

# Gympie Gliding Club Inc. Safety Management System



Version 1.0 January 2015

## Note

This SMS is an important element in maintaining safety standards for Gympie Gliding Club's operations. If you see that the controls described in this document are not in place, are not being followed or are not addressing a risk, you need to immediately advise an instructor and/or fellow members accordingly. You can bring any safety concern to the Club Safety Manager or Duty Instructor at any time. Safe ground and flying operations are the responsibility of all members of the Gympie Gliding Club including visitors and contractors.

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## Revision History

Version	Date	Originator	Description
1.0 Jan 2015	29/11/14	T Burgess	Original Issue

## Distribution List

Copy No	Holder
1	GFA Safety Manager
2	GQ Safety Manager
3	GGC Safety Manager
4	GGC Accountable Manager
5	GGC CFI
6	GGC Club House

## Notes

- Changes to this document, other than to the annexures, will only be made by the Gympie Gliding Club (GGC) Safety Committee under authorisation of the GFA National Safety Manager. This document is authorised for release once all signatures have been obtained.
- A controlled copy of this document will be maintained on the club website, [www.gympiegliding.org.au](http://www.gympiegliding.org.au).
- All printed copies are uncontrolled.

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## 1. ABBREVIATIONS AND DEFINITIONS

### 1.1 Abbreviations

ALoS	Acceptable Level of Safety
AM	Accountable Manager
ATSB	Australian Transport Safety Bureau (Australia)
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations
CAO	Civil Aviation Orders
CSM	Club Safety Manager
ERP	Emergency Response Plan
GFA	Gliding Federation of Australia
GGC	Gympie Gliding Club
IRM	Immediately Reportable Matter
MOSP	GFA Manual of Standard Procedures
RRM	Routine Reportable Matters
RSM	GFA Regional Safety Manager
SAI	Safety Assurance Indicator
SC	Safety Committee
SLA	Service Level Agreement
SME	Subject Matter Expert
SMP	Safety Management Plan
SMS	Safety Management System
SOAR	Safety, Operations and Airworthiness Reports System

### 1.2 Definitions

Hazard	A condition, event or circumstance that has the potential to cause harm to people or damage to aircraft, equipment or structures.
Risk	The potential outcome from the hazard and is usually defined in terms of the likelihood of the harm occurring and the severity if it does.
Third Parties	Other airfield users, maintenance organisations, and other parties we do business with.

## **2. INTRODUCTION**

The Gympie Gliding Club's Safety Management Plan is interconnected with the Gliding Federation of Australia's Safety Management System. To ensure uniform safety standards are maintained, the content of this plan is generally intended to be standard across all Australian Gliding Clubs. Where there are distinct differences from the standard plan, and a change is required to ensure the club can comply with its operation, the National Safety Committee must be consulted.

Clubs/Organisations should consult the implementation guide and the audit guide for direction on implementation.

When the organisation management changes, this document must be reviewed to ensure the document remains applicable and new personnel are aware of their obligations pursuant to this document.

Gympie Gliding Club Safety Management Plan is intended to complement existing CASA and GFA rules, regulation and training curriculum and the Gympie Gliding Club Standard Operating Procedures. If any inconsistency or ambiguity between these documents are discovered, the matter is to be raised with the Gympie Gliding Club's safety committee for review, action and follow-up.

### **Note**

The responsibility for operational safety and training standards remain with the GGC Level 2 and Level 3 instructors under the leadership of the GGC CFI.

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### 3 SAFETY POLICY AND OBJECTIVES

#### 3.1 Management Commitment and Responsibilities

##### 3.1.1 Safety Policy

Our commitment is to:

- Develop and embed a safety culture in all our organisation’s activities that recognises the importance and value of effective aviation safety management and acknowledges that, at all times, safety is paramount;
- Clearly define for all members their accountabilities and responsibilities for the development and delivery of safety strategies and performance;
- Minimise the risks associated with aircraft operations to a point that achieves an Acceptable Level of Safety;
- Ensure that externally supplied systems and services that impact upon the safety of our operations meet appropriate safety standards;
- Actively develop and improve our safety processes;
- Comply with legislative and regulatory requirements and standards;
- Ensure that all members are provided with adequate and appropriate safety information and training, are competent in safety matters and are only allocated tasks commensurate with their skills;
- Ensure that sufficient skilled and trained resources are available to implement safety strategy and policy;
- Establish and measure our safety performance against realistic objectives and/or targets;
- Achieve the highest levels of safety performance in all our organisation’s activities;
- Aim to continually improve our safety performance;
- Conduct safety and management reviews and ensure that relevant action is taken; and
- Ensure that the application of an effective safety management system is integral to all our activities, with the objective of achieving the highest levels of safety standards and performance.

