

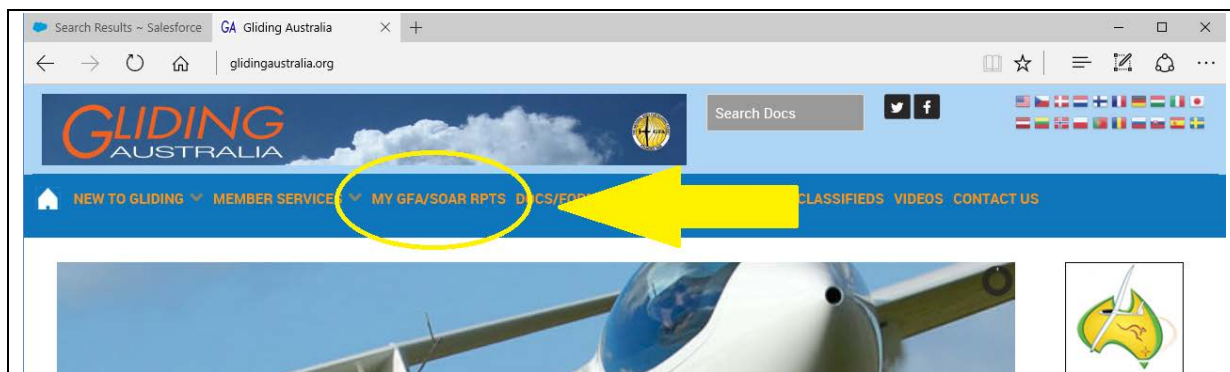


Operational Accident and Incident Reporting Guidelines

The **S**afety, **O**perations and **A**irworthiness **R**eporting (SOAR) system was developed by GFA to facilitate the reporting of accidents and incidents that occur in the operation of an aircraft (Operations Occurrences), defects discovered during aircraft maintenance (airworthiness defects), and other accidents and incidents that occur around an airfield that are dealt with under the Club's Risk Management Plan (Safety Reports). This system is based on best practice reporting in order to facilitate an open reporting culture. It allows the confidential handling of information and provides greater insight to the safety risks present in our organisation.

Using the System

The SOAR system is accessed through the "[MyGFA/SOAR Rpts](#)" tab on the GFA website:



Clicking the 'MY GFA/SOAR RPTS' option will take you to a login screen – 'MyGFA Services':



MyGFA Services

This form allows you to select the MyGFA Service you want. You will then need to enter your GFA Member Number and Date of Birth to verify your membership, and so that the form can be pre-populated.

If you are wanting to access Club Services, you will need to enter the Club's Membership Number and the Date of Birth assigned to the Club.

Membership Services

Title	Description
Membership Renewal	Renew your existing membership
Member Profile Edit	Edit your personal details in the GFA System
Member Profile Certificate	View and Print a Certificate showing your membership details
Check Member Details	Check the membership status of any GFA Member (no contact details are shown)
Change Recurring Payment	Change the detail of a recurring membership payment, including a change of credit card information

SOAR Reports

Title	Description
New Accident/Incident Report (Ops)	Create a new SOAR report for an operational incident or accident
New A/W Service Difficulty Report	Create an Airworthiness Service Difficulty Report
New Safety Report (non-Ops)	Create a new SOAR Report for a non-operational Safety accident or incident
List and/or Edit my SOAR Reports	List, read, or edit SOAR reports that you have personally submitted

Other Services

Title	Description
Apply for GPC	Apply for a Glider Pilot Certificate online
Buy Annual Inspection Kits	Quick way to buy one or more Form 2 kits. Bypasses the GFA Shop
Club Services	A menu of services to clubs.

Menu Selection *

Choose the Service you want

Mbr Number* (M-) *

Number only

Day of Birth *

Choose a day

Month of Birth *

Choose a Month

Year of Birth *

Choose a Year



You need to 'Choose the Service You Want' from a drop down list. Select **"New Accident/Incident Report"**,

Other Services

Title	Description
Apply for GPC	Choose the Service you want
Buy Annual Inspection Kits	Membership Renewal
Club Services	Member Profile Edit
	Member Profile Certificate
	Check status of a GFA Member
	Change Recurring Payment Details
	New Accident/Incident Report
	New A/W Service Difficulty Report
	New Safety Report (non-Ops)
	List and/or edit my reports
	Apply for GPC
	Buy Form 2 Kit
	Club Services

Menu Selection *

Mbr Number* (M-) *

Day of Birth *

and then enter your GFA membership number and your date of birth to authenticate you.

