



KINGAROY SOARING CLUB

EMERGENCY RESPONSE PLAN

“ON FIELD”

VERSION 3 DATED 1ST SEPTEMBER 2015

THIS DOCUMENT MUST BE AVAILABLE “ ON FIELD”

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KINGARROY SOARING CLUB

EMERGENCY RESPONSE PLAN

GUIDANCE IN THE EVENT OF AN EMERGENCY OR CRISIS

VERSION 2 DATED 1ST SEPTEMBER 2015

The Emergency Response Plan (ERP) is designed to be the first point of reference in the event of an emergency or crisis occurring during Kingarroy Soaring Club operations.

This is a generic response plan, which assumes an emergency or crisis involving Kingarroy Soaring Club operations at Kingarroy Airport or other club activity, to guide correct actions and information transfer, to minimize adverse consequences affecting any person/s and the gliding club.

An emergency or crisis is inclusive, but not restricted to, accidents, serious incidents, incident and occurrences involving aircraft and glider operations.

A comprehensive emergency contact list has been provided so that a single point of reference is available for “On Field” emergencies. This list should not be considered exhaustive but is considered the primary contacts for club operations at Kingarroy Airport

The ERP can be used for operations such as competitions, coaching, and training events at locations other than Kingarroy. Emergency service contacts should be researched for operations at other locations.

The ERP describes step by step procedures and actions necessary to complete the plan, taking into account the safety and handling of club personnel and the public. The ERP is divided into three steps, IMMEDIATE PRIORITIES AND RESPONSES, HIGH PRIORITIES AND RAPID RESPONSES, and FOLLOW ON PRIORITIES AND RESPONSES.

The ERP is a complete plan with final feedback to assist in mitigating further emergencies or providing improved procedures by amending the ERP and Safety Management System.

In addition, the ERP is considered to be a working document. The ERP is designed to be used “On Field” as the working/recording document. All witness contacts and reports are to be written in this document with blank pages used for extra notes or details.

A copy of the ERP shall be located at the glider operations launch point.

The ERP is inclusive of the requirements mandated by the GFA and CASA:

- Air Navigation Act 1920 Part 2a
- Transport Safety Investigation Act 2003 Sections 18 and 19
- GFA Operations Regulations Section 12 www.gfa.org.au/Docs/ops/opregs.pdf
- GFA Manual of Standard Procedures, Section 27 www.gfa.org.au/Docs/mosp2.pdf

The same ERP principles apply to untoward events, accidents and incidents that may occur on the airfield involving, motor vehicles, machinery and plant, ground infrastructure or natural hazards.

Todd Edwards
Chairman Training Panel (CTP)

KINGAROY SOARING CLUB
EMERGENCY RESPONSE PLAN (ERP)

1. General:

In accordance with the Air Navigation Act 1920 Part 2A it is mandatory to report all accidents, serious incidents and occurrences involving civil aircraft operations in Australia and Australian-registered aircraft overseas to the Australian Transport Safety Bureau (ATSB)

2. Definitions:

2.1 Accident:

An occurrence associated with the operation of an aircraft in which:

- a. Any person suffers death or serious injury,
- b. The aircraft incurs substantial damage or structural failure,
- c. The aircraft is missing or inaccessible.

2.2 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 e.g. near-collision.

2.3 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.

3. Notification:

3.1 Accidents and Serious Incidents:

The pilot in command, the owner, the operator and (if applicable) the hirer are **each** responsible for ensuring that notification of an accident or serious incident to the ATSB occurs with the minimum of delay, by the quickest means possible. A written report should be submitted to the ATSB as soon as practicable after the event and within 72 hours.

ACCIDENTS/SERIOUS INCIDENT HOTLINE 1800 011 034
This number operates 24hours, every day of the year.

Regional ATSB contacts in addition to the Hotline number are:

Brisbane	Tel: (07) 3838 9901: Fax; (07) 3832 1386
Sydney	Tel: (02) 9283 1540: Fax; (02) 9283 1679

A sample ATSB, and simplified GFA, accident report form is attached at Appendix A, and B respectively.