*Original Signed*

.....  
Signature

**ACCOUNTABLE MANAGER**

Date:

*Original Signed*

.....  
Signature

**CHIEF FLYING INSTRUCTOR**

Date:

*Original Signed*

.....  
Signature

**CLUB SAFETY OFFICER**

Date:

## **3.2 Safety Accountability and Responsibilities**

### **3.2.1 Accountable Manager (AM)**

The AM is the GGC President who has overall responsibility for the performance and supervision of the GGC Safety Management Plan. The AM must:

- Establish and promote the GFA SMS required by the Deed of Agreement between the GFA and CASA, and legislation;
- Have been appointed with responsibility and accountability for the club safety systems to ensure it is properly implemented and performing to requirements;
- Have control of the financial and human resources required for the proper implementation of safety systems within the GGC;
- Have an awareness of their roles and responsibilities in respect of the safety policy, safety standards and safety culture of the GGC; and
- Ensure that the Club Safety Manager is suitably qualified or has relevant experience to effectively perform the role and responsibilities of the Club Safety Manager

### **3.2.2 Club Safety Manager (CSM)**

The CSM is appointed by and reports directly to the AM and must ensure that the AM is kept properly informed on safety matters.

All members of the GGC are responsible for safety whilst conducting any activity relating to the GGC. The CSM is responsible for the administration and facilitation of the GGC's SMS. Where practical, the CSM should possess operational management experience and an adequate technical background to understand the systems that support the operation. Ideally the CSM should have a sound understanding of safety management principles, typically acquired through formal training and practical experience.

Irrespective of other duties, the CSM will have responsibilities and authority for ensuring:

- That processes needed for the safety management plan are established, implemented and maintained;
- That regular evaluation, reviews and amendments of the safety programme are conducted;
- Safety advice to the committee, members and contractors is provided;
- Safety awareness and a positive safety culture are promoted;
- Liaison with CASA and the ATSB on safety-related issues is undertaken as required;
- Liaison with the GFA Regional Safety Manager is undertaken as required;
- Valuable lessons learned with other operators are exchanged through safety reporting;
- Incident and accident investigations are undertaken and reported;
- The immunity-based reporting system, which includes the ongoing identification and management of hazards, are managed;
- Safety documentation is maintained;
- SMP induction and recurrent training are conducted and any ongoing safety training requirements are identified;
- Oversight of the safety audit programmes;
- Liaison with RSM; and
- The Emergency Response Plan (ERP) is maintained.

### 3.2.3 Safety Committee (SC)

The SC will be chaired by the AM and will include the CSM, the CFI, and the Airworthiness Officer. Other members with particular expertise, experience or interest may also be included. The role of the SC includes, but is not limited to:

- Overseeing operational safety;
- Managing hazard identification activities;
- Implementing mitigation or corrective actions;
- Making recommendations or decisions concerning safety policy and objectives;
- Defining safety performance indicators and setting safety performance targets for the club;
- Reviewing the safety performance and outcomes;
- Managing safety training and promotion activities; and
- Assessing the impact of safety on operational changes and activating the hazard analysis process as appropriate.

The SC will meet at least once every three months and minutes of the meeting will be recorded on the Safety Committee Meeting Minutes Form and filed as appropriate by the GGC Secretary.

### 3.2.4 Members

All members:

- Are responsible for safety whilst conducting any activity relating to the GGC.
- Must ensure that they comply with all GGC safety policies, procedures and practices;
- Are responsible and accountable for monitoring the organisation for hazards and for reporting each identified hazard through the GGC reporting system; and
- Must report each incident or accident that they are involved in, witness or become aware of.

### 3.3 Third Party Interface

The provision of services supporting gliding activities often involves third party service providers, contractors, and suppliers. As the contracting organisation, GGC has a duty of care to ensure the safe operation of services provided by a contractor.

Therefore, GGC must consider the third party's previous safety record and history of regulatory breaches prior to entering into any agreement. These factors will be given equal weight with other considerations like price, quality and timely delivery.

In addition, GGC will ensure that the third party understands their responsibilities relating to the GFA SMS and this plan.

The AM or their delegate shall carry out a Third Party Contract Review using the *Third Party Review Form*, found at Annex E, and the records of such assessments are maintained by the GGC Secretary.

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## **4. EMERGENCY RESPONSE PLAN**

### **4.1 Preparedness**

GGC will review its particular risks for its operation and develop an appropriate list of issues that need to be used as the basis for emergency preparedness. This includes but is not limited to:

- Roles;
- Communication protocols;
- Equipment; and
- Contacts

### **4.2 Response**

The *Gympie Gliding Club's Emergency Response Plan*, found at Annexe A, will be activated in the event of a major occurrence. It is designed to ensure that there is an orderly plan in place that will enable the Duty Instructor to transition from *Normal Operations* to *Emergency Management Operations* as a result of an adverse event occurring.

