



# GLIDING AUSTRALIA EXECUTIVE EMERGENCY RESPONSE PLAN

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# GLIDING AUSTRALIA EXECUTIVE EMERGENCY RESPONSE PLAN

## Overview

This guidance is provided for reference by Gliding Australia Executive Staff and Regional Officers in the unfortunate event of Emergency Response to accidents or incidents involving gliding and glider towing operations.

This Executive Emergency Response Plan (ERP) describes requirements for immediate actions and informing external authorities, supporting affected clubs and members, meeting SMS and ERP requirements mandated by Gliding Australia, plus key contacts and phone numbers. This should be read in conjunction with Club and Competition ERP templates, MOSP Part 5 SMS, and Club level documentation.

This Executive ERP is focussed on strategic responses by Gliding Australia key persons, executive and office staff, noting that local CFIs, Competition Directors, Duty Operational staff at the accident scene and host club will be focused on immediate on-scene responses and priority tasks.

## 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

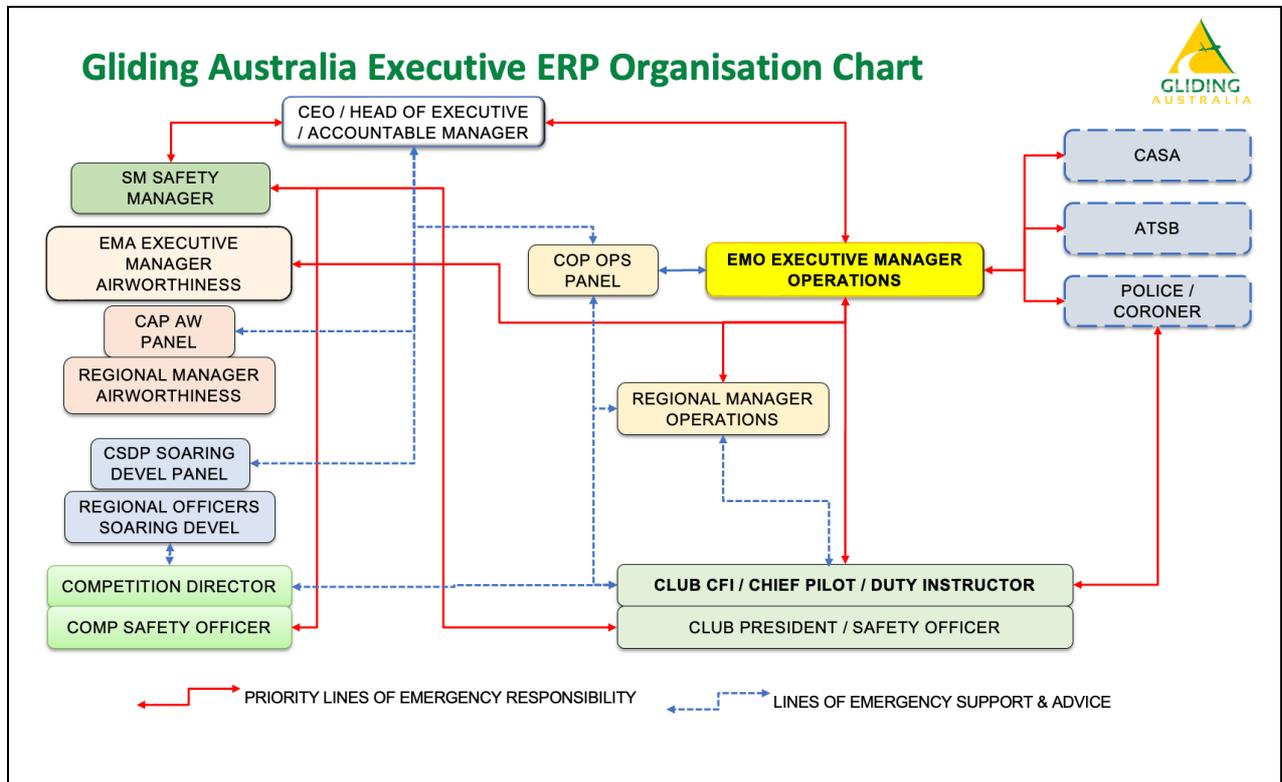
Whilst the focus of this document is on accidents, serious incidents and occurrences involving aircraft and glider operations, it is also possible that accidents and incidents may occur on any aerodrome with regard to ground operations, winches, vehicles, machinery and plant, workshops, ground infrastructure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

