

# Gliding Federation of Australia Inc.



## SAFETY MANAGEMENT SYSTEM POLICY

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## INTRODUCTION

All signatory countries to the International Civil Aviation Organisation (ICAO) are required to have a State Safety Program (SSP) in operation. In Australia this is the responsibility of the federal government and administration of the SSP falls to the national government agency, the Civil Aviation Safety Authority (CASA).

For the activities of recreational aviation, CASA has designated nine distinct bodies with self administration responsibilities, these are known as Recreational Aviation Administration Organisations (RAAO). In respect of flying sailplanes, the Gliding Federation of Australia (GFA) is the acknowledged RAAO by CASA. Accordingly, the GFA has produced the SMS policy for gliding operations in Australia to comply with the proposed Civil Aviation Safety Regulation (CASR) Part 149. Further to this, the GFA also has the responsibility of ensuring that all clubs and independent operators that are affiliated with the GFA have an SMS policy in place. The state gliding bodies also have an active role in the administration of the SMS on behalf of the GFA.

The role of the GFA is to provide a safe operating framework for gliding operations within Australia, this is specified in the Manual of Standard Procedures (MOSP). However the SMS policy is required to extend beyond safe air navigation and cover a broader range of issues associated with flying gliders. Matters that impact on risks and hazards on and around the airfield are of typical concern for the SMS policy. While having an Emergency Response Plan (ERP) is an essential requirement of the SMS policy, it is necessary to consider other issues such as airfield management, service contracts, members' equity, youth issues, visitors and promotional activities.

In order to document and promulgate an SMS policy, the GFA has a GFA Safety Committee (SC) comprised of The GFA President who is also the Accountable Manager, the Chairman of Operations (CoP), the Chairman Airworthiness (CAD) , Chairman of Sports, the National Safety Manager (NSM) who chairs the committee and representatives appointed by each state body who holds the position of Regional Safety Advisors (RSA). The Safety Committee is responsible for developing the SMS policy for the GFA and assisting with the development of an SMS policy for each affiliated club.

This SMS is the result of the efforts of the GFA Executive and Safety Committee in conjunction with members of the Australian gliding community and with assistance from CASA.

## JUST CULTURE

### GFA Reporting Culture

Due to the relatively small size of the organisation, there is the likelihood that at times it may be difficult to ensure confidentiality. The GFA recognises that in order to maintain a reporting culture, no blaming of individuals will take place when that person has made an honest mistake. Sanctions will only be applied when there is evidence of a conscious violation of established procedures or intentional reckless or negligent behaviour.

The GFA adheres to the principles of Just Culture.

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## 1. Document Information

### 1.1 Document control

This is version 1.2 of the Gliding Federation of Australia Inc. **Safety Management System**.

Changes to this document will be recommended by the GFA Safety Committee and approved by the GFA Board. This document is authorised for release once all signatures have been obtained.

### 1.2 Revision History

Version No.	Date	Author/Originator	Description of Change	Page / Section No.
1.0	14-3-14	GFA Safety Committee	1st Draft	All
1.1	18-3-14	GFA Safety Committee	1 <sup>st</sup> Completed Draft	All
1.2	20-10-14	GFA Safety Committee	Final Draft	All
2.0	14-09-15	National Safety Manager	1 <sup>st</sup> Draft	All
2.1	03-12-15	National Safety Manager	Final	All
3.0	30-09-17	National Safety Manager	Amendments post GFA AGM 2017	All

### 1.3 Documentation

All documentation relating to the SMS is contained on the GFA web page.

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

The electronic pdf version of the SMS Manual and forms on the GFA web page, is the controlled copy.

Any printed versions should be checked against the electronic version to ensure the current version is being used.