The ERP will enable:

- Orderly and efficient transition from normal operations to emergency management operations;
- Delegation of key emergency personnel;
- Assignment of key emergency responsibilities;
- Authorisation of key emergency personnel for actions contained in the plan;
- Coordination of efforts to cope with the emergency;
- Safe continuation of operations or return to normal operations as soon as practicable;
- Planned and coordinated action to ensure the risks attributable to a major safety event can be managed and mitigated.
- The ERP can be found at Annexes A and a laminated copy of the ERP (Annex B) is to be kept at the following locations:
  - a. Launch point; and
  - b. Club briefing room notice board.

### **4.3 Review and Test of the Plan**

The CSM will develop a periodic ERP training exercise that will be used to test the adequacy of the ERP. A minimum of one exercise annually will take place and if possible it will be coordinated with other relevant organisations such as the airport operator, local emergency services and other relevant parties.

## **5. DOCUMENTATION**

All documentation relating to the SMP is referenced within this manual and will be reviewed at least annually and updated as required.

The GGC SMS contains procedures for meeting the requirements of this SMP for all activities that are carried out at GGC.

Copies of this SMP will be distributed and maintained by the CSM. Controlled copies will be maintained on the club website. Distribution will be made as per the Distribution List located

at the start of this document. A hardcopy of the *Gympie Gliding Club Safety Management System* will be located in the GGC Briefing Room.

## **6. SAFETY RISK MANAGEMENT**

### **6.1 Overview**

The safety risk management process starts with identifying the hazards affecting the safety of the organisation and then assessing the risks associated with the hazards in terms of likelihood and severity. Once the level of risk is identified, appropriate remedial action or mitigation measures can be implemented to reduce the level of risk to an acceptable level of safety. These mitigating measures will then be measured to ensure effectiveness.

GGC will adopt the GFA Risk Management Process, which is found in the Safety area of the Gliding Australia website, refer: <http://www.glidingaustralia.org/Safety/risk-management-toolkit.html>

- GFA Risk Presentation
- GFA Risk Evaluation Tool
- GFA Risk Assessment Matrix
- GFA Risk Assessment Template

#### **6.1.1 Hazard Identification Process**

Hazards can only be controlled if their existence is known. They will be identified from a range of sources including, but not limited to:

- Brain-storming using experienced personnel;
- Development of risk scenarios;
- Trend analysis;
- Feedback from training;
- Safety surveys and operational oversight safety audits;
- Monitoring of normal operations;
- Investigations of accidents and serious incidents; and
- Information exchange systems (GFA Safety Report, similar operators, regulators, etc.).

The CSM will record all hazards in the GGC Risk Register and over time, the ‘database’ of reportable hazards will enable the Safety Committee to:

- Identify ‘hot spots’ that need particular attention;
- Share information with other clubs; and
- When enough data is collected, conduct trend analysis which can provide the basis for improvement of hazard identification.

#### **6.1.2 Risk Assessment**

The CSM, or their delegate, is responsible for conducting risk assessment activities. Other club members with the relevant expertise or experience are encouraged to participate or to assist, however the overall responsibility rests with the CSM.

After the development of an initial risk assessment, the ongoing process includes an evaluation of the information contained within Safety Report/s as well as commissioning further collection of additional data as required.

The Risk Assessment Matrix must be used to record the level of risk which is determined by the relationship between the likelihood of an incident occurring from the hazard, and the consequence caused by the hazard. The relationship between likelihood and consequence determines how dangerous the hazard is.

### **6.1.3 Risk Mitigation**

Mitigation measures are actions/changes, such as changes to operating procedures, equipment or infrastructure, to reduce either/both the consequences and/or likelihood of an incident/accident occurring.

Risk mitigation strategies will generally fall into four categories:

**1. Avoidance:**

The operation or activity is cancelled or avoided because the safety risk exceeds the benefits of continuing the activity, thereby eliminating the risk.

**2. Reduction:**

The frequency of the operation or activity is reduced or action is taken to reduce the magnitude of the consequences of the risk.

**3. Segregation:**

Action is taken to isolate the effects of the consequences of the risk or build in redundancy to protect against them.

**4. Procedures and Rules:**

Procedures and/or rules are used to manage the risk to an ALoS.

Prior to introducing measures to mitigate the risk, the CSM will carry out a further risk assessment of the new process or procedure used to mitigate the original risk. It is important to ensure that any measures that are introduced do not lead to other hazards being introduced into the system.

The CSM will then prepare and implement a Risk Mitigation Plan that shall be kept with the relevant Safety Report. The CSM will also record the Risk Mitigation Plan in the GGC Risk Register and prepare a quarterly report for the SC.

### **6.1.4 Monitor and Review**

GGC understands that there is a need to monitor and review the effectiveness of all stages of the risk management process. During the risk assessment process, the assumptions, methods, data sources, analyses, results and reasons for decisions will be recorded by the CSM. This data will then be used to support the procedures and processes outlined in Section 7 of this document, *Safety Assurance*. This is important for continuous improvement and achievement of the safety objectives and targets.