Mbr Number* (M-) *

Number only

Day of Birth *

Month of Birth *

Year of Birth *

Once you have completed these fields, you need to click on the 'Continue' button. This will take you to an 'Operations Occurrence Reporting' page.



The 'Operations Occurrence Reporting' page has nine tabs to select and enter information - these being: General, Weather, PIC 1, PIC 2, Aircraft, Desc(ription), Attach, ATSB and Close:

Operations Occurrence Reporting

Please fill in the form below in as much detail as possible. You may save this form and recall it before submitting it to the GFA or ATSB, by selecting the required option at the bottom of the form.

Please note that this form does not replace any external reporting requirements, such as those reports required by the Australian Transport Safety Bureau.

Member Name

Member Nbr

Report Title *

Club *

General | Weather | PIC 1 | PIC 2 | Aircraft | Desc | Attach | ATSB | Close

The 'General' Tab asks for the following information:

General | Weather | PIC 1 | PIC 2 | Aircraft | Desc | Attach | ATSB | Close

Person Involved *

Other Persons involved

Date of Occurrence *
Format YYYY-MM-DD

Time of Occurrence *
In 24 hr format please

Timezone AEDT AEST ACST AWST ACDT

Club or Competition Name

Location

Nature of Flight Local Training/Coaching Cross-Country Competition AEF

Phase of Flight Launch Landing In-flight Outlanding Ground Ops Thermalling

Classification Level 2

Classification Level 3

Complete as much information as possible. Use the drop down boxes to select an appropriate classification.



The **'Weather'** Tab asks for the following information:

General	Weather	PIC 1	PIC 2	Aircraft	Desc	Attach	ATSB	Close
	Description of the Weather							
	Wind Speed (kts)							
	Wind Direction							
	Cloud Amount(8ths)							
	Cloud Type							
	Cloudbase							
	Additional Factors							



It is useful to complete the above information even if weather factors are not relevant.

The 'PIC 1' (Pilot in Command of Aircraft 1) Tab asks for the following information:

General	Weather	PIC 1	PIC 2	Aircraft	Desc	Attach	ATSB	Close
Pilot Name 1								
Select Pilot if GFA Member <input type="button" value="v"/>								
Pilot Name (if not GFA Member)		<input type="text"/>						
Total Hours		<input type="text"/>						
Total Launches		<input type="text"/>						
Hours On Type		<input type="text"/>						
Launches On Type		<input type="text"/>						
Hours Last 12 Months		<input type="text"/>						
Launches Last 12 Months		<input type="text"/>						
Hours Last 90 Days		<input type="text"/>						
Launches Last 90 Days		<input type="text"/>						
Last Annual Check		<input type="text" value="2010-01-01"/>						
Format YYYY-MM-DD								

Please complete this as accurately as possible but if you do not have the details readily available, please provide an estimate (accurate details can be emailed to the [EMO](#) at a later date).

The 'PIC 2' Tab requires identical information but is only used to record the details of the pilot of a second aircraft involved.

If more than two aircraft are involved, the details of the other pilots should be included in an attachment (using the "Attach" tab explained later).



The 'Aircraft' Tab asks for the following information:

General	Weather	PIC 1	PIC 2	Aircraft	Desc	Attach	ATSB	Close
<p>Aircraft Type <input type="text" value="Glider"/></p> <p>Aircraft Make and Model <input type="text"/></p> <p>Registration <input type="text"/></p> <p>Launch Method <input type="radio"/> Aerotow <input type="radio"/> Winch/Auto <input type="radio"/> Self Launch</p> <h3>Details of 2nd Aircraft if relevant</h3> <p>Aircraft Type <input type="text" value="None"/></p> <p>Aircraft Make and Model <input type="text"/></p> <p>Registration <input type="text"/></p>								

The Registration is important and must be accurate. If the make and model is unknown, it can be checked to the aircraft register on [CASA's website](#) or left blank. If more than two aircraft are involved, the details of the other aircraft should be included in an attachment (using the "Attach" tab explained later).



The 'Desc' (Description) Tab asks for the following information:

General	Weather	PIC 1	PIC 2	Aircraft	Desc	Attach	ATSB	Close
Description of incident *		<input type="text"/>						
Extent of Damage		<input checked="" type="radio"/> Nil <input type="radio"/> Minor <input type="radio"/> Substantial <input type="radio"/> Write-Off						
Specify Damage		<input type="text"/>						
Extent of Injury		<input checked="" type="radio"/> Nil <input type="radio"/> Minor <input type="radio"/> Serious <input type="radio"/> Fatal						
Specify Injury		<input type="text"/>						
Immediate Actions Taken		<input type="text"/>						
Witness Statements		<input type="text"/>						

For initial reports the information is likely to be brief. However, you should still provide as much information as possible about what occurred, the causal factors, and any remedial action taken. If the description is lengthy you can complete the report in a separate document and attach it using the "Attach" tab explained next.