ATSB reports can lodged via: www.atsb.gov.au/aviastion/notification.aspx

If there is difficulty lodging the report via the 1800 number or on line, then initial notification may be made to the nearest ATC unit or the local police, who will notify the ATSB on your behalf. The required contacts are detailed in the IMPORTANT CONTACTS section.

The minimum information required in the initial report is:

- a. Aircraft make, model, and registration
- b. Full names of owner and operator
- c. Full name of pilot in command
- d. Date and Time of the accident
- e. Point of departure, point of intended landing and the nature of the flight
- f. Location of the accident
- g. Number of persons on board and the number/names of persons injured or killed
- h. Nature and cause of the accident, as far as is known
- i. Description of damage to aircraft
- j. Description of the terrain at the accident site, in terms of accessibility.

3.2 Incidents

The pilot in command, the owner, the operator and (if applicable) the hirer are each responsible for ensuring that notification of an incident to the ATSB occurs within 48 hours of the occurrence using the same hotline number, forms and guidelines as for accidents.

3.3 Confidential Aviation Reporting (REPCON)

REPCON allows any person who has an aviation safety concern to report it to the ATSB confidentially for fear of repercussions.

This is a service which allows incidents to be reported without divulging the name of the person making the report.

REPCON HOTLINE 1800 020 505

This service operates during business hours only. Answering machine operates outside business hours

A sample REPCON report form is attached at Appendix D

REPCON reports can be lodged by post,
Fax (02) 62746461 or online:www.atsb.gov.au/voluntary.aspx

3.4 Additional Reporting Requirement:

In addition to the above statutory requirement, it is GFA requirement that accidents and incidents are reported to the RTO/Ops of the relevant region at or around the time they are reported to the ATSB. The GFA OPERATIONS contacts are provided in this ERP. A sample GFA accident report form is attached at Appendix B. GFA forms can also be submitted via e-mail or fax direct to RTO/Ops.

4. Other ERP Events:

Whilst the focus of this ERP is on accidents, serious incidents and occurrences involving aircraft and glider operations at Kingaroy Airport, the ERP is also intended to provide procedures for other occurrences that may occur on the airfield and/or outside the airfield boundary with regard to, but not limited to:

- a. ground operations
- b. occurrences in motor vehicles
- c. machinery and plant,
- d. ground infrastructure, or
- e. natural hazard

In these situations the same ERP principles apply, with requirements tailored to the demands of the particular situation. Depending on the nature of the events the aviation contacts may not be necessary i.e. ATSB or Aus SAR.

5. Custody of Aircraft:

When an accident occurs, the aircraft is deemed to have come into the custody of the Secretary of the Department of Transport and Regional Services (DOTARS) and must not be moved except with the permission of the Secretary or authorized representative (usually ATSB). However it is permissible to extricate persons and to “take such action necessary to protect the wreckage from further damage and to prevent danger to aircraft, or other transport or the public”. Other items, such as personal effects may only be removed from the wreckage under the supervision of the police or an authorized officer.

On completion of the investigation of an accident, the aircraft will be released.

6. Mid - Air Collision:

In the event of a mid air collision all phases of the ERP shall be completed. Establish contact with an airborne pilot (witness) who can provide assistance with the implementation of the ERP.

Radio silence will need to be established on the frequency except for communication with an airborne “witness”. Establish communication on another frequency (121.5MHz) may be necessary if frequency overload is evident.

Location and identification of the aircraft involved should be established. Also if possible establish if parachutes have been seen. Keep the radio frequency open for emergency discussion only.

If possible account for all airborne gliders by roll call on another frequency.

As appropriate alert the emergency services inclusive of a Distress Phase (DETRESFA) Aus SAR.

7. Search and Rescue:

7.1 General

The purpose of the SAR organization is to provide assistance to aircraft in distress and to search for, provide aid to, and organize the rescue of survivors of aircraft accidents and forced landings.

Responsibility for the overall coordination of SAR action rest with Australian Search and Rescue (AusSAR).

Gliders are recognized as being a different case for SAR as they generally operate under the close supervision of gliding clubs. Part of the SAR process is left for the club to organise depending on the type of operation. If the club is unable to ascertain the safety of the glider SAR should be activated.

7.2 SAR Phases

The following are the three phases of SAR action applying to glider in ascending order of urgency.