Risks and the effectiveness of risk mitigation measures need to be monitored to ensure changing circumstances do not alter priorities.

### **6.1.5 Communicate and Consult**

The GGC Risk Register is to be used as an active tool to communicate and consult on the GGC identified risks and agreed mitigation measures.

New risks and hazards are added to the register as they are identified, at times of periodic review and following incident reports that identify new or changed risks.

## **6.2 Reporting Systems**

GGC understands that through a safety reporting system, underlying situations or conditions that have the potential to endanger the safety of its activities can be identified. Greater levels of reporting, even minor issues, will allow the SC to monitor the safety performance of the organisation and to identify developing safety trends.

The investigation process will not focus solely on the active failures, as they are not the root cause of the event. All investigations will attempt to address the root causes that contributed to the event.

### **6.2.1 Just Culture**

A ‘just culture’ supports learning from accidents and incidents. Any event related to safety, especially human or organisational errors, must first be considered as a valuable opportunity to improve operations through experience, feedback and lessons learnt.

GGC recognises that in order to maintain a positive reporting ethos, people are encouraged to report any safety-related matters. Following the principles of a ‘just culture’, it must be understood that a line must be drawn between acceptable and unacceptable behaviour. Sanctions will only be applied when there is evidence of a conscious violation or intentional reckless or negligent behaviour.

### **6.2.2 Internal Reporting System**

The purpose of the internal reporting system is to report safety matters that can be addressed at a club level. GGC will ensure its members and all organisations that interface with it are encouraged to actively participate in the *GGC Safety Reporting System*. Internal GGC Safety Reports will be submitted using the GGC Safety Report Form (Annex D). Electronic copies of the form are available at [www.gympiegliding.org.au](http://www.gympiegliding.org.au) and hard copies are located in the Club House. The completed report is to be emailed or handed to the CSM or to the Duty Instructor who will forward the report to the CSM. Upon receipt of a GGC Safety Report, the CSM will register, complete, evaluate and prioritise the report, and coordinate any action required (e.g. enter into the GGC Risk Register, pass to the CFI or Airworthiness Officer).

### **6.2.3 External Reporting System**

Flying-related Incident or Accident Reports are to be entered using the GFA SOAR reporting system found on the Gliding Australia website <http://www.glidingaustralia.org/Log-In/log-in-soar.html>.

Guidelines and instructions for submitting reports of safety related occurrences (accidents and incidents) related to gliding operations and related club activities can be found at <http://www.glidingaustralia.org/Safety/safety-occurrence-reporting1.html>

There are two ways of submitting a Safety Occurrence Report;

1. Online using SOAR; or
2. Hard copy which can be downloaded from the website and mailed to the GFA office for entry into SOAR.

There are two reasons for reporting occurrences which may have safety implications;

1. To comply with our Safety Management System which seeks to ensure that we learn from experience and are able to develop our activities, operational rules and practices to achieve the best safety outcomes based on sound, real world information; and
2. To ensure compliance with our reporting obligations under both Australian Transport Safety Board and the GFA statutory requirements.

#### **6.2.4 Statutory Reporting Requirements**

GGC will ensure its members comply with the statutory reporting requirements of the *Transport Safety Investigation Act 2003* in relation to accidents and serious incidents that affect the safety of aircraft.

Accidents and serious incidents (commonly called *Immediately Reportable Matters*), which affect the safety of aircraft must, in the first instance, be notified to the ATSB by telephone, toll-free call: 1800 011 034 or fax (02) 6274 6434.

ATSB Policy: <http://www.atsb.gov.au/aviation/safety-information-policy-statement.aspx>

In addition to the above statutory requirement, it is a GFA requirement that *Immediately Reportable Matters* are also reported to the GFA Executive Manager, Operations (EM/O) or the Chairman of the Operations Panel (COP) at or around the time they are reported to ATSB. The [telephone contact details for the EM/O and COP](#) can be found on the Gliding Australia website. The EM/O or COP will notify the appropriate GFA officers and the Regional Manager Operations of the relevant Region.

### **6.3 Safety Surveys**

At least annually, the CSM or their delegate, will carry out a confidential survey of members. Key findings and observations of the survey will be recorded using the *Safety Survey Form*. Paper and/or electronic copies of the Safety Survey shall be kept in a secure location. Findings and observations will be reviewed and if relevant, passed on to the RSM for further action.

## **7. SAFETY ASSURANCE**

Safety assurance monitors the performance and effectiveness of the SMP. This will ensure that hazard identification, risk assessment and mitigation processes are being followed effectively and the appropriate mitigation measures are being implemented and working as intended.

### **7.1 Safety Performance Monitoring and Measuring**

GGC will monitor its safety performance by reviewing the following Safety Assurance Indicators:

- Hazard and incident reports;
- Warranty claims and customer complaints (if applicable);
- Safety surveys;
- Safety audit findings;
- ATSB reports.