Once the description of events have been completed, you can now attach any relevant documents, such as witness statements, log traces, accident reports, photographs, etc. **DO NOT** attach documents until you are ready to send the information as they will not be uploaded.



To send documents, go to the **'Attach'** tab (below), select the browse button and navigate to the drive and directory on your computer where the document is located. You can attach up to six files in this manner.

IMPORTANT NOTE: Each files should be no more than 4MB in size, and the total of all files submitted should not exceed 20MB.

General	Weather	PIC 1	PIC 2	Aircraft	Desc	Attach	ATSB	Close
Attach File 1		<input type="text"/>	Browse...					
Attach File 2		<input type="text"/>	Browse...					
Attach File 3		<input type="text"/>	Browse...					
Attach File 4		<input type="text"/>	Browse...					
Attach File 5		<input type="text"/>	Browse...					
Attach File 6		<input type="text"/>	Browse...					

Only attach documents when you are ready to 'Send' the form (refer below).

If documents fail to attach, please email them directly to the Executive Manager Operations at: emo@glidingaustralia.org. Most systems limit email size to 20MB, so multiple emails may be required. If you have files larger than 20MBs, such as video, you might consider using a 'Dropbox' facility or contact the EM/O for details of where to upload them.

The next step it to consider whether the matter needs to be reported to the ATSB. Select the **'ATSB'** Tab and you will see the following guidelines:



[General](#) [Weather](#) [PIC 1](#) [PIC 2](#) [Aircraft](#) [Desc](#) [Attach](#) **ATSB** [Close](#)

There are two types of occurrences which must be reported to the ATSB; Immediately Reportable Matters and Routinely Reportable Matters. If the occurrence you are reporting meets any of the criteria below you will need to notify the ATSB.

Immediately Reportable Matters:

The death of, or serious injury to a person on board the aircraft, in contact with the aircraft or anything attached to the aircraft or anything that has become detached from the aircraft.

- The death of, or serious injury to a person who has been directly exposed to jet blast.
- The aircraft being missing.
- The aircraft suffering serious damage, or the existence of reasonable grounds for believing that the aircraft has been seriously damaged.
- The aircraft being inaccessible and the existence of reasonable grounds for believing that the aircraft has been seriously damaged.
- Breakdown of separation standards, being a failure to maintain a recognised separation standard (vertical, lateral or longitudinal) between aircraft that are being provided with an air traffic service separation.

Immediately Reportable Matters must in the first instance, be notified to the ATSB by telephone (1800 011 034) or faxing your notification form to (02) 6274 6434. A written notification must also be submitted to the ATSB.

If you cannot complete this notification, or require assistance please contact the ATSB on 1800 011 034.

Routine Reportable Matters:

- An injury, other than a serious injury, to a person on board the aircraft
- A flight crew member becoming incapacitated while operating an aircraft.
- Airprox.
- An occurrence in which flight into terrain is narrowly avoided.
- The use of any procedure for overcoming an emergency. An occurrence that results in difficulty controlling the aircraft, including any of the following; an aircraft system failure; a weather phenomenon; or operation outside the aircraft's approved flight envelope.
- Fuel exhaustion.
- The aircraft's supply of useable fuel becoming so low (whether or not as a result of fuel starvation) that the safety of the aircraft is compromised.
- A collision with an animal, including a bird, on a licensed aerodrome.

If the occurrence fulfills any of the criteria of a Routine Reportable Matter written notification is required to be sent to the ATSB within 72 hours of the occurrence.

Should this matter be No Unsure Yes reported to ATSB?

After reading the guidelines you need to make a determination. If you select 'Unsure' or 'Yes', a report will be sent to the ATSB, thereby fulfilling your reporting obligations under the Transport Safety Investigation Act 2003 (Refer MOSP2, Section 21).

Once completed, select the 'Close' tab and choose an action.



The 'Close' tab gives you two options:

1. Copy Report to RA Aus; and
2. 'Save' or 'Send'.

General Weather PIC 1 PIC 2 Aircraft Desc Attach ATSB **Close**

If you want to save this report without sending it for processing, select SAVE.

If you want to submit the report to the relevant GFA Department, select SEND. If you Send, the report will also be saved.

Copy Report to RA Aus

Select Yes if the incident involved an RA Aus aircraft

Action

Save Send

Use the 'Copy Report to RA Aus' if the report involves an RA-Aus registered aircraft.

The 'Save' option will allow you to review and edit the report before final submission. **DO NOT** attach documents to the report if you only intend to 'Save' the information as they will not be uploaded.

When you are ready to 'Send' the report, ensure you have attached your documents and then select the 'Send' button. The report and attachments will be automatically emailed to the GFA Executive Manager Operations (EM/O) and ATSB (if appropriate).

What Happens Next?

The EM/O will review the report and enter details in the GFA Occurrence Database. In most cases the initial reports are preliminary and subject to further investigation. In these instances, the EM/O will forward a copy of the initial report to the Club's Chief Flying Instructor (CFI) or Competition Safety Officer (CSO) and request they provide further details or a copy of their investigation report – depending on the severity of the occurrence.

The EM/O will then review information subsequently received and will prepare a de-identified summary report outlining the event, causal factors, and lessons learned for publication to the membership.

Prior to publication, the summary will usually be reviewed by the CFI or CSO for accuracy.



Supplementary Guidance for CFIs/ CSO's

It is the CFI's or CSO's (or delegate's) responsibility to investigate and analyse all occurrences at their site. However, in major accidents the EM/O may decide to conduct an investigation personally or to delegate the role of investigator to a suitable person. Clubs and members must provide their full co-operation to the GFA's appointed investigator (refer MOSP2, paragraph 21.2).

The following are some guidelines for the CFI/CSO or delegate to consider when completing an investigation report. Don't get worried by the complexity - the amount of detail you record will be relative to the severity of the accident or incident.

Completed investigation reports should be emailed to the EM/O: emo@glidingaustralia.org.

1. FACTUAL INFORMATION

- 1.1. **History of the flight.** A brief narrative giving the following information: Intention of flight, point and time of departure. Flight preparation, description of the flight and events leading to the accident including reconstruction of the significant portion of the flight path, if appropriate. Location and time of the accident, whether full daylight or otherwise if relevant.
- 1.2. **Injuries to Persons.** Degree of injury to P1, P2 or others.
- 1.3. **Damage to Aircraft.** Brief statement of the damage sustained by the aircraft in the accident.
- 1.4. **Other Damage.** Brief description of damage sustained by objects other than the aircraft.
- 1.5. **Personnel information.** Pertinent information concerning pilots and pupils including; age, validity of licences/certificates, medicals pertaining thereto, instructor ratings, recent checks and flying experience (total, on type, and instructing - if pertinent). Pertinent information regarding other involved personnel such as passengers, winch operators, tow pilots, maintenance etc.
- 1.6. **Aircraft information.** Brief statement on airworthiness and maintenance of the aircraft (indication of any deficiencies known prior or during the flight to be included if having any bearing on the accident). Brief statement on performance, if relevant, and whether mass and centre of gravity were within prescribed limits at the time of the accident. (If not, and if of any bearing on the accident - give details.)
- 1.7. **Meteorological Information.** Brief statement of any meteorological conditions, which may have a bearing on the accident.
- 1.8. **Flight Recorder.** Analysis of flight logger trace (if appropriate).
- 1.9. **Site information.** Pertinent information associated with the gliding site or field where the accident occurred.
- 1.10. **Wreckage and impact information.** General information on the site of the accident and the distribution pattern of the wreckage, detected material failures or component malfunctions. Details concerning the location and state of the different pieces of the wreckage are not normally required unless it is necessary to indicate a break-up of the aircraft prior to impact. Diagrams, charts, photographs and videos should be uploaded or sent to the EM/O.
- 1.11. **Fire.** If fire occurred, information on the nature of the occurrence, and of the firefighting equipment used and its effectiveness.
- 1.12. **Survival Aspects.** Brief description of search, evacuation and rescue, location of crew in relation to injuries sustained, availability of parachutes (and operation if used), and failure of structures such as seats or seat belt attachments.
- 1.13. **Organisational and management information.** Pertinent information regarding the organisations and their management involved in influencing the operation of the aircraft, e.g. Flight line organisation, tow plane management, maintenance etc.



1.14. **Additional information.** Relevant information not already included.

2. ANALYSIS

Analyse, as appropriate, only the information documented in 1. FACTUAL INFORMATION and which is relevant to the determination of conclusions and causes.

3. CONCLUSIONS

Findings - List the findings of the investigation in a logical and flowing sequence.

Causes - List the causal factors as you have found them again in a logical and flowing sequence. The list of causes should include both the immediate and the deeper systemic causes.

4. SAFETY RECOMMENDATIONS

As appropriate, briefly state any recommendations made for the purpose of accident prevention and any resultant corrective action.

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