## References:

- A. Gliding Australia MOSP Part 5 Safety Management System (SMS)
- B. Gliding Australia ERP SMS-004
- C. Gliding Australia Operational Regulations, Section 12
- D. Gliding Australia Manual of Standard Procedures, Part 2 Operations, Section 27
- E. Air Navigation Act 1920 Part 2A
- F. Transport Safety Investigation Act 2003 Sections 18 and 19
- G. Gliding Australia Critical Incident Communications Plan (CICP) #
- H. Gliding Australia OPS 0016 Gliding Related Accident Procedures, August 2016 (Guidance) #
- I. Gliding Australia Investigating Accidents and Incidents – Guidance for CFIs and CSOs (Guidance) #

Note: # Guidance and Governance documents – not Part 149 documents

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**Figure 1: Summary Gliding Australia Executive ERP Organisation Chart**

## Organisation

Figure 1 summarises the Executive level organisational linkages for Emergency Response. Solid Red lines depict priority lines of emergency responsibility and dashed blue lines a range of emergency support and advisory channels.

The **Executive Manager Operations (EMO)** is the **primary Point of Contact** with ATSB, CASA and Emergency Services including Police and Coroner. EMO is the normal first direct Point of Contact with the Club CFI, Chief Pilot or Duty Instructor, or Competition Safety Officer.

The CEO is the Accountable Manager for Gliding Australia, leads the Executive, and mobilises resources and support efforts as required.

The Safety Manager is responsible for Emergency Response Planning and the integrity of the MOSP Part 5 SMS and supporting documents. The Safety Manager supports EMO and CEO in crisis management and communication, and provides support and advice to Club Safety Officers and on-scene members.

The Executive Manager Airworthiness (EMA) is the lead authority on technical airworthiness advice in emergency response, including airframe, systems and material safety hazards that might require careful management at the accident scene.

In executing this plan, primacy must be given to respecting the authority of on-scene members and emergency services, protecting members and meeting safety and regulatory obligations.

A Golden Rule: Look after the interests of families and affected members.

## GLIDING AUSTRALIA EXECUTIVE ERP – IMMEDIATE PRIORITIES AND RESPONSES

### IMMEDIATE ASSISTANCE TO CLUB AND ON-SCENE MEMBERS: DUTY INSTRUCTOR, CHIEF FLYING INSTRUCTOR, CHIEF PILOT, COMPETITION DIRECTOR AND CLUB/COMPETITION SAFETY OFFICER:

1. **SAFETY OF LIFE**
  - Advice on Emergency Response
  - First aid assistance
  - Ensure safety of on-scene members, accident cordon
  - Contact Emergency Services / Incident Responders / SAR Authorities
2. **ASSIST EMERGENCY SERVICES**
  - Provision of essential information to Police, Fire, Ambulance, SAR Authorities
  - Provide advice on hazards, on-scene safety, preservation of evidence
  - SAR assistance as required
3. **ENSURE SAFE TERMINATION OF FLYING OPERATIONS**
  - Safe cessation of operations, recall gliders aircraft as required