7.2.1 Uncertainty Phase (INCERFA)

This phase is declared when a glider cannot be accounted for. Having exhausted all possible avenues of trying to find out what has happened to the glider, the AusSAR organization must be alerted at 2100hrs (9pm) local time regardless. This initiates the INCERFA phase. All necessary action will be taken to try and locate the glider inclusive of phoning local police station in the vicinity of the last known track. If the INCERFA phase fails to result in information on the glider or crew, the next phase is declared.

7.2.2 Alert Phase (ALERFA)

This phase is initiated when all checks and inquiries fail to locate the glider or crew. Actions may include air search or extended ground search. The SAR action will be handed over to Rescue Coordination Centre (RCC). The gliding club personnel will be under the overall control of RCC if assisting in the search.

7.2.3 Distress Phase (DETRESFA)

SAR action enters this phase when there is reasonable certainty that the glider and crew are threatened by grave and imminent danger or there is every reason to believe the glider is in grave danger from the time the glider is known to be missing. The SAR distress phase should be activated immediately via: **DETRESFA Hotline: 1800 815 257**

8. ERP General

8.1 Policy:

The ERP assumes in the event of an accident, serious incident or incident, involving Kingaroy Soaring Club operation at Kingaroy Airport or other club activity and/or location, the person taking ERP authority will provide delegation of emergency authority, assign emergency responsibilities, authorize actions, and coordinate efforts to cope with the ERP, and minimize adverse consequences affecting the Kingaroy Soaring Club, its members and members of the public.

8.2. ERP Responses:

There are three levels of responses included in this ERP. The responses will be carried in the following order:

1. Immediate Priorities and Responses
2. High Priorities and Rapid Responses, and
3. Follow-on Priorities and Responses “Off the Scene”

“High Priority and Rapid Responses”, and “Follow –on Priorities and Reponses” should be completed in a methodical order. The steps are listed for completeness and not necessarily in a specific order. All steps should be completed. It maybe necessary to include other steps not listed depending on the particular situation.

After an emergency or crisis there will be a transition of focus from the “On Field” activities supervised by the Duty Instructor, to the required management of “Off the Scene” responses. Some of these responses may take place immediately after the event at the designated Emergency Command Centre i.e. the Club House, Airport Terminal or other location determined by outside services.

The follow-on priorities and responses will be unique to each emergency and/or crisis, the structured checklist is preferred for guidance and allocation of duties and lead responsibilities. Some items are not essential actions but are reminders of issues to complete the process. The list is not in a particular order of precedence.

8.2.1 Immediate Priorities and Responses:

The “Immediate Priorities and Responses” checklist is partitioned between the RED page dividers of this booklet. All steps are included along with a comprehensive list of emergency contacts. The steps are to be completed as “read and do”.

The emergency contacts list is not exhaustive and may not cover all contacts at locations other than Kingaroy.

An empty section is included for witness contacts to be recorded.

8.3. Peoples Reactions:

When an accident or serious incident occurs, people will be stressed and will tend to react instinctively, sometimes focused on lower priorities. It is necessary to take control of the situation and help control emotions.

Considering the following may assist with an element of control:

- After initial essential responses, people will want to express their emotions and seek out explanations.
- Restoring a sense of calm and discipline is very important.
- Clear delegation of tasks to individuals is very important, noting that many activities are carried out in parallel.
- People will respond positively to calm and assured leadership.

8.4. Responsibility:

The Duty Instructor is ultimately responsible for managing the response to an accident or serious incident, as she/he is responsible for operational safety and operational supervision:

- If the Duty Instructor is airborne/not available, then another instructor may act on his/her behalf
- The Tug Pilot should act on behalf of the Duty Instructor if no other instructor is available.

8.5. Fatality:

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 office-in-charge on the scene. The police may close the airfield and will control access.

8.6. ERP Assistance:

Assistance throughout the completion of the ERP is available, and should be requested from key club personal such as, Chairman Training Panel (CTP), CFI, Tug Master and Club President.