## 2. ABBREVIATIONS AND DEFINITIONS

### 2.1 Abbreviations and Acronyms

ALARP	As Low As Reasonably Practicable
ALOS	Acceptable Level Of Safety
AM	Accountable Manager
AS/NZS	Australian/New Zealand Standard
ATSB	Australian Transport Safety Bureau
CAO	Civil Aviation Order
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations
EM/O	Executive Manager, Operations
ERP	Emergency Response Plan
EXPOSITION	CASR Part 149 Recreational Aviation Administration Organisations
GFA	Gliding Federation of Australia Incorporated
HF	Human Factors
IAW	In Accordance With
IRM	Immediately Reportable Matter
MEMS	Maintenance Error Management System
MSOP	(GFA) Manual of Standard Operating Procedures
NAA	National Aviation Authority
QMS	Quality Management System
RAAO	Recreational Aviation Administration Organisation
RRM	Routine Reportable Matters
RSA	Regional Safety Advisors
SASAO	Self-Administering Sport Aviation Organisations Section (of CASA)
SC	Safety Committee
SM	Safety Manager
SME	Subject Matter Expert
SMM	Safety Management Manual
SMS	Safety Management System
SSAA	Safety Sensitive Aviation Activity

## 2.2 Definitions

**ALARP:** “as low as reasonably practicable”, means a risk is low enough that attempting to make it lower, or the cost of assessing the improvement gained in an attempted risk reduction, would actually be more costly than any cost likely to come from the risk itself.

**ALOS:** “acceptable level of safety” is the minimum degree of safety that must be assured by a system.

**Change management:** a systematic approach to controlling changes to any aspect of processes, procedures, products or services, both from the perspective of an organisation and of individuals. Its objective is to ensure that safety risks resulting from change are reduced to as low as reasonably practicable.

**Competency:** a combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

**Competency-based training:** develops the skills, knowledge and behaviour required to meet competency standards.

**Competency assessment:** the process of collecting evidence and making judgements as to whether trainees are competent.

**Consequence:** outcome or impact of an event. Note:

- There can be more than one consequence of one event
- Consequences can be positive or negative
- Consequences can be expressed qualitatively or quantitatively
- Consequences are considered in relation to the achievement of objectives.

**Corrective action:** action to eliminate or mitigate the root cause or reduce the effects of a detected nonconformity, or other undesirable situation. Those actions needed to rectify deficiencies in a system (process, procedures or instructions), e.g. the purpose of internal investigations is to find systemic causes and implement corrective actions

**Error:** an action or inaction leading to deviations from an organisation’s or individual’s intentions or expectation; a human action (or human behaviour) that *unintentionally* deviates from the expected action (or behaviour). (Note the difference with the definition of violation)

**Error management:** the process of detecting and responding to errors with countermeasures to reduce or eliminate their consequences and diminish the probability of further errors.

**Executive Manager, Operations:** person responsible for coordinating and leading all flying operations occurrence investigations and is the GFA point of contact for Police, ATSB and CASA.

**Hazard:** a condition, event or circumstance that has the potential to cause harm to people or damage to aircraft, equipment, structures or an organisation.

**Human factors (HF):** the minimisation of human error and its consequences by optimising the relationships between people, activities, equipment and systems.

**Immediately Reportable Matter:** an immediately reportable matter is a serious transport safety matter that covers occurrences such as accidents involving death, serious injury, destruction of, or serious to vehicles or property or when an accident nearly occurred.

**Independent operator:** a member of Gliding Federation of Australia exercising the privileges of their pilot certificate, whilst not associated with a Flight Training Facility or an affiliated Club.

**Just culture:** an organisational perspective that discourages blaming the individual for an honest mistake that has contributed to an accident or incident. Sanctions are only applied when there is evidence of a conscious violation, or intentional, reckless, or negligent behaviour.

**Non-technical skills (NTS):** specific HF competencies such as critical decision-making, team communication, situational awareness and workload management.

**Preventive action:** action to eliminate or mitigate the root cause or reduce the effects of a potential nonconformity or other undesirable situation.

**Regional Safety Advisor (RSA):** person responsible for managing local/regional aspects of the GFA safety management system.