### CONTACT OF KEY PERSONS

1. **EXECUTIVE MANAGER OPERATIONS**
  - Emergency Contact 0492 887 598
  - Lead Point of Contact (POC) with CASA, ATSB, Police and Coroner
  - Lead Point of Contact (POC) with Club CFI, Duty Instructor
  - [emo@glidingaustralia.org](mailto:emo@glidingaustralia.org)
2. **SAFETY MANAGER**
  - Alternative Emergency Contact 0447 655 717
  - Lead Point of Contact (POC) with Club Safety Officer
  - [safety@glidingaustralia.org](mailto:safety@glidingaustralia.org)
3. **CHIEF EXECUTIVE OFFICER**
  - Contact 0400 897 238
  - Point of Contact (POC) with Board, Executive
  - [ceo@glidingaustralia.org](mailto:ceo@glidingaustralia.org)
4. **EXECUTIVE MANAGER AIRWORTHINESS**
  - Emergency Contact 0407 006 292
  - Point of Contact (POC) with Technical Airworthiness experts
  - [ema@glidingaustralia.org](mailto:ema@glidingaustralia.org) or [cto@glidingaustralia.org](mailto:cto@glidingaustralia.org)

### CONTACT OF EXTERNAL AUTHORITIES (VIA EMO)

1. **ATSB HOTLINE**  
Emergency Contact 1800 011 034

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2. **AUSSAR Rescue Coordination Centre**  
Emergency Contact 1800 815 257
3. **CASA Sporting Aviation Branch**  
Emergency Contact 0423 826 044  
CASA Offices 131 757
4. **Emergency Services**  
Emergency Contact 000

### ESSENTIAL INFORMATION

- **WHAT**
  - Nature of Emergency / Accident
  - Aircraft / Gliders affected
  - Public / Property impact
  - Casualties
  - Aircraft Glider Type / Registration / Data / Markings
- **WHERE / WHEN**
  - Location / Last known position / track
  - Time / Course / Speed / Task info
  - Radio Frequencies used
- **WHO**
  - Pilot(s) details, name, age
  - Known medical conditions
  - Other persons details
- **LOCAL POINTS OF CONTACT**
  - Name / Position / Phone / Email
- **KNOWN SAFETY HAZARDS IN AIRCRAFT / GLIDER**
  - Fuel
  - High voltage electrical systems
  - Oxygen
  - Materials / Carbon Fibre / Toxins
- **KNOWN SAFETY HAZARDS IN AREA**
- **RADIO / BEACONS / SURVIVAL EQUIPMENT / DATA LOGGERS**
- **DETAILS OF IMMEDIATE ACTIONS TAKEN**

## HIGH PRIORITIES AND RESPONSES

### HIGH PRIORITY EXECUTIVE RESPONSES

#### CEO

Inform Chair of Board  
Inform Regional Association office bearers – RA President or Secretary, RMO, RMA  
Arrange timely support to Club Officials  
Inform COP and CAP  
Activate Critical Incident Communications Plan with SM  
Appoint lead media Point(s) of Contact, at Local / Regional / National levels  
Monitor media responses  
Manage reputation, legal and governance impacts  
Coordinate provision of counselling, member care through RA

#### EMO

Communications and support to ATSB, AUSSAR, CASA, Emergency Authorities  
Contact RMO, arrange L3 Investigation support, with AW assistance as required  
Through RMO, coordinate support to CFI and Duty Instructor; or Competition Safety Officer and CD  
If applicable, contact Defence Aviation Safety Investigation authorities  
Establish Online folder for SOAR Report, Accident and Investigation Records  
Upload pilot(s) records, qualifications, medical data, checks data  
Upload Club audit and CFI data  
Upload airfield, airspace, radio data  
Support critical incident comms and info flow to SM and CEO

#### SM

Gather collate all known accident / incident data, maintain records  
Contact and assist Club Safety Officer or Club President / VP  
Ascertain member safety and support needs, advise on ERP implementation  
Develop media and comms responses using CICP templates  
Gather airfield, airspace, previous SOAR and safety audit data  
Assist CEO in developing safety responses, any immediate safety hazards and restrictions in consultation with COP and CAP  
Gather collate relevant accident / safety data from overseas  
Assist CMD and CEO in monitoring media

#### EMA

Assist EMO with immediate AW safety issues  
Assist EMO with investigation support  
Establish online folder for glider AW Records, SDRs, CoA and CoR, Form 2 data  
Collate / upload glider AW records and data, type AW issues  
Upload Club / AMO AW audit records  
Support critical incident comms and info flow to SM and CEO