This data may be limited, therefore it is important to collate and analyse individual events and reports from the GFA.

It is the role of the SC to conduct periodic reviews of these SAI's and communicate performance to club members.

## **7.2 Internal Safety Investigation**

The CSM will ensure all safety investigations are carried out and the process/findings documented by an appropriately qualified person or SME. The CSM will also act as the point of contact during any investigations carried out by the GFA or other organisation.

The purpose of any safety investigation is to find systemic causes and implement corrective action – not to apportion blame to individuals. The initial risk assessment of an event or hazard will be used to determine whether or not a safety investigation is required.

A written record of all safety investigations will be kept in a CSM File in the club office. Electronic copies will be stored on the GGC's computer.

## **7.3 Safety Audit Process**

The CSM will carry out safety audits at least annually. The focus of the audit will be to assess the safety performance of the organisation. This will include, but is not limited to:

- Adequate resource levels;
- Compliance with approved safety procedures and instructions;
- Maintaining required levels of reporting performance;
- Achievement of safety policy and objectives;
- Effectiveness of interventions and risk mitigations.

A record shall be kept using the *Safety Report Form* and the CSM is responsible for ensuring that any required actions are carried out and that the AM and SC are kept informed.

## **7.4 Change Management**

Changes within GGC may result in the creation of hazards that could impact on safety. Changes are made to meet the organisation's demands, GGC needs the flexibility to meet these requirements. However, whilst the changes need to be made effectively and efficiently, focus must be on implementing the changes safely.

GGC will identify the changes likely to occur in the organisation that would have a noticeable impact on:

- Resources – material and human;
- Management direction – processes, procedures, training; and
- Management control.

Typical areas that will require the application of change management procedures include, but are not limited to:

- The introduction of new equipment and/or procedures;
- The addition of new aircraft type;
- A change in key personnel; and
- New contracted services.

## 7.5 Continuous Improvement of the Safety Plan

GGC understands that continuous improvement of the SMS requires management of two major components:

1. Maintenance – the objective of which is to maintain current technological, managerial, and operating standards, and
2. Improvement – which is aimed at improving current standards.

The SC will, at each meeting of the Safety Committee, carry out an ongoing review of the SMS process ensuring that:

- It is meeting its safety objectives and targets as set by the SC;
- Safety performance is monitored and measured against the objectives and targets; and
- Identified hazards are addressed in a timely and appropriate manner.

A key part of this process is the ongoing development and improvement of the SMP.

Where possible improvements to the overall GFA Safety Management System are identified, the SC will provide this feedback to GFA via the RSM or the National Safety Committee.

## 8. SAFETY PROMOTION

### 8.1 Safety Training and Education (Under Development)

All members, contractors and visitors are required to complete the *GGC SMP Training Program* at **Annex TBA**. The initial training for new members shall be carried out within the first month of membership and recurrent training will take place annually.

The CSM or their delegate will deliver the course and keep a record of the training using the *GGC Safety Management Training Record* at **Annex TBA**.

The CSM is responsible for the ongoing maintenance, improvement and updating of the training and ensuring that any relevant safety related issues are included. If any additional specialist training or education is required, it will be sourced and managed by the CSM.

### 8.2 Safety Communication

To ensure that all members and contractors are familiar with identified and resolved hazards/risks and are aware of any changes to the GGC SMS/SMP, the CSM may use the following means to distribute the information:

- Operational briefings;
- Safety noticeboard;
- Safety/Human factors email group;
- Member and contractor meetings (if applicable).

GGC understands that the AM plays a vital role in the creation of a positive safety culture and that their involvement and support of all aspects of safety promotion is essential.

The GFA will provide safety communications that may include trends, safety bulletins, performance data, safety procedures and updates to its clubs. The CSM will be responsible for ensuring that all relevant safety communication is passed on to members.

## 9. APPENDICES AND REFERENCES

### 9.1 GFA Documents

GFA-SMS-001 GFA Safety Management System Manual  
GFA-SMS-002 GFA Safety Policy  
GFA-SMS-004 Emergency Response Plan Template  
GFA-SMS-010 GFA Risk Evaluation Tool  
GFA-SMS-011 Risk Profile Matrix  
GFA-SMS-012 Risk Assessment Template  
GFA-SMS-021 Safety Report Form  
GFA-SMS-023 Safety Survey Form  
GFA-SMS-024 Safety Occurrence Report Form:  
GFA-SMS-025 Safety Occurrence Follow up Form

#### Note

The GFA documents listed above can be accessed via:

<http://www.glidingaustralia.org/GFA-Ops/Safety/>

<http://www.glidingaustralia.org/Safety/risk-management-toolkit.html>

<http://www.glidingaustralia.org/Log-In/log-in-soar.html>

ATSB Policy Statement: <http://www.atsb.gov.au/aviation/safety-information-policy-statement.aspx>