**Remedial actions:** those actions required to correct individual/s errors, mistakes or incorrect understanding, where no underlying systemic influences were identified. ICAO Safety Management Manual under the heading on Error: “An action or inaction by an operational person that leads to deviations from organizational or the operational person’s intentions or expectations. Task errors must be identified and reported and analysed so that appropriate remedial action can be taken” ICAO May 2012. Note: there may also be ‘remedial actions’ carried out within corrective actions, as once systemic issues are rectified, remediation of individual’s understanding, or skills, may need to be carried out, through training etc.

**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.

**Routine Reportable Matter:** a transport safety matter that has not had a serious outcome and does not require an immediate report but transport safety was affected or could have been affected.

**Safety:** the state in which the probability of harm to persons or property is reduced to, and maintained at, a level which is as low as reasonably practicable through a continuing process of hazard identification and risk management.

**Safety culture:** an enduring set of beliefs, norms, attitudes, and practices within an organisation concerned with minimising exposure of the workforce and the general public to dangerous or hazardous conditions. A positive safety culture is one which promotes concern for, commitment to, and accountability for, safety.

**Safety Manager (SM):** person responsible for managing all aspects of an organisation’s safety management system.

**Safety Management System (SMS):** a systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures.

**Safety Officer (SO):** person responsible for managing all aspects of a Club’s safety management system.

**Stakeholders:** those people and organisations who may affect, be affected by, or perceive themselves to be affected by, a decision, activity or risk.

**Systemic:** relating to or affecting an entire system.

**System safety:** the application of engineering and management principles, criteria and techniques to optimise safety by identifying safety-related risks, and eliminating or controlling them (by design and/or procedures), based on acceptable system safety precedents.

**Third parties:** Other airfield users, maintenance organisations, and other parties we do business with.

**Threat:** events or errors beyond the influence of an operational person, which increase operational complexity and should be managed to maintain the safety margin.

**Threat and error management (TEM):** the process of detecting and responding to threats with countermeasures to reduce or eliminate their consequences, and mitigate the probability of errors.

**Violation:** a human action (or human behaviour) that *intentionally* deviates from the expected action (or behaviour); intended or deliberate deviations from rules, regulations or operating procedures. A person committing a violation does so deliberately. Violations can be:

- routine — common violations promoted by an indifferent environment,  
e.g. “we do it this way all the time”
- optimising — corner-cutting based on the path of least resistance, comments in this sort of document?  
e.g. “I know an easier/quicker way of doing this”
- exceptional or situational one-off breaches of standards/regulations dictated by unusual circumstances that are not covered in procedures,  
e.g. “we can’t do this any other way”
- acts of sabotage — acts of harmful intent to life, property or equipment.

**References used include, but not limited to:**

- Information as provided on the CASA Website for the aviation industry about Safety Management, Safety Management Systems (SMS), additional SMS resources and the CASA SMS Resource Kit - Safety Management (SM) and Safety Management Systems (SMS)
- The CASA RAO Safety Management System as developed by the SASAO section.



### **3. STRUCTURE OF THE GFA SAFETY MANAGEMENT SYSTEM**

This manual provides a summary of the key components of our Safety Management System.

- The Safety Policy is a clear statement from the President of the GFA that explains our commitment to ensuring that the risks inherent in our sport are clearly identified and processes put in place to minimise these risks as much as is possible.
- The GFA Manual of Standard Procedures has been developed over many years and reflects the processes and procedures that have been proven to lessen the risk of participation in the sport. All members are required to comply with these processes and procedures to ensure improved safety outcomes for themselves, other members and the public.
- Each club and gliding operation is required to have an Emergency Response Plan, which gives advice to members on what to do in case of an accident or other emergency, including relevant contact information.
- Each club and gliding operation is required to evaluate specific risks inherent in their own particular circumstances, and to develop processes and procedures to mitigate these risks. These will be included in the Club Safety Plan.
- All clubs are required to have a Club Safety Plan and conduct the range of activities described within that plan.
- The Club Safety Officer (Club President or delegate) is required to sign the Club Safety Plan to commit to ensuring that the Club Safety Plan is complied with, and to ensure clear communication of incidents that may help all members to improve safety outcomes.