**COP**

Assist and advise Club Officials in operational responses  
Assess impacts of accident on continued operations, consulting with CAP, SM, CEO  
Collate information on qualifications, checks of pilots and operations members  
Assist and advise Competition officers as appropriate  
Provide background data to investigators, support initial accident analysis

**CAP**

Assist and advise Club Officials on airworthiness responses  
Assess impacts of accident on continued airworthiness safety, consulting with COP, SM, CEO  
Collate information on affected glider types and systems  
Provide background data to investigators  
Support initial accident analysis

**CSDP**

Support CD, Competition Safety Officer in accident responses, competition changes arising from EMO EMA SM and CEO safety decisions  
Assist in gathering info on task setting, competition safety briefings, organisation, rules and restrictions, scrutineering, steward actions and representations  
Assist CEO in managing media and reputation impacts

**CMD**

Assist SM and CEO with communications responses, managing media and reputation impacts  
Assist CEO with web page, social media, forum changes  
Assist Regional Association and Club officials with communications and media strategy

**TREASURER**

Assist CEO with legal, liability, insurance, governance impacts

**GLIDING AUSTRALIA OFFICE STAFF**

Assist CEO and Executive with data access, collation, communications, administration, travel, online support, records management.  
Support Regional Associations and Clubs as required.

## HIGH PRIORITY EXECUTIVE RESPONSES TO SUPPORT CLUBS AND ON-SCENE MEMBERS

Having ensured that the immediate priorities and responses are being or have been undertaken, the following high priority actions should be pursued. Club officials and on-scene members will be stressed and require reassurance, advice, calm support, and minimal interference.

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:

- 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 observations and actions, with minimum discussion with others
- take and retain image files, photographs, MR data, flight sheets, task data
- take measurements and prepare diagrams
- retain meteorological forecast printouts and data

Note: If Police officers retain any records and documents, recommend accompany officers to the station to collect copies, retrieve data from electronic devices, 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

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 gliders airborne as search or radio relay assets
- ensure listening watch on distress frequency 121.5MHz, club phones