### 9.2 GGC Club Documents

GGC Safety Management System  
GGC Safety Objectives and Targets  
GGC Risk Register and Risk Mitigation measures  
GGC Emergency Response Plan  
GGC Safety Management Training and Records:

- Safety Awareness Checklist - Visitors and Temporary Members
- Safety Awareness Checklist - Contractors
- Safety Training Program – Members

GGC SOP Kybong Airfield  
GGC Ops 03.13 Movement of Persons within Airfield  
GGC Ops 03.12 Persons - movement outside of boundary markers  
GGC Ops 03.11 MV - Drive within Boundary Markers  
GGC Ops 03.10 Aircraft - Manoeuvre within Boundary Markers

Annex A Emergency Response Plan Check List  
Annex B Gympie Gliding Club Emergency Response Plan  
Annex C My Personal Emergency Response Plan  
Annex D Gympie Gliding Club Safety Report  
Annex E Gympie Gliding Club Third Party Review Report

#### Note

The GGC documents listed above can be accessed via [www.gympiegliding.org.au](http://www.gympiegliding.org.au)

## Gympie Gliding Club Emergency Response Plan

### 1. Principles

There are a number of guiding principles which have been incorporated into this document as basic assumptions. They include:

#### **Safety**

The highest priority when responding to any emergency is the safety of all involved. Ensure that the safety of the responders has been considered before undertaking any other action.

#### **Communication and coordination**

The demands of efficiency and responsiveness dictate that various people on the airfield will be tasked with different jobs as part of the emergency response. The responsibilities of each person should be clearly communicated and understood, and some method of secure communication should be planned to react to unforeseen circumstances as the situation unfolds.

#### **Discretion**

Aviation accidents tend to attract the media. We do not want the relatives of victims to find out about the plights of their loved ones on the evening news before they find out from an acquaintance they respect and trust. We also wish to protect the reputation of the Club from false insinuations drawn from incomplete data about the nature of an accident, so some security precautions and ‘message discipline’ should be employed.

#### **Legality**

The GFA Operational Regulations & MOSP, the *Civil Aviation Act*, and other Acts and regulations impose certain requirements and expectations on accident responders. This document assumes that the duty instructor or an independent operator (where applicable) is familiar with those requirements and expectations, since said familiarity is a responsibility which accompanies their ratings. Club personnel should ensure that they are familiar with their obligations before placing themselves into a position where they may have to take supervisory responsibility over an emergency response.

### 2. Personnel

The roles which may need to be filled in the event of an emergency response include:

- **Incident Controller**  
This person should have familiarity with this document, and an understanding of its principles, so as to be able to act in the best interests of any victims and the club. There can only be one Incident Controller, and other club members must follow this person's instructions until after the emergency has passed.
- **First-Aid Responder**  
Airfield personnel with medical or first-aid qualifications are very valuable. They should be identified early and make themselves known to the Incident Controller.
- **Communications Coordinator**  
There should be one person delegated to manage communications, both on and off the airfield. Under the direction of the Incident Controller this person will call emergency services, communicate with airfield personnel, notify friends and relatives, provide

statements to media, etc. It is a position of significant responsibility, and requires care, discretion, and effective interpersonal skills.

- **Gatekeeper**  
The airfield gate should be closed and, where possible, guarded. The gate should only be opened for emergency services personnel.
- **Assistants**  
Any personnel without one of the assigned roles described above should provide assistance as required. Personnel not required are requested to keep clear of the scene of the accident/incident.

Every response must have an Incident Controller. It may not always be possible to assign an individual to each key role. Multiple roles may need to be assigned to individuals according to the demands of the situation.

### **3. Flow of Communication**

The personnel above should be considered delegates of the Incident Controller, and must only carry out or assign tasks within their area of responsibility, i.e. assistants follow the direct instructions of First-Aid Responders in matters relating to first aid, or Gatekeepers in matters relating to escorting emergency services to the scene of the emergency.

Key personnel must regularly update the Incident Controller with actions taken so the Incident Controller is able to maintain an overall understanding of the entire emergency situation and is then able to make informed decisions.

## **4. Role Descriptions**

### **4.1. Incident Controller**

The Incident Controller is responsible for organising the club's response to the emergency.

The Duty Instructor, or their delegate, is to assume this role when an emergency occurs. The Duty Instructor already has clear lines of authority which can be leveraged to generate a sensible, measured and competent response to the incident.

If the Duty Instructor is either not present (i.e. independent ops) or incapacitated (involved in the emergency), an appropriately experienced club member must take on this role.

The Incident Controller is also responsible for appointing personnel to key roles listed in the ERP. The delegation of the key personnel must be prioritised as appropriate to each situation.