8.7. Post Traumatic Stress:

If necessary, counseling assistance may be required for Post Traumatic Stress Disorder (PTSD). PTSD may occur not only to those directly associated with the accident/incident, but also to witnesses, relatives, friends and club members. Support for the Club and members affected by PTSD can be found at Lifeline.

EMERGENCY RESPONSE PLAN (ERP)

“ON FIELD” RESPONSE

IMMEDIATE PRIORITIES AND RESPONSES

1. SAFETY OF LIFE

- PROVIDE IMMEDIATE FIRST AID
- PROVIDE IMMEDIATE FIREFIGHTING REPNSE
- PREVENT FURTHER INJURY, REMOVE PERSONS TO A SAFE LOCATION CLEAR OF IMMEDIATE HAZARDS
- **CALL EMERGENCY SERVICES AS REQUIRED- POLICE, FIRE AMBULANCE**
- ENSURE MEMBERS OF PUBLIC AND CLUB MEMBERS ARE NOT EXPOSED TO FURTHER HAZARDS

2 OPERATIONAL SAFETY RESPONSIBILITY

- IF DUTY INSTRUCTOR(S) IS AIRBORNE INFORM AND RECALL – HE/SHE WILL BE RESPONSIBLE FOR OPERATIONAL SUPERVISION

3 ASSIST EMERGENCY SERVICES

- EXPEDITE THEIR ACCESS (AIRFIELD GATES etc) TO THE ACCIDENT/INCIDENT SITE AND ANY DECEASED OR INJURED PEOPLE
- ASSIST IN PRESERVING THE ACCIDENT SCENE

4 ENSURE TERMINATION OF FLYING OPERATIONS

- RECALL, IF SAFE AND APPROPRIATE TO DO SO, AIRBORNE AIRCRAFT AND GLIDERS
- PROVIDE ADVICE ON LANDING REQUIREMENTS, BLOCKED RUNWAY AREAS
- MANAGE RADIO COMMUNCIATIONS WITHOUT INTERFERENCE TO EMERGENCY RESPONSE
- DELEGATE CLUB MEMBER TO **ACCOUNT** FOR ALL GLIDERS AND TUGS

EMERGENCY AUTHORITIES: CONTACT IMMEDIATELY

EMERGENCY NUMBERS

Landline – 000

Text Emergency – 106

Mobile – 112

STAY CALM, ANSWER ALL QUESTIONS ASKED BY OPERATOR. ASSISTANCE WILL BE DISPATCHED IMMEDIATELY WHEN THE CALL IS PLACED SO NO NEED TO “RUSH” THE INFORMATION OUT.

Distress Frequency – 121.5 MHz

EMERGENCY RESPONSE PLAN – IMPORTANT CONTACTS

EMERGENCY AUTHORITIES:

Landline – 000

Text Emergency – 106

Mobile – 112

STAY CALM, ANSWER ALL QUESTIONS ASKED BY OPERATOR. ASSISTANCE WILL BE DISPATCHED IMMEDIATELY WHEN THE CALL IS PLACED SO NO NEED TO “RUSH” THE INFORMATION OUT.

Distress Frequency – 121.5 MHz

QLD Police – 000 (Emergency) or 131444 (Non Emergency, Police Assist line)

Kingaroy Police	07-41604900	Kumbia Police	07-41644211
Wondai Police	07- 41685211	Murgan Police	07-41795222
Gayndah Police	07-41611211	Nanango Police	07-41631211

Ambulance Service Qld – 000 (Emergency) or 131 233 (Non emergency Bookings)

**Ambulance Service Australia – 000 (Emergency) or 0418 630 341 or
0418 264 446 (Bookings)**

Aero Medical Bookings – 1300 365 333

Fire Brigade – 000 (Emergency) or 133 473 (Non Emergency Enquiries)

Kingaroy Fire Brigade

Rural Fire Service – 000 (Emergency) or 180 679 737 (Non Emergency Enquiries)

Aus SAR Coordination Centre (Aviation) – 1800 815 257

Distress phase (DETRESFA) search and rescue.