### 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

### Manage media access or inquiries, limit public comment

- 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

## 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.

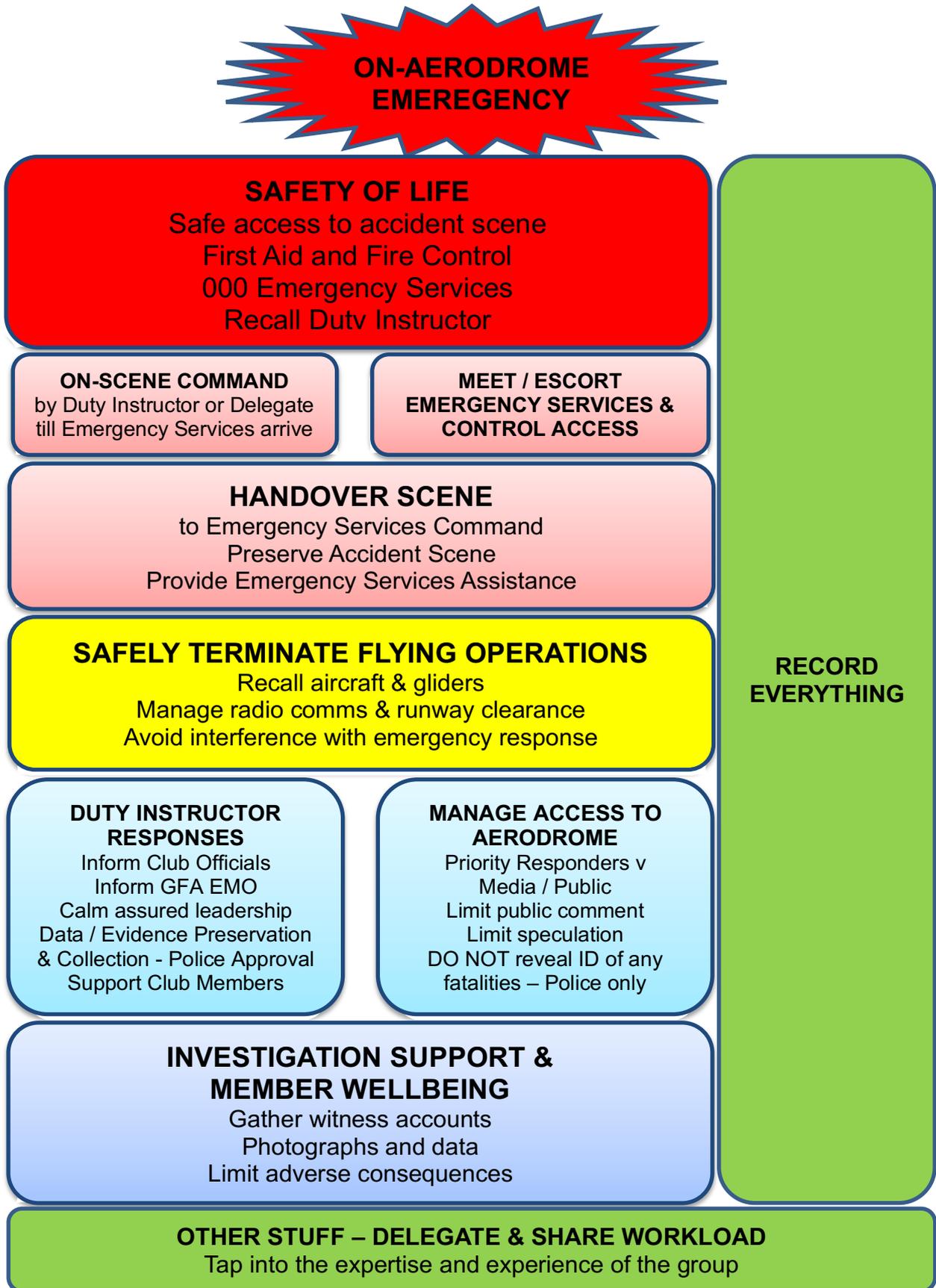
The follow-on priorities and responses will be unique to each event. This checklist should be used for guidance and allocation of lead responsibilities.

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 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 Gliding Australia 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

# EMERGENCY RESPONSE PLAN FLOWCHART

(Emergency Response for Visual Thinkers)



## Aerodrome Emergency Contact Numbers

Current at [insert date]

<b>Emergency Phone - 000</b>	<b>Be prepared to provide information as follows:</b> 1. Who you are - Including a Contact phone number 2. Where you are (Airfield Location & Access) 3. Situation - Emergency description 4. Required Response
<b>Emergency Text - 106</b>	
<b>Local Police -</b>	
<b>Be prepared to stay online to assist emergency responders</b>	
<b>Executive Manager Operations (EMO)</b> Primary GFA Point of Contact with Emergency Authorities	0492 887 598 emo@glidingaustralia.org
<b>Club Safety Officer</b> Primary Club Point of Contact on Emergency Response	
<b>Emergency Radio Frequency: 121.5 MHz</b>	<b>Local Area Frequency:                      MHz</b>

### Additional Emergency Phone Contacts

Local Police Station	
Local Ambulance Service	
Local Fire Service	
ATSB Hotline (Reportable accidents and incidents)	1800 011 034
Rescue Coordination Centre Australia (SAR, lost or overdue aircraft)	1800 815 257
Panel Chairman/CFI	
Deputy Chairman/DCFI	
Club President	
Club Secretary	
Club Safety Manager	
Regional Manager Operations (RMO)	
Regional Technical Officer Airworthiness (RTOA)	

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

[Add Club website address]



# GLIDING AUSTRALIA EXECUTIVE EMERGENCY RESPONSE PLAN

## 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

DTG	Who Contacted	Details / Information







**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 operations or airworthiness safety audit:

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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.

Gliding Australia 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 \_\_\_\_\_ Date Reviewed / Issued \_\_\_\_\_

Description of changes:

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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:

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Major Incidents or Accidents since last audit:

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Significant safety decisions by Panel and Committee since last audit:

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Other emergency preparedness issues relevant to GFA club safety audit:

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