## 4. SAFETY POLICY AND OBJECTIVES

### 4.1 Management Commitment and Responsibilities

#### 4.1.1 Safety Policy

Our commitment is to:

develop and embed a safety culture in all our recreational flying activities that recognises the importance and value of effective aviation safety management and acknowledges at all times that safety is paramount;

clearly define for all members their accountabilities and responsibilities for the development and delivery of flying safety strategy and performance;

minimise the risks associated with aircraft operations to a point that is as low as reasonably practicable/achievable;

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 aviation 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;

develop a positive occurrence reporting system that enables remedial safety actions and trend analysis;

implement emergency responses to limit the consequences of occurrences, and operational occurrence investigations to inform development of better operational and safety policies;

achieve the highest levels of safety performance in all our recreational activities as measured against realistic objectives and/or targets

continually improve our safety performance;

conduct safety and management reviews and ensure that relevant action is taken; and

ensure that the application of effective safety management systems is integral to all our activities, with the objective of achieving the highest levels of safety standards and performance.

.....

Signature/date

**Peter Cesco GFA President**

Accountable Manager

## 4.2 Safety Accountability and Responsibilities

### 4.2.1 Accountable Manager (AM)

Name of the Accountable Manager: **Peter Cesco**

The Accountable Manager is the President of the Gliding Federation of Australia Inc. Ultimately the GFA Board has overall responsibility for the performance and supervision of the Organisation's Safety Management System, and will:

- establish and promote the safety management policies required by the Deed of Agreement between the GFA and CASA;
- ensure it is properly implemented and performing to requirements;
- have control of the financial and human resources required for the proper implementation of an effective SMS;
- have an awareness of their SMS roles and responsibilities in respect of the safety policy, safety standards and safety culture of the organisation; and
- ensure that an individual for the position of Safety Manager is either nominated, appointed or elected.

### 4.2.2 National Safety Manager (NSM)

Name of the National Safety Manger: **Stuart Ferguson**

The National Safety Manager is appointed by the GFA Board and reports directly to the Accountable Manager (AM) and must ensure that the AM is kept properly informed on safety matters. The Safety Manager is not the sole person responsible for safety; they are however responsible for the administration and facilitation of the SMS.

Ideally, the SM should possess operational management experience and an adequate technical background to understand the systems that support the operation. They should have a sound understanding of safety management principles, typically acquired through formal training and practical experience.

Irrespective of other duties, they will have responsibilities and authority for, but not limited to:

- ensuring that processes needed for the SMS are established, implemented and maintained;
- ensuring that regular evaluation, reviews and fine tuning of the safety programme is conducted;
- liaise as necessary with the EM/O on matters relating to flying operations safety;
- providing safety briefings to the Accountable Manager, safety committee, members, staff and contractors;
- promoting safety awareness and a positive safety culture;
- ensuring that incident and accident investigations are undertaken and reported;
- managing the immunity-based reporting system, which includes the on-going identification and management of hazards;
- maintaining safety documentation;
- overseeing the internal and external SMS audit programmes;
- ensuring SMS induction and recurrent training is conducted and identifying any on-going safety training requirements; and
- maintaining the Emergency Response Plan (ERP).

### **4.2.3 Safety Committee (SC)**

The GFA SC will be chaired by the National Safety Manager and include

The Accountable Manager or their delegate

Chairman of Operations Panel or their delegate

Chairman of Airworthiness or their delegate

Chairman of Sports or their delegate

Regional Safety Advisors

and invited guests that the committee deems appropriate.

The role of the SC includes, but is not limited to (in conjunction with GFA department heads):

overseeing organisational, operational and technical safety systems;

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 organisation;

reviewing the safety performance and outcomes;

managing safety training and promotion activities; and

assessing the impact of safety on operational changes and activating hazard analysis process as appropriate.

The SC will meet at least once a year and Minutes of the meeting will be published on the GFA web page.

### **4.2.4 The Role of the Regional Safety Advisors will include but will not be limited to**

- Support the Club Safety Managers/Officers
- Promote Safety Education Activities with their region.
- Assist and Share information and experiences with the other Regional Safety Managers.
- Be their regional contact with the National Safety Manager.
- Assist in the development and delivery of National Safety Education Programs
- Assist Maintain the GFA Safety related material as delegated by the National Safety Manager (this will include regular reviews).
- Attend occasional meetings – usually by conference call.
- Additional roles as agreed between the NSM and State Associations.

### **4.2.5 Club Safety Officer (CSO)**

This is the nominated club officer responsible for managing the Club Safety Plan.

### **4.2.6 Staff**

All GFA Staff must ensure that they comply with all GFA safety policies, procedures and practices;

### **4.3 Third Party Interface**

The provision of services supporting flying training, hire and reward activities may involve third party service providers, contractors, and suppliers.

GFA will consider the third party's previous safety record prior to entering into any agreement. This factor will be given equal weight with other considerations like price, quality and timely delivery.

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

## 5. COORDINATION OF THE EMERGENCY RESPONSE PLAN

### 5.1 Preparedness

GFA members and Clubs must be prepared to react appropriately to an emergency situation. This implies that they have an **Emergency Response Plan (ERP)** which provides guidance on appropriate steps and relevant contact numbers. The ERP provides an appropriate list of issues that need to be addressed for emergency preparedness. This includes but is not limited to:

- Roles
- Communication protocols
- Equipment
- Aircraft
- Contacts

### 5.2 Response

The Emergency Response Plan (ERP) will be activated in the event of a major occurrence. It is designed to ensure that the following is in place prior to an adverse event occurring:

- orderly and efficient transition from normal to emergency operations;
- delegation of emergency responsibilities;
- assignment of emergency responsibilities;
- authorisation by key 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 possible;
- planned and coordinated action to ensure the risks attributable to a major safety event can be managed and minimised.

The “*ERP template*” can be found on the GFA website, and each club is encouraged to maintain and update their own version and keep a copy in appropriate positions at the club airfield.

In addition, members should reference the GFA Operations Manual – Accident and Incident Reporting. The EM/O is responsible for coordinating and leading all GFA operational occurrence investigations and is the GFA point of contact for Police, ATSB and CASA.

### 5.3 Review of the Plan

The Club Safety Officer is expected to review the ERP on an annual basis.

As part of the external safety audit the RSA should verify the validity of the info on the ERP and talk through the process with club members.

## 6. SAFETY RISK MANAGEMENT

### 6.1 Overview

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

The GFA Risk Management Tools and Templates are located in the *safety section* of the GFA website. They include:

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

#### 6.1.1 Hazard Identification Process

Hazards are best 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;
- GFA staff and members;
- development of risk scenarios;
- trend analysis;
- feedback from training;
- safety surveys and operational oversight safety audits;
- monitoring of normal operations;
- state investigations of accidents and serious incidents; and
- information exchange systems (similar operators, regulators, other RAAOs, etc).

The NSM or RSA will record all hazards in the GFA Risk Register and over time the accumulated knowledge of reportable hazards will enable:

- identification of 'hot spots' that need particular attention; and
- trend analysis which can provide the basis for improvement of hazard identification.

#### 6.1.2 Risk Assessment

The Club committee must carry out a risk assessment when developing their Club Safety Plan. They are encouraged to seek assistance from people with relevant expertise and their RSA.

After the development of an initial risk assessment, the on-going 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 will be used to assess the level of risk through using the results obtained from the assessment of the consequences and likelihood.

The Club Safety Officer will enter the results into the Club Safety Plan and Hazard Log.

**6.1.3 Risk Tolerability Matrix**

**Step 1:** Identify the severity/consequence of the event in Table 1. Take into account any current mitigation measures and assess the severity in terms of the worst possible realistic scenario.

Level	Severity / Consequence	Descriptor
5	Severe	Catastrophic (at least one fatality, huge financial loss)
4	Major	Major (extensive injuries to one or more persons, major financial loss)
3	Moderate	Moderate (medical treatment required, high financial loss)
2	Minor	Minor (first aid treatment at the workplace, medium financial loss)
1	Negligible	Insignificant (no injuries, low financial loss)

**Table 1**

**Step 2:** Identify the Likelihood of the occurrence in Table 2. Take into account any current mitigation measures and assess the likelihood/probability of the risk occurring.

Level	Likelihood	Descriptor
5	Almost Certain	Imminent – is expected to occur in most circumstances
4	Likely	Once in the next month, will probably occur in most circumstances
3	Possible	Once in the next 12 months, might occur at some time
2	Unlikely	Once in the next 1 – 5 years, could occur at some time
1	Rare	Once in the next 10 years; may only occur in exceptional circumstances

**Table 2**

**Step 3:** Determine the risk level and relevant action to mitigate the risk in Tables 3 and 4.

			Consequence				
			1	2	3	4	5
			Negligible	Minor	Moderate	Major	Severe
Likelihood	5	Almost Certain	6	7	8	9	10
	4	Likely	5	6	7	8	9
	3	Possible	4	5	6	7	8
	2	Unlikely	3	4	5	6	7
	1	Rare	2	3	4	5	6

**Table 3**

Index	Risk Level	Action
> 7	<b>Extreme Risk</b>	Detailed treatment plan required
6 to 7	<b>High Risk</b>	Needs senior management attention and treatment plan as appropriate
4 to 5	<b>Medium Risk</b>	Manager level attention and monitoring as appropriate
< 4	<b>Low Risk</b>	Manage by local level procedures

**Table 4**



#### 6.1.4 Risk Mitigation

Mitigation measures are actions or changes, such as changes to operating procedures, equipment or infrastructure to reduce either the consequences and/or likelihood, in order to reduce the Risk to an acceptable level. Risk mitigation strategies at GFA 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 ALARP.

Prior to introducing measures to reduce or eliminate the risk, it is important to ensure that any measures that are introduced do not lead to other hazards being introduced into the system.

#### 6.1.5 Monitor and Review

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 should be recorded by the Club Safety Officer. This is important for continuous improvement and achievement of the safety objectives and targets.

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

#### 6.1.6 Communicate and Consult

The NSM and RSA will update the GFA Risk Register based on input from Club Safety Plans. They will then use this Risk Register as an active tool to communicate and consult on the Organisation's risks and agreed mitigations.

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

## 6.2 Reporting Systems

The GFA understand that through the safety reporting system, underlying situations or conditions that have the potential to endanger the safety of aircraft operations **or members** can be identified. Greater levels of reporting, even what may be classified as minor issues, will allow the GFA to monitor the safety performance of our 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 actual factors that contributed to the event.

### 6.2.1 Internal Reporting System

The GFA encourages members and affiliated organisations to actively participate in the safety reporting system. :SOAR” at <http://www.glidingaustralia.org/Log-In/log-in-soar.html> . This can be done using your individual member log-in or your club log-in

Club Members, Safety Officers, Level 2 Independent Operators, etc are encouraged to report incidents so that all may learn from other’s experiences. This report asks for details of the issue and your clubs actions to solve the issue, and for your club safety plan and risk register to be updated.

Safety reports may also be submitted using GFA-SMS-021 Safety Report Form. Available on the web page:

<https://drive.google.com/a/glidingaustralia.org/#folders/0B775i9ACh45kVmR3SjhwYXFILW8>

### 6.2.2 Statutory Reporting Requirements

GFA members reporting on aircraft accidents must also comply with the statutory reporting requirements of the Transport Safety Investigation Act 2003. For details of this process, see the GFA Operations Manual or the Emergency Response Plan (ERP). The EM/O is the primary point of contact with CASA, ATSB and Police, and can assist in forwarding reports to appropriate authorities.

## 6.3 Safety Surveys

From time to time, the RSA will carry out a confidential survey of members. Key findings and observations of the survey will be recorded using the GFA-SMS-023 Safety Survey Form. Paper and/or electronic copies of the Safety Survey shall be kept by the RS in a secure location for 3 months following the publication of findings of the survey.

Findings and observations will be reviewed and acted upon by the SC and the RSA when required.

## **7. SAFETY ASSURANCE**

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

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

GFA will monitor its safety performance by reviewing the following Safety Performance Indicators (SPI):

- Hazard and incident reports;
- Warranty claims and member, student or staff complaints (if applicable);
- Safety surveys;
- Safety audit findings;
- CASA investigation or other reports;
- ATSB reports.

It is however understood that this data may be limited and therefore it will be important to investigate individual events and reports from any source.

It is the role of the SC to conduct periodic review of these SPIs and to communicate safety performance to its members.

### **7.2 Internal Safety Investigation**

For serious incidents and accidents, or on request from a club safety officer, the RSA will ensure safety investigations are carried out and the process/findings documented by an appropriately qualified person or SME. The RSA will also act as the point of contact during any investigations carried out by GFA, and will liaise with the EM/O as necessary in respect of accidents and incidents involving flying operations.

The purpose of any safety investigation is to understand the causes and implement corrective action – not to apportion blame to individual(s). The initial risk assessment of the event or hazard will be used to determine whether or not a safety investigation is required.

An electronic record of all safety investigations will be retained on the GFA electronic files.

### **7.3 Safety Audit Process**

GFA clubs will be required to conduct an internal safety audit every two years and submit this to the RSA for their region.

The RSAq will carry out an external safety audits on each club in their region, every three years. This may be done in cooperation with operations and airworthiness audits at the club.

The focus of the audits will be on the performance of the organisation and its services and assess normal operations. 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 GFA-SMS-025 Safety Audit Form, the Club Safety Officer and RSA are 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 GFA may result in the creation of hazards that could impact on safety. In the main, changes are made to meet the organisation's demands, and GFA needs the flexibility to meet these requirements. However, whilst the changes need to be made effectively and efficiently, our main focus will be on implementing the changes safely.

GFA 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:

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

## **7.5 Continuous Improvement of the Safety System**

GFA understands that continuous improvement of the safety management system requires management of two major components:

- maintenance – the objective of which is to maintain current technological, managerial, and operating standards, and
- improvement – which is aimed at improving current standards.

The SC will, at each Safety Committee meeting, carry out an on-going 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 on-going development and improvement of the Safety Management System which is reflected in this Manual.

## **8. SAFETY PROMOTION**

### **8.1 Safety Training and Education**

All members, affiliated organisations, staff and volunteers are encouraged to complete the GFA SMS Training Program.

The RSA or appointed person will deliver the course and keep a record of the training using the SMS safety seminars (Training Record is in development).

The NSM and RSAs are responsible for the on-going 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 RSA.

### **8.2 Safety Communication**

To ensure that all members, affiliated organisations, staff and volunteers are up-to-date with identified and resolved hazards/risks and are aware of any changes to our safety management system and any other safety matters affecting their activities, the RSA and EM/O will use the following means to disseminate the information

- Safety pages of GFA website;

- Safety notices and articles within the Gliding Australia magazine;

At GFA, we understand that the GFA Board 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 communication to its clubs that may include trends, safety bulletins, seminars, performance data, safety procedures and updates. The SM will be responsible for ensuring that all relevant safety communication is carried out to members.

## **9. APPENDICES**

### **9.1 Forms**

GFA-SMS-020 Third Party Contract Review

GFA-SMS-021 Safety Report Form

GFA-SMS-022 Club Safety Committee Minutes Form

GFA-SMS-023 Safety Survey Form

GFA-SMS-025 Safety Audit Form (*under development*)

### **9.2 Documents**

Club Safety Plan

GFA Risk Register

<https://drive.google.com/folderview?id=0B775i9ACh45kZER2YW8zMWNBME&usp=sharing&tid=0BzvOakAvohCOHo4dno5c2J0aDg>

GFA Emergency Response Plan

GFA Level 2 Independent Emergency Response Plan GFA-SMS-004

GFA Safety Management System Training:

- Safety Awareness Checklist - Visitors and Temporary Members

- Safety Awareness Checklist - Contractors

- Safety Training Program - Members

GFA Operational Regulations and Manual of Standard Procedures Volume 2 Operations