The Incident Controller has the authority to issue instructions to personnel responding to the emergency until Emergency Services personnel or the ATSB take control of the situation.

The Incident Controller must make sure that the incident/accident scene is not disturbed except in tending to the life and comfort of injured victims. The wreckage is the lawful custody of the ATSB until they have released it back to its owner. No personnel except ATSB authorised accident investigators or police are permitted to disturb the scene.

### **4.2. First Aid Responder**

Anyone with medical or first aid qualifications would be a natural choice for this role.

Once a First Aid Responder has been chosen, assistants should follow their instructions pertaining to any matter related to the health and safety of victims.

The purpose of making it a defined role is to ensure that the First Aid Responder isn't distracted by any other issues. The priority for the First Aid Responder is to marshal and coordinate whatever resources they need to provide first aid to injured personnel.

### 4.3. Communications Coordinator

The Communications Coordinator should work closely with the Incident Controller. Between the two of them, they should aim to have a complete mental picture of everything that's happening on the field during the incident response.

Responsibilities include contacting emergency services, contacting the CSM, ATSB and GFA Regional Manager Operations, and coordinating the various key personnel around the field. The Communications Coordinator must report accidents to the CSM, ATSB, RM/Ops and CFI by the quickest means possible.

- The Communications Coordinator will **CALL 000** and request appropriate emergency services.
- The airfield address is: Lobwein Rd, Kybong 4570.  
Latitude 26°17'24"S; Longitude 152°42'11"E.
- **ATSB Accident/serious incident hotline:** 1-800-011-034 (GFA MOSP Pt 2 27.3.1)  
The ATSB will issue a reference number which must be recorded and quoted in future correspondence with them.
- **GFA QLD Regional Manager/Operations:** Tony Scarlett: [rmo@glidingaustralia.org](mailto:rmo@glidingaustralia.org)
- **GFA QLD Regional Safety Manager:** Lindsay Mitchell: [ligmi@yahoo.com.au](mailto:ligmi@yahoo.com.au)  
0419280811
- If a Club member is incapacitated, the nominated person on their Personal ERP should be contacted.

### 4.4. Gatekeeper

The first priority of the Gatekeeper is to close the airfield gate and then to arrange (with the assistance of the Communications Coordinator) for an escort for emergency services to the scene of the emergency.

If emergency services have been contacted, you can expect media to be on the scene before or shortly after the ambulance. They will want to talk to someone, and the Gatekeeper temporarily becomes the club's public face. At this stage, any statements to the media should simply be that the situation is still unfolding and someone will provide them with a statement when time permits.

It is important to protect club members' privacy and prevent their families from hearing about the incident via the media and to protect the Club from reputational damage resulting from uninformed media speculation.

Remember, just because you have been asked a question by the media doesn't mean you have to answer it.

## 5. Emergency Response Procedure

A laminated copy of the *Emergency Response Procedure* as described at Annex B of this document is to be located at the launch point in the Pie Cart.

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## **Emergency Response Plan**

### **1. Assign Roles**

Without delaying any applicable first-aid response, an Incident Controller is appointed and then delegates key roles.

### **2. Provide First-Aid**

First Aid Responder is to make informed judgments about the most effective and efficient way to provide first aid. All other responses are secondary to this.

### **3. Contact Emergency Services**

The Communications Coordinator will **CALL 000** and request appropriate emergency services. The airfield address is Lobwein Rd, Kybong 4570. Latitude 26°17'24"S; Longitude 152°42'11"E.

### **4. Secure the Property Perimeter**

The Gatekeeper should close the airfield gate and wait for the arrival of emergency services. This step can be carried out in parallel with the first three steps if enough personnel are available to do it without detracting from the first aid response.

### **5. Contact External Parties**

ATSB Accident/serious incident hotline: 1-800-011-034

GFA Executive Manager, Operations: Christopher Thorpe: 0414 476 151

QLD Regional Safety Manager: Lindsay Mitchell: 0419280811

If a club member is incapacitated, a friend or relative should be contacted as per their Personal ERP details.

### **6. Escort Emergency Services to the scene**

The Gatekeeper, or a delegated person, should escort emergency services from the gate to the scene as they arrive.

### **7. Assist Emergency Services**

Once Emergency Services attend the scene, they assume the Incident Controller's role. All other unassigned personnel should follow their instructions and render all available assistance.

### **8. Clear wreckage**

After emergency services have departed, ATSB instructions are to be sought before the removal of any aircraft wreckage. The aircraft should not be disturbed without the ATSB's consent.

ATSB contact details: 1-800-011-034

### **9. Debrief**

The Incident Controller should lead a debriefing session. Participants in the response will no doubt have questions and commentary about what happened, and about the conduct of the club during the response. This opportunity should also be used to gather written statements from witnesses that may be required for the report to the RM/Ops and ATSB.

### **10. Non-emergency Medical Attention**

Some injuries are not apparent in the immediate aftermath of an incident. Anyone involved in a "high impact event" should be strongly encouraged to seek immediate medical attention.

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### My Personal Emergency Response Plan

My initial actions in any Emergency are:

1. My safety first.
2. Safety & first aid of others.
3. Contacting the appropriate emergency services.
4. Protection of equipment and information.
5. Activation of the Clubs' Emergency Response Plan

In the event that I become involved in an incident where I become incapacitated or I have not returned to the airfield at the end of the day's flying, I authorise the Gympie Gliding Club's Accountable Manager or their delegate to contact my emergency contact person as per my *Personal Emergency Response Plan*.

**My name:** [Click here to enter text.](#)

**My mobile phone:** [Click here to enter text.](#)

**My address:** [Click here to enter text.](#)

**Medical conditions:** [Click here to enter text.](#)

**Allergies:** [Click here to enter text.](#)

**Emergency contact details:** [Click here to enter text.](#)

**Signature:**

**Date:** [Click here to enter a date.](#)

#### Note

- All members must ensure that a copy of this page with all details completed is returned to the CSM.
- The electronic return of your *Personal Response Plan* to the CSM assumes that you are authorising the Duty Instructor or their delegate to action your plan if required.
- The CSM is to ensure that an electronic copy of all members *Personal Response Plan* is stored in the Safety file located on the GGC's computer.

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**Gympie Gliding Club Safety Report (Page 1)**

<b>Part 1</b>				
<b>To be completed by the person making the report</b>				
Name of Reporter	Click here to enter text.		Date of event	Click here to enter text.
Location of Event/Hazard	Click here to enter text.		Time of event	Click here to enter text.
<b>Fully describe the Event or Hazard</b>				
Click here to enter text.				
<b>Do you have a recommendation or solutions that will mitigate the Event or Hazard?</b>				
Click here to enter text.				
<b>In your opinion, what is the likelihood of the event happening again?</b>				
Unlikely			Frequent	
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>What do you consider could be the worst possible consequence if this event did happen?</b>				
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Is this an immediately reportable matter?</b>		Choose an item.	If YES or Unsure, submit this report to the Club Safety Manager ASAP.	

**Note**

Once **Part 1** has been completed, pass the report to the Club Safety Manager ASAP for actioning.

**Gympie Gliding Club Safety Report (Page 2)**

<b>Part 2</b>			
<b>To be completed by the Club Safety Manager</b>			
Has this report has been dis-identified and entered into the GGC Hazard Log			Choose an item.
Report reference	Click here to enter text.	Date	Click here to enter text.
Name of CSM	Click here to enter text.	Signature	
If an IRM or RRM, has the appropriate report been submitted?			Choose an item.
Should this report be submitted to another organisation’s SMS?			Choose an item.
<b>Part 3</b>		GGC Safety Report	
<b>To be completed by the Club Safety Manager</b>			
What mitigation measures are in place to manage the risk?			
Click here to enter text.			
What action/s are required to eliminate, mitigate or control the hazard to an acceptable level of safety?			
Click here to enter text.			
Club Safety Manager has carried out a risk assessment and updated the Hazard Log.			Choose an item.
Resources required	Click here to enter text.		
Responsibility for action	Name:Click here to enter text.		
Should information from this report be submitted to other parties?	Choose an item.	If yes to who?Click here to enter text.	
Agreed and accepted by:	CSM		AM
Feedback to Reporter	Choose an item.	Choose an item.	
Follow up action required?	Choose an item.	Choose an item.	
Hazard Log updated?	Choose an item.	Choose an item.	

## Gympie Gliding Club Third Party Review Report

<b>GGC Third Party Contract Review</b>			
To be completed by the CSM or their delegate			
Name of Organisation or Contractor	Click here to enter text.		
Address	Click here to enter text.		
Contact Person	Click here to enter text.	Phone Number	Click here to enter text.
Position	Click here to enter text.	Email	
Specify the services to be provided to GGC			
Specify the services to be provided to GGC	Click here to enter text.		
Is a written contract in place?			Choose an item.
Does the contract or SLA specify the safety standards to be met?			Choose an item.
Does the organisation understand the GGC SMS and their responsibilities within the SMS Program?			Choose an item.
Do they hold appropriate qualifications?			Choose an item.
Do they demonstrate that they are able to provide trained and competent staff?			Choose an item.
Does the SLA contain a schedule of oversight to monitor their performance on a regular basis?			Choose an item.
Does the SLA contain details on how any noted safety hazards and deficiencies will be addressed and a time frame for these actions?			Choose an item.
If the service being provided is conducted under license or certificate from CASA, is there a written agreement requiring the contractor to report any relevant regulatory action?			Choose an item.
Review carried out by			
Review carried out by	Click here to enter text.	Date	Click here to enter text.
Signature		Approved <input type="checkbox"/>	Not Approved <input type="checkbox"/>

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