CLUB OPERATIONS:

Pie Cart/Launch Point:

Mobile phone: 0438179163

Club House:

Training Panel Chairman:

Todd Edwards 0404 421 026 (Mobile)

toddedwards1@bigpond.com

CFI:

Justin Sinclair – 0421 061 811

justinjsinclair@hotmail.com

Tug Master:

Darryl Hansen – 0409 623 310

darrylhansen@internode.on.net

CLUB COMMITTEE:

President: Greg Kolb – 0407 696 351
gregkolb@bigpond.net.au

GFA OPERATIONS:

EMERGENCY CONTACT

Executive Manager, Operations

Christopher Thorpe - 0414 476 151
emo@glidingaustralia.org

The GFA Secretary:

Level 1/34 Somerton Road,
Somerton, Victoria, 3062
Australia.

PHONE: +61 (0) 3 9303 7805,
FAX: +61 (0) 3 9303 7960.
EMAIL: secretary@sec.gfa.org.au

Contacts available on GFA website

ATSB – AUSTRALIAN TRANSPORT SAFETY BUREAU

ATSB Accident and Incident Hotline 24/7

Toll Free – 1800 011 034	Fax	(02)62746434
ATSB enquiries – 1800 020 616	or	(02) 6257 4150
ATSB Brisbane – (07) 3838 9901	Fax	(07) 3832 1386
ATSB Sydney – (02) 9283 1540	Fax	(02) 9283 1679

AUSTRALIAN SEARCH AND RESCUE (AusSAR)

Aussar Hotline – 1800 815 257

BRISBANE ATC UNIT

LIFELINE:

Stress and Post Traumatic Stress Disorder assistance – 13 11 14

www.lifeline.org.au

RECORD OF WITNESS

PHONE NUMBERS

NAME:

NUMBER:

KINGAROY SOARING CLUB

EMERGENCY RESPONSE PLAN (ERP)

HIGH PRIORITIES AND RAPID RESPONSES

After completing the IMMEDIATE PRIORITIES AND RESPONSES the following HIGH PRIORITY AND RAPID RESPONSES should be completed as soon as possible.

- RECORDS:
 - Prepare reports and collect, sketches, photos etc of the accident or incident
 - Prepare and collect witness written statements after having advised the witnesses of the importance of their own observations and actions, with minimal discussion and influence of others, pro forma included.
 - Take the necessary photos and keep the records
 - Take measurements and draw sketches as appropriate
 - Retain the briefing material such as weather forecast and NOTAMs
 - Note: If the Police retain any records and documents then appoint somebody to accompany the Police to take copies of the evidence
- ESTABLISH EMERGENCY RESPONSE CENTRE:
 - Delegate club member to arrange Club House or Terminal Building as a central meeting location for communication and further business related to the emergency or crisis.
- ENSURE PRESEVATION OF PHYSICAL EVIDENCE:
 - Assist Police and investigative authorities
 - Maintain safety surveillance if aircraft or wreckage is to remain on the scene
 - Make sure photographic evidence has been taken before evidence is removed
 - Concealing or fencing off of evidence maybe required
 - Note: Physical evidence may be collected by Police or other authorities. If this occurs, keep an inventory of what evidence has been collected.
- INFORM CLUB OPERATIONS:
 - Contact details are included in the ERP
 - They will assist with the ERP and may mobilize assistance if required
- IF FATALITY INFORM ATSB AND GFA OPERATIONS:
 - Contact details are include in the ERP
 - Duty Instructor, Training Panel Chairman, or CFI

- ACCOUNT FOR ALL GLIDERS AND TUGS
 - Check flight sheet and account for all gliders and tugs that have been airborne.

- AIRCRAFT OVERDUE, LOCATION UNKNOWN, MID AIR COLLISION
 - Implement applicable SAR Phase
 - Collect accounts, statements of last known position, radio transmission etc
 - Consider using Tug, other gliders and or aircraft as airborne search and contact assets
 - Ensure listening watch is maintained on distress frequency 121.5MHz
 - Ensure clubhouse phone and launch point mobile numbers are working and monitored

- MANAGE MEMBERS OF THE PUBLIC, LIMIT ACCESS
 - Safety of members of the public present on the airfield is paramount
 - Members of the public who are witness to the event should be carefully debriefed with contact details retained for further contact if necessary
 - Delegate a club member to guard the entry gate to limit access to essential personnel. Politely decline access to spectators etc in order to assist 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, advise the public it is a Coronial issue under investigation by the Police
 - Note: It there is a fatality, airfield access will be limited and technically becomes a crime scene. Police will request strict access controls. If possible advise local ATC unit.

