
- Arrange follow-on GFA Operations Status Check or review by external instructor
- Support to club office bearers

Document Check List

Annex	Document Name	GFA Revision	Issue Date	Club Revision and Date
A	Emergency Response Flow Chart	1	30/09/2021	REVISION 3 19/12/2024
B	Aerodrome Emergency Contacts	1	30/09/2021	REVISION 3 19/12/2024
C	Incident Response Log	1	30/09/2021	REVISION 3 19/12/2024
D	Overdue Aircraft Checklist	1	30/09/2021	REVISION 3 19/12/2024
E1	Witness Report List	1	30/09/2021	REVISION 3 19/12/2024
E2	Witness Statement Form	1	30/09/2021	REVISION 3 19/12/2024
F	ERP Audit Check List	1	30/09/2021	REVISION 3 19/12/2024

EMERGENCY RESPONSE PLAN FLOWCHART

(Emergency Response for Visual Thinkers)

**ON-AERODROME
EMERGENCY**

SAFETY OF LIFE
Safe access to accident scene
First Aid and Fire Control
000 Emergency Services
Recall Duty Instructor

ON-SCENE COMMAND
by Duty Instructor or Delegate
till Emergency Services arrive

**MEET / ESCORT
EMERGENCY SERVICES &
CONTROL ACCESS**

HANDOVER SCENE
to Emergency Services Command
Preserve Accident Scene
Provide Emergency Services Assistance

SAFELY TERMINATE FLYING OPERATIONS
Recall aircraft & gliders on local operations at the discretion of the senior instructor present
Manage radio comms & runway clearance
Avoid interference with emergency response

**DUTY INSTRUCTOR
RESPONSES**
Inform Club Officials
Inform GFA EMO
Calm assured leadership
Data / Evidence Preservation
& Collection - Police Approval
Support Club Members

**MANAGE ACCESS TO
AERODROME**
Priority Responders v
Media / Public
Limit public comment
Limit speculation
DO NOT reveal ID of any
fatalities – Police only

**INVESTIGATION SUPPORT &
MEMBER WELLBEING**
Gather witness accounts
Photographs and data
Limit adverse consequences

OTHER STUFF – DELEGATE & SHARE WORKLOAD
Tap into the expertise and experience of the group

**RECORD
EVERYTHING**

Aerodrome Emergency Contact Numbers

Current at June 2024

Emergency Phone - 000	Be prepared to provide information as follows: 1. Who you are - Including a Contact phone number 2. Where you are (Airfield Location & Access) 3. Situation - Emergency description 4. Required Response
Emergency Text - 0423 677 767	
Local Police – (03) 5760 0200	
Be prepared to stay online to assist emergency responders	
Designated Point of Contact GCV Club Safety Officer	Richard Thirkill 0431 666 995
GFA Executive Manager Operations (EMO) Primary GFA Point of Contact with Emergency Authorities	David Boulter 0492 887 598 emo@glidingaustralia.org
Emergency Radio Frequency: 121.5 MHz	Local Area Frequency: 125.2 MHz
Benalla CTAF: 125.6 MHz	

Additional Emergency Phone Contacts

Local Police Station	(03) 5760 0200
Local Ambulance Service	(03) 9840 3500
Local Fire Service	000
ATSB Hotline (Reportable accidents and incidents)	1800 011 034
Rescue Coordination Centre Australia (SAR, lost or overdue aircraft)	1800 815 257
Panel Chairman/CFI	Fabian Gaida 0437 354 842
Deputy Chairman/DCFI	Garry Cropley 0418 580 827
Club President	Andy Davison 0408 255 761
Club Secretary	Neil Campbell 0419 871 140
Club Safety Manager	Richard Thirkill 0431 666 995
Regional Manager Operations (RMO)	Noel Vagg 0427 364 008
Regional Technical Officer Airworthiness (RTOA)	John Wharington 0402 917 703

<https://glidingaustralia.org/emergency-contact/>

<https://www.glidingclub.org.au/>

AIRCRAFT / GLIDER OVERDUE CHECKLIST

1. Assess Overdue Report

Is glider or aircraft overdue or not accounted for? Most overdue reports are due to a lack of communication between the pilot and those who are looking out for them.

2. Check and record last contact information

- Aircraft airborne
- With Club Members
- Car Park
- Trailer Park

3. Collect the following for AusSAR - Rescue Coordination Centre and GFA EMO

(AusSAR 1800 815 257) (GFA EMO 0492 887 598)

Aircraft Call Sign and Type – colour, markings, photo	
Number of people on board:	
Name, Age, Mobile phone	
Name, Age, Mobile phone	
Point of Departure	
Time of Departure	
Pilot's Intentions	
Last Known position and time and how derived.	
Survival and communications equipment carried (including GPS trackers, EPIRBs, EC/ADS-B)	
Weather at the time of the report	
Club aircraft airborne and SAR assets deployed	

AusSAR will manage the incident, however the club will be required to maintain open lines of communication to verify information and enable search planning and progress.

4. Notifications - Refer to Emergency Contact List - Important - Record Date Time Contact Log

Date & Time	Who Contacted	Details / Information

EMERGENCY RESPONSE WITNESS REPORT LIST

Incident..... **Date** **Time**

List of involved parties and witnesses who have been requested to provide written witness reports

Witness Name	Address	Phone No	Email	Report Form	
				Handed out	Received

Witness Coordinator Date.....
Position..... Phone..... Email.....

EMERGENCY INCIDENT WITNESS STATEMENT

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Involved parties and witnesses to an incident or accident are requested to write a statement of facts and recollections as soon as possible after the event to assist with investigations. Please add extra pages, diagrams, photographs as necessary. Please describe data you may be able to download and provide later.

If possible, please provide this statement to on-scene Commander or investigator prior to leaving the scene.

[Relevant Information may include: Location, time, what seen, persons involved, aircraft involved, accident description, consequences, immediate actions, responses, decisions, follow-on actions, description of effects of actions, persons informed, immediate investigations, etc. Diagrams may be added on reverse. Any data from electronic devices you own should be described and made available to investigators.]

[NOTE: Investigators will pursue causal factors, sequence of events. Your focus on facts and direct observations will be most useful.]

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[Add additional text, maps and diagrams on reverse, or additional pages as necessary]

Witness Name	Witness Address	Witness Phone & Email

Signed

Date / Time

EMERGENCY RESPONSE REVIEW CHECKLIST

An effective Emergency Response Plan (ERP) must be complete, with current data. Most gliding clubs change key officials on an annual basis, such as AGMs. Changes in Key Persons since last GFA operations or airworthiness safety audit:

The Club Safety Officer / Manager is expected to review the ERP regularly. Reviews are strongly recommended following AGMs and prior to competitions, camps, regattas or remote area operations, where reporting protocols may change.

GFA also conducts routine audits of club ERPs; these are part of operational and airworthiness governance processes to ensure regulatory compliance and safety outcomes.

Current ERP Version: **Revision 3** Date Reviewed / Issued: **19/12/2024**

Description of changes: **Change of Club President**

ERP Copies – President / Accountable Manager	Y/N
Club Safety Officer / Manager	Y/N
Panel Chair / CFI	Y/N
Launch Point / Operations Control	Y/N
Clubhouse	Y/N
Other Copies	Y/N

Comments on value of ERP, application of ERP in club environment:

Major Incidents or Accidents since last audit:

Significant safety decisions by Panel and Committee since last audit:

Other emergency preparedness issues relevant to GFA club safety audit:
