



RECREATIONAL AVIATION AUSTRALIA

Safety Manual

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Abbreviations and Acronyms

ALARP	As Low as Reasonably Practicable
ALS	Acceptable Level of Safety
AM	Accountable Manager
AS/NZS	Australian/New Zealand Standard
ATSB	Australian Transport Safety Bureau (Australia)
CAO	Civil Aviation Order
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations
ERP	Emergency Response Plan
EXPOSITION	CASR Part 149 Recreational Aviation Administration Organisations
FTS	RA-Aus Flight Training School
HF	Human Factors
IAW	In Accordance With
IRM	Immediately Reportable Matter
MEMS	Maintenance Error Management System
MOS	Manual of Standards
NAA	National Aviation Authority
QMS	Quality Management System
RAAO	Recreational Aviation Administration Organisation
RAAus	Recreational Aviation Australia Inc.
RRM	Routine Reportable Matters
RSO	Regional Safety Officer
SASAO	Self-Administering Sport Aviation Organisations Section (of CASA)
SRP	Safety Review Panel
SM	Safety Manager
SME	Subject Matter Expert
SMM	Safety Management Manual
SMS	Safety Management System
SOP	Standard Operating Procedures
SSAA	Safety Sensitive Aviation Activity

Definitions

Aviation Safety Management System (ASMS)	A safety management system is a systematic approach to managing safety, including organisational structures, accountabilities, policies and procedures.
Accountable Manager	The person approved to occupy the position of Accountable Manager in accordance with the RAAus CASR Part 149 Exposition.
Board	RAAus' governing body, elected from its membership.
Chief Flying Instructor (CFI)	An individual who is appointed by a flying school and RAAus to supervise the flying training given by the school.
Employee	Any person who is an employee of RAAus. This includes full-time, part-time, and casual employees all of whom are covered by workers compensation.
Executive Level Team (ELT)	Comprises of Senior Managers and the Accountable Manager.
Flight Training School (FTS)	A school authorised by the Head of Flight Operations to conduct ground and flight training.
Informed Participant	An individual who is participating in sport aviation, that before taking part in or paying for an activity, has been made fully aware of the potential risks.
RAAus	Recreational Aviation Australia Ltd.
Residual Risk	The risk remaining after risk treatments have been applied.
Responsible Officer	A person authorised by RAAus to provide services. E.g. Instructors, Senior Instructors, Chief Flying Instructor, Pilot Examiners and Regional Operations Coordinators, L2, L3 and L4 Maintenance Approval holders.
Risk and Audit Committee (RAC)	A Board committee established to assist the Board to fulfil its corporate governance and oversight responsibilities relating to the Company's risk management framework as set out in the Risk and Audit Committee Charter.
Risk Appetite	The degree of risk, on a broad-based level, that RAAus will accept in pursuit of its objectives.
Risk Management	Coordinated activities to direct and control an organisation with regard to risk.
Risk Management Plan	Specifies the approach, the management components and resources to be applied to the management of risk.
Risk Register	A tool that assists in oversight of risks and the management and review of risk management plans.

Senior Managers	Head of Safety (HOS), Head of Flight Operations (HFO), Head of Airworthiness & Maintenance (HAM). Senior Managers are also referred to as Responsible Managers.
Stakeholder	A person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity.
Volunteer	A position appointed by RAAus to a RAAus member for a specific purpose. This person may work on a casual contract basis for specific delegated tasks.
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.
Management of Change	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.
Consequence	Outcome or impact of an event. Note: <ul style="list-style-type: none"> • 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 <i>unintentionally</i> 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.

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	The minimisation of human error and its consequences by optimising the relationships between people, activities, equipment and systems.
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.
Preventative Action	Action to eliminate or mitigate the root cause or reduce the effects of a potential nonconformity or other undesirable situation.
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.
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 Management System	A systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures.
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	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 <i>intentionally</i> 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: <ul style="list-style-type: none"> • routine—common violations promoted by an indifferent environment, ‘we do it this way all the time’

- optimising—corner-cutting based on the path of least resistance, ‘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, ‘we can’t do this any other way’
- acts of sabotage - acts of harmful intent to life, property or equipment.

Executive Summary

Safety is the obligatory element that if instilled correctly becomes the anchor point by which organisations govern and drive all other business functions. The operations of and interrelationships between the different business functions of Recreational Aviation Australia (RAAus) Ltd. are woven together by our Safety Management System (SMS).

As the Accountable Manager of RAAus I am committed to providing the funds and resources necessary to enable the SMS to drive this magnificent organisation. I am committed to supporting our membership base, Flight Training Schools, affiliated aero clubs, maintainers, educational institutions, RAAus staff and the general public with the highest degree of safety as we all strive to achieve our common objective that is safety.

As the Accountable Manager I encourage everyone within RAAus to embrace their safety responsibilities and in doing so we will grow and mature as an industry leading, Part 149 approved Self-Administering Organisation (ASAO).

A handwritten signature in black ink, appearing to read 'Cody Calder', with a long horizontal stroke extending to the right.

Cody Calder
Accountable Manager

Setting the Framework

RAAus enables informed participants to engage in recreational flying for leisure and for flight training purposes. Informed participants acknowledge that operating in a recreational aircraft does not afford them the same level of airworthiness compliance that General Aviation, Charter Operations and Regular Passenger Transportation aircraft affords.

This Manual supports the Accountable Manager at RAAus in meeting his/her safety accountabilities. The Responsible Officers of a Flight Training School and Responsible Managers within RAAus also have safety responsibilities to the Accountable Manager of RAAus.

The level of compliance within the RAAus ASMS for small to medium sized FTSs has been scaled to ensure a commensurate level of resource is attributed to the ASMS for the size and complexity of the respective FTS. For this reason, FTSs are categorised into 3 tiers. These tiers ensure a resource appropriate approach is applied to meeting the responsibilities required to function within the ASMS. The FTS Templated Safety Manual is included in Appendix A and has been developed to streamline this transition for Schools. Responsible Officers should use this table as guidance to assist them in determining which tier they will operate within as part of the RAAus ASMS.

	TIER 1	TIER 2	TIER 3
INSTRUCTORS	1	2-4	5+
RPC ISSUED	LESS THAN 5	6-14	15+
BFR CONDUCTED	LESS THAN 50	51-139	140+

RAAus values its members and those that choose to participate in recreational aviation. RAAus works tirelessly to uphold a strong safety record. RAAus is committed to ensuring a robust safety system affords all due care for each and every flight taken by our members, their passenger, the aircraft they operate within and most importantly to the general public.

Part of this robust system is a commitment by RAAus members to conduct flights, flight training and maintenance, management of a school or any other aircraft related activity in the safest manner possible and with due responsibility for their own actions. This forms the basis of the freedoms for RAAus members and therefore is also an essential part of any active ASMS.

The ASMS and all associated policies, procedures and requirements are therefore founded on the ethos of trust. RAAus recognises that it must trust its members to embrace the ASMS and adhere to the fundamental safety principles that it commands.

Safety Policy and Objectives

1.0 Management Commitment and Responsibility

1.0.1 **Safety Policy.** The Accountable Manager is responsible for ensuring a Safety Policy is published. This policy should be reviewed every two (2) years. The safety policy must outline safety objectives. These objectives shall be published for staff and members to view within the head office and on the website in the form of a RAAus Safety Commitment. The Safety Commitment shall be signed by the Accountable Manager.

1.0.2 **Safety Commitment.** Our Commitment is to:

- a. 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;
- b. foster a just, fair but accountable reporting culture in all our activities and apply just culture principles to any report which identifies a safety issue;
- c. clearly define for all members their accountabilities and responsibilities for the development and delivery of flying safety strategy and performance;
- d. minimize the risks associated with aircraft operations to a point that is as low as reasonably practicable;
- e. ensure that externally supplied systems and services that impact upon the safety of our operations meet appropriate safety standards;
- f. report and communicate safety related statistics and initiatives to all stakeholders as appropriate;
- g. engage, facilitate and contribute to the aviation industry in relation to safety development and administration;
- h. comply with and, wherever possible, exceed legislative and regulatory requirements and standards;
- i. 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;
- j. ensure that sufficiently skilled and trained staff are available to implement safety strategy and policy;

- k. establish and measure our safety performance against realistic objectives and/or targets;
- l. achieve the highest levels of safety performance in all our recreational activities;
- m. actively develop and improve our safety processes to continually improve our safety performance;
- n. conduct safety and management reviews and ensure that relevant action is taken; and
- o. 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.



.....
Cody Calder
Accountable Manager
Recreational Aviation Australia

- 1.0.3 **Safety Review Panel.** The Safety Review Panel maintains oversight of the SMS and is responsible to the Accountable Manager for ensuring its effectiveness.
- 1.0.4 **Partnerships.** RAAus is committed to continuously improving aviation and values its partnerships with other key organisations within the aviation industry.
- a. The HOS will meet annually or as required with the Australian Transportation Safety Bureau, Civil Aviation Safety Authority and the Australian Maritime Safety Authority to ensure that the SMS is contributing to enhanced safety within RAAus and within the broader aviation industry.
- 1.0.5 **Reporting.** The RAAus Open and Fair Reporting Philosophy must be published on the website to give members the assurance that occurrences and other reports are dealt with justly.
- a. **Decision Making.** RAAus managers are directed by the Safety Policy and Objectives of the organisation to assist with decision making. Decision making is also complemented through adherence to the RAAus Admin Manual and Policies.

1.1 Safety Accountabilities

- 1.1.1 **Management.** The Accountable Manager. Senior Managers are Responsible Managers. The Responsible Officer of a FTS is the Chief Flying Instructor.
- a. **Head Office Risk Register.** A head office risk register contains each department risk management plan (RMP). The risk register provides visibility to the Accountable Manager of all registered RMPs. This risk register enables the Accountable Manager to understand all identified risks and the associated control measures. The head office risk register contributes to organisational situational awareness and protects the integrity of the organisation.
- 1.1.2 **Resources.** The Accountable Manager is responsible for making sufficient finances and human resources available to ensure the SMS is effective.
- 1.1.3 **Safety Objectives.** The Accountable Manager is responsible for adhering to the safety objectives as detailed within the safety policy and commitment.
- 1.1.4 Safety is a shared responsibility for all RAAus employees and with all Responsible Officers that interact with RAAus. The HOS is responsible for ensuring each Responsible Officer defines local safety objectives.
- 1.1.5 **Duty Statements.** The Accountable Manager must maintain a signed copy of all duty statements for RAAus employees.

- 1.1.6 The HOS is responsible for ensuring that the safety responsibilities are listed within each employee's duty statement.
- 1.1.7 AM is responsible for ensuring adequate funding is made available to Senior Managers to meet their safety accountabilities and responsibilities.
- 1.1.8 In addition to the roles and responsibilities set out in the Operations Manual the HFO is responsible for maintaining risk management plans that pertain to the procedures used to govern the flying operations of RAAus.
- 1.1.9 In addition to the roles and responsibilities set out in the Technical Manual the HAM is responsible for maintaining risk management plans that pertain to the procedures used to govern the technical operations of RAAus.

1.2 Appointment of Key Personnel and Committees

- 1.2.1 **Head of Safety (HOS).** The HOS is responsible to the Accountable Manager for overseeing the effective operation of the SMS. The HOS should hold relevant experience in oversight of safety and change management. The HOS should hold lead audit qualifications conducted through an appropriate RTO.
- 1.2.2 **Safety Coordinator.** The Safety Coordinator (SC) is a nominated ADC responsible for the administration of the Occurrence Management System and to administer communication between stakeholders and affected parties. The SC should have a minimum 2 years' experience in a similar role and demonstrate a high degree of communication and computer skills.
- 1.2.3 **Duty Officer (On Call Emergency).** All Senior and Assistant Managers are responsible for fulfilling on-call emergency duties.
- 1.2.4 Duty officers should at a minimum complete; 6 months within the organisation, any associated probation periods, and an aircraft accident investigation course prior to commencing any emergency on-call duties. The Accountable Manger may provide exemptions to the above requirements where he/she deems it appropriate.
- 1.2.5 **School Safety Coordinator (SSC).** This position resides within the FTS and is appointed by the Responsible Officer. An appropriate SSC is critical to the success of the safety management of an FTS. In a small school, the SSC duties may have to be added to an existing role. Ideally, the SSC should have operational management experience, technical knowledge of the school's operation, an understanding of safety management principles and be an approachable figure for members to engage with.