- MANAGE MEDIA INQUIRIES, LIMIT PUBLIC COMMENT
 - If media are present, delegate a club member to escort them at all times and refer them to the duty instructor
 - Defer comment to club officials, the designated club point of contact – for an accident or serious incident will be the Chairman Training Panel, CFI or Club President.
 - Draft a very short summary of key facts regarding the accident or incident. Blank pages in this booklet can be used.
 - If there is a fatality DO NOT release names(s) of the victim(s)
 - If there is a fatality, advise the media it is a Coronial issue under investigation by the Police

- MANAGE CLUB MEMBERS PRESENT ON THE FIELD:
 - Focus on key facts, try to avoid or limit speculation
 - Assure that assistance will be provided to deal with stress or trauma
 - Affirm that it is normal for strong emotions to be felt, that may require understanding and comfort
 - Collect written statements from club members present as to what they did or did not see, what their action were etc
 - Collate a complete list of all club members that were present along with contact detail

KINGAROY SOARING CLUB

EMERGENCY RESPONSE PLAN (ERP)

FOLLOW-ON PRIORITIES AND RESPONSES “OFF THE SCENE”

Club:

- Debrief applicable club members
- Liaison with Police, Coroner etc
- Provision of other aids and resources
- Training Panel follow up:
 - Compilation/submission of ATSB Accident Report through TPC/CFI
 - Compilation/submission of GFA Accident Report through TPC/CFI
 - Liaison with CTO (Ops) and GFA RTO(Ops) Qld
 - Lessons for the club operations- safety- SMS, operations, training, standards and instructor responses
 - Discuss the Accident/Incident and/or crisis for possible feedback to members and GFA
 - Follow up ERP changes
 - Follow up SMS and operations manual changes
- Committee Meeting follow up:
 - Liaison with CTO (Airworthiness) and GFA RTO(A) Qld on airworthiness issues and investigation
 - Legal risks and liaison, contact GFA legal advisor if necessary.
 - Reputation management, media and local community relations
 - Lessons for the club management-safety- SMS, ERP, communications and club management responses
- Information flow and containment of speculation
- Insurance claim management
- Record Keeping
- Media Point of contact:
 - TPC/CFI supported by President or other appropriately qualified members
- Support of Club Management
- Succession of Club Management

Personnel Welfare:

- Liaison with families of affected people
- On going support for people affected
- Hospital/family/funeral attendance and liaison
- Provision of counseling and support of stress or trauma e.g. via Life Line

Feedback:

- Arrange follow up GFA Operations Status check

KINGAROY SOARING CLUB
EMERGENCY RESPONSE PLAN (ERP)

**ACCIDENT/INCIDENT WITNESS INFORMATION
AND CLUB INPUTS TO ACCIDENT/ INCIDENT REPORT**

NAME:

ADDRESS:

EMAIL:

PHONE:

DESCRIPTION:

ACCIDENT OR INCIDENT

Key Questions:

What did you see?

What did you hear?

What were you doing at the time?

Where were you?

YOUR IMMEDIATE ACTIONS AND RESPONSES

Key Questions:

What did you do?

When,

Where,

Who did you assist?

Who did you tell?

What were the results of your responses?

DIAGRAMS/DRAWINGS/COMMENTS:

WHAT INFORMATION DO YOU HAVE THAT MAY HAVE A BEARING ON THE CAUSE OF THE ACCIDENT OR INCIDENT?

SIGNED/DATE

GENERAL NOTES:

SIGNED/DATE

KINGAROY SOARING CLUB
EMERGENCY RESPONSE PLAN (ERP)

ERP FLOW CHART

APPENDIX A
ATSB ACCIDENT/INCIDENT FORM

APPENDIX B
GFA ACCIDENT/INCIDENT FORM

APPENDIX C

ATSB AVIATION SELF REPORTING SCHEME FORM

APPENDIX D
REPCON FORM

APPENDIX E
ATSB AVIATION ACCIDENT CHECKLIST