- 1.2.6 **Training.** A training register is maintained by the HOS on all safety management related training. Key personnel within the SMS must be given access to ongoing training and kept up to date through regular attendance at conferences and seminars.
- 1.2.7 At a minimum all personnel responsible for conducting accident investigations should undertake:
- An initial Aircraft Accident Investigators Course, and
 - Refresher training should be conducted at intervals no greater than 4 years.
- 1.2.8 Where possible all personnel responsible for audit tasks should undertake:
- An Initial Safety and Lead Auditor Certification or internally auditing standardisation course, and
 - Refresher training at intervals no greater than 5 years.
- 1.2.9 At a minimum all Senior Managers responsible for conducting risk assessments should undertake:
- Initial RAAus risk assessment training, and
 - RAAus refresher training should be conducted every 12 months.
- 1.2.10 At a minimum all staff and approved external delegates should undertake:
- Initial risk awareness training, and
 - Refresher training should be conducted at intervals no greater than 2 years.
- 1.2.11 **Additional Training.** All managers and assistant managers are encouraged to identify suitable courses, conferences and seminars for ongoing development and training to ensure continued development within their respective business functions.
- Staff Training.** All relevant staff should be appropriately trained as determined by the Accountable Manager. The Training and professional development register is held with the CEO.
- 1.2.12 **Safety Committee.** The Head Office Safety Committee is made up of the Accountable Manager, HOS, HAM, HFO, AHFO, AHAM, SC and the AC. The committee meets at a minimum quarterly and must have at a minimum the Accountable Manager, HOS, HFO, and HAM in attendance.
- 1.2.13 **Risk, Audit and Finance Committee.** The RAFC is a Board level committee consisting of a minimum of two board members and acts in accordance with the Risk and Audit Committee Charter.

1.3 Head Office Management of Flight Training Schools

- 1.3.1 **Governance.** Responsible Officers must operate in accordance with the RAAus Operations, Technical and Safety Manual.
- 1.3.2 **Changes to tiered FTS.** The level of compliance within the RAAus ASMS for FTS has been scaled to ensure a commensurate level of resource is attributed to the ASMS taking into consideration the size and complexity of the FTS. RAAus FTS are categorised into 3 tiers to ensure a resource appropriate approach to operating within the RAAus ASMS. Notwithstanding the 3 Tiers the HOS in consultation with other senior managers is authorised to categorise any FTS into any Tier. However, to make this change, consideration should be given to the size and/or complexity of operations, coupled with the risk profile of the school.
- 1.3.3 **FTS Register.** The HFO is responsible for maintaining a FTS register. This register will be used by the HFO, HAM and HOS to manage audit and assurance of the operational, technical and safety aspects of each FTS.
- 1.3.4 **Training.** The HOS is responsible for developing SMS related training and ongoing awareness for Responsible Officers. It is responsibility of the CFIs (Responsible Officer) to ensure that adequate safety management training safety currency training is delivered regularly.
- 1.3.5 **Risk Management.** The HOS is responsible for ensuring each Responsible Officer has a suitable risk management process in place at their FTS.
- 1.3.6 **FTS Safety Manual.** The HOS is responsible for ensuring that each FTS has sufficient documentation and processes in place so that the Accountable Manager of RAAus can satisfy his/her safety accountabilities. The FTS Safety Manual is designed to achieve this and is included at Appendix A.
- 1.3.7 **FTS Safety Manual Review.** The HOS is responsible for authorising each FTS initial Safety Manual. The HOS must review each FTS Safety Manual at intervals not exceeding four years.
- 1.3.8 **Tailored Safety Manuals.** The Templated FTS Safety Manual should be tailored to encompass already established safety programs or practices that FTS might have in place.
- 1.3.9 **Equivalent Safety Manuals.** In some circumstance a FTS may be exempt from adopting the RAAus Templated FTS Safety Manual. In these circumstances the FTS must be able to demonstrate that they are meeting all of their responsibilities to the HOS through

an already established mechanism. The decision to exempt a FTS will be made at the discretion of the Accountable Manager.

- 1.3.10 **Responsible Officer not integrating with ASMS.** Where Responsible Officers choose not to participate in the RAAus ASMS rollout and do not create an FTS Safety Manual then the Responsible Officer and the associated FTS will be referred to the Accountable Manager of RAAus and operations will be suspended.

1.4 Coordination of Emergency Response

- 1.4.1 The [Emergency Response Plan](#) (ERP) at RAAus head office governs the roles and responsibilities of its employees in dealing with localised emergencies through to activating the Crisis Management Centre (CMC) due to an accident or fatality.
- 1.4.2 It is a requirement that this plan be exercised annually unless it is activated as part of a real-life occurrence.
- 1.4.3 Emergency response documentation should be developed at the local level to ensure the FTS integrates with local emergency services and existing disaster management plans (see Emergency Response Plan within Appendix A).

1.5 SMS Documentation

- 1.5.1 **Policy.** RAAus Safety Policy ensures Board and Management commitment is aligned to the ASMS and meet the requirements as set out in Governing Documentation.
- 1.5.2 **Administration Manual.** Each Responsible Manager must maintain their section of the RAAus Administration Manual. These manuals detail the processes and procedures that must be followed in the execution of each department's functions. The Administration Manuals are an internal document that provides the Accountable Manager with assurance that each department is meeting their safety responsibilities in the execution of day-to-day business operations.
- 1.5.3 **FTS Safety Manual.** The HOS is responsible for the development and ongoing continuous improvement of the FTS Safety Manual. This manual is designed to enable Responsible Officers to meet their responsibilities to the RAAus Accountable Manager.
- 1.5.4 **Other Key Documents.** The SC will ensure a user guide for the operation of the OMS is maintained and available to all employees.
- 1.5.5 **Audit and Surveillance Program.** The Accountable Manager must publish and review a policy that governs audit and surveillance mechanisms within the organisation.

1.5.6 **Review.** The HOS is responsible for reviewing the RAAus Head Office Safety Manual and the FTS Safety Manual Template at intervals not exceeding two years. These documents must be version controlled.

1.5.7 **Availability of Documents.** All managers are responsible for ensuring that safety critical documents and policies are readily available to Employees, the Board and RAAus members.

1.6 Third Party Interface

1.6.0 The provision of services provided by RAAus may involve third party service providers, contractors, and suppliers. As the contracting organisation, RAAus has a responsibility for the safety of services provided by the third party interface and must specify the safety standards to be met.

1.6.1 In the instance that a third party is issued an authorisation from RAAus, the third party must comply with RAAus manuals which outline the safety responsibilities of the third party.

1.6.2 Where RAAus employs the services of a third party interface that is not required to adhere to RAAus manuals, if the party is deemed by RAAus to have the ability to affect the safety air navigation within the role in which they are contracted by RAAus, RAAus will ensure:

- a. A register of relevant third parties is kept and maintained.
- b. A risk assessment of the third party is completed and action taken to mitigate identified risks to as low as reasonably possible.
- c. Where suitable, RAAus will look to implement service level agreements or contracts with third parties specifying the safety standards that must be complied with.

1.6.3 RAAus will take a proactive approach in ensuring the importance of safety reporting is communicated with relevant third parties and that required resources are readily available to be accessed by third parties.

1.6.4 RAAus has an obligation to conduct audits on third parties who are issued authorisation on behalf of RAAus as per CASR part 149.

RAAus will continue to assess safety data reported to the organisation and will ensure safety data is made available to third parties.

Safety Risk Management

2.0 Occurrence Management System

- 2.0.1 **Occurrence Management System (OMS).** The OMS enables members, external stakeholders and the general public to report occurrences as incidents or accidents. The OMS also allows for hazard and defect reporting and has a confidential complaint facility.
- 2.0.2 **Immediate Safety Actions.** Investigators should not wait for a report to be completed before taking action to resolve identified safety concerns.
- 2.0.3 **Reporting Timelines.** The following timelines provide guidance to investigators dealing with occurrence reports and is intended to complement para 2.2.2 not override it;
- a. **Incident:** Investigators are required to complete the investigation and once complete, reassigned to the appropriate functional area manager. This investigation may take up to three calendar months from the initial occurrence being raised.
 - b. **Accident (non-fatal):** Investigators are required to complete the investigation and once complete, reassign to the appropriate functional area manager. This investigation may take up to three calendar months from the initial occurrence being raised.
 - c. **Accident (fatal):** An initial report to the Coroner is to be produced and assign to the HOS within six months of the occurrence. There is no set timeline for closure of fatal occurrences as this is dictated by the Coroner.
 - d. **Defects:** Investigators are required to complete the investigation and once complete, reassign to the appropriate functional area manager. This investigation should not take more than three calendar months from the initial defect being raised.
 - e. **Hazards:** Investigators are required to complete the investigation and once complete, reassign to the appropriate functional area manager. This investigation should not take more than three calendar months from the initial hazard being raised.
 - f. **Formal Complaints:** There is no set timeframe for formal complaints. Refer to the RAAus Complaint Handling and Disciplinary Procedures Manual for more information.

- 2.0.4 **Recommendations.** Investigators may make recommendations within their occurrence report. The Investigator in consultation with the HOS is responsible for determining who the most appropriate person is to communicate any recommendations to the applicable Responsible Officer(s) and/or relevant stakeholder(s).
- 2.0.5 **Extensions.** HOS will refer any occurrence report that he/she deems cannot meet the requirements of para 2.1.2 to the Safety Committee for further monitoring.
- 2.0.6 **FTS Reporting Requirements.** The Responsible Officer must ensure that reporting requirements are published in local FTS Safety Documentation.
- 2.0.7 **External Agencies.** The appropriate functional area manager through consultation with the HOS is responsible for assisting members that have raised reports through the Occurrence Management System (OMS) by raising defects, concerns and recommendations with external agencies such as aircraft importers, manufactures, air traffic control agencies and other operators.
- 2.0.8 The HOS, HAM and HFO are responsible for detailing the procedures by which RAAus will manage interactions with external parties with reference to hazards, defects, incidents and accidents within the Administration Manual.

2.1 Data Analysis

- 2.1.0 **Data Mining and Analysis.** The Safety Committee is responsible for engaging with a third party or with an employee to routinely provide data analysis and identify trends from occurrence reporting data.
- 2.1.1 The HOS at a minimum will provide the Head Office Safety Committee with quarterly data and trend analysis.

2.2 Hazard Identification and Risk Registers

- 2.2.0 **Risk Management Manual.** RAAus manages risk in accordance with the RAAus Risk Management Manual which guides Employees and the Board on how to address risk across RAAus' operations, including business procedures, flight operations, aircraft registration, maintenance practices, training and corporate governance.
- 2.2.1 **Head Office Risk Register.** The CEO is responsible for ensuring a corporate risk register is in place. The Accountable Manager is responsible for ensuring oversight of risks relevant to the Aviation Department. The HOS is responsible for managing this register. Each Risk Management Plan within the Head Office Risk Register must have a review date assigned to it.
- 2.2.2 **FTS Risk Register and Framework.** The HOS is responsible for ensuring that all FTS maintain a risk management process that is sufficient for task taking into consideration the size and complexity of their operations (See Appendix B).
- 2.2.3 **Communication of Risks.** The success of hazard identification and risk mitigation strategies can be measured by checking if those that interact with the risks are aware of the control measures and understand how they are to be employed. It is essential that control measures and mitigation strategies are built into the relevant document, policy, procedure, manual or other document to ensure they are communicated correctly to those that interact with these risks. The HOS is responsible for determining the effectiveness of risk mitigation strategies and control measures through the audit and assurance program.
- 2.2.4 Each Senior Manager is responsible for ensuring the communication of risk within their respective departments. The HOS is responsible for facilitating the communication of relevant head office identified risks to all FTS to a point that is deemed reasonably practical by the Accountable Manager.

2.3 Management of Change

2.3.0 **Change Management Process.** All RAAus employees are responsible for adhering to the RAAus Change Management Manual.

2.3.1 **Significant Change.** Any change to policy, procedures, or the introduction of new equipment and aircraft can bring about further risk which needs identification, management and mitigation. Such changes need to be managed in accordance with the RAAus Change Management Manual.

2.4 Immediately Reportable Matters to the Accountable Manager

2.4.0 In addition to the reporting requirements to the Accountable Manager set out within the RAAus ERP the following matters are Immediately Reportable to the Accountable Manager by RAAus employees and Responsible Officers as soon as they become aware;

- a. RAAus registered aircraft (or non-registered recreational aircraft) and/or pilot certificate holder (current or expired) comes into direct conflict with a routine passenger transport aircraft,
- b. Airspace Incursion where an RAAus registered (or non-registered recreational aircraft) and/or pilot certificate holder (current or expired) comes into direct conflict with another GA, Military or RAAus aircraft and media attention is deemed to be likely,
- c. An RAAus member or a member of the public is seriously injured within, or by an RAAus registered aircraft or RAAus affiliated facility such as a FTS, aero club or maintenance workshop,
- d. Immediate suspension of any members flying privileges, maintenance privileges or an aircraft grounding for any reason. (E.g. serious medical issue, violation of procedures, aircraft airworthiness state unacceptable).

Safety Assurance

3.0 Safety performance monitoring and measurement

3.0.0 **RAAus SMS periodic review.** The effectiveness and ongoing implementation of an authorisation holder's ASMS is reviewed through the audit program. The review assesses the effectiveness using industry best practice tools e.g. the CASA Evaluation Tool. Periodic reviews of the RAAus organisational ASMS are also conducted using industry-best practice tools and industry peer review.

3.0.1 **Audit and Surveillance Program.** The HOS is responsible for maintaining an integrated audit program that governs the assessment framework by which authorisation holders (i.e. Flight Training Schools, aircraft, Recreational Pilot Certificate holders and Maintainers) are audited. Refer to the Audit Policy and Procedures Manual for further detail.

3.0.2 **Safety Performance Indicators (Head Office).** The HOS is responsible for publishing safety performance indicators. These indicators shall be published and monitored through the Safety Committee.

3.0.3 **Monitor and Review.** The relevant functional manager is responsible for managing the resolution of all safety deficiencies post within the FTS and at Head Office.

3.1 Safety Investigation

3.1.0 **Resource Allocation.** The HOS is responsible to the Accountable Manager for ensuring sufficient resources are allocated to investigations.

3.1.1 **Just Culture.** The HOS is responsible for maintaining an Open and Fair Reporting Policy to support investigators. This policy is to be included within the RAAus investigators handbook. Investigators are responsible to the Accountable Manager for ensuring that they use the Open and Fair Reporting principles to assist them in maintaining a just culture when conducting investigations.

3.2.0 **Risk Register.** The HOS is responsible to the Accountable Manager for ensuring that change is managed and that hazards and associated risks are monitored through the risk register.

3.2 Continuous improvement of the ASMS

3.2.0 **Improvements.** Responsible Managers must ensure the ASMS and associated manuals, policies and procedures are continuously improved. The FTS Safety Manual is designed in such a way that enables extra components to be added over time.

Safety Promotion

4.0 Training and Education.

4.0.0 **Training.** The HOS is responsible for ensuring that OMS data is reviewed and analysed quarterly to identify areas of concern. These identified areas are to be raised through the Safety Committee to ensure appropriate strategies are developed by the Responsible Manager(s).

4.0.1 **Education.** Training outcomes will be developed based on OMS data trends and communicated to members through a range of mediums listed under Safety Communication.

4.0.2 **Effectiveness.** The HOS is responsible for assessing the effectiveness of training and education initiatives. These assessments shall be reported back to the Safety Committee.

4.1 Safety Communication

4.1.0 **Recreational Aviation Advisory Publications (RAAPs).** RAAPs are explanatory documents similar to acceptable means of compliance documents produced by CASA. The intent of a RAAP is that you read it and understand in greater detail what is required for you to achieve or comply with a particular requirement.

4.1.1 **Members E-News.** A monthly newsletter published by RAAus to inform members of past and present events, RAAus initiatives and advancements, regulation changes and other aviation related information.

4.1.2 **Safety Newsletter.** The safety newsletter is a quarterly communication tool used to provide members with; key safety messages, an overview of relevant OMS data and advice on safety related material and events.

- 4.1.3 **Sport Pilot Magazine.** This magazine is used to convey key safety messages to a broad readership base.
- 4.1.4 **Knowledge Base.** This portal is a knowledge bank covering a diverse range of aviation related activities, lessons learned and good practice documentation that Responsible Officers and Members can draw on to enhance safety.
- 4.1.5 **Website.** All occurrence reports and related outcomes generated through the OMS are made available to the public on the RAAus website.
- 4.1.6 **Media.** All media releases are managed by the CEO's office.
- 4.1.7 **CFI E-News.** This newsletter is used to convey key operational, technical and safety messages to Responsible Officers.
- 4.1.8 **Monitor and Review.** The HOS is responsible for providing the ELT with data on the level of readership and membership engagement with RAAus communication mediums. This relates to internal membership and external stakeholder communications to ensure continuous improvements are being made.

APPENDIX A – FTS Safety Manual Template (Version 1)

ABOUT THIS DOCUMENT

INTRODUCTION

This Manual has been written for Flight Training Schools (FTS) to meet their responsibilities as part of the RAAus Aviation Safety Management System (ASMS).

Where text is written in [blue] the intent is that CFIs may choose to insert the relevant information or delete information to reflect the individual characteristics of their FTS and/or align with their tiered category. The below table provides guidance to CFIs on determining what tier their school will operate under within the RAAus ASMS and is provided as advisory material only. The decision for which tier a FTS fits lies with the school itself and RAAus is available to assist FTSs determine the best fit for their business.

This template has been produced for completion by Tier 1,2 & 3 Schools

	TIER 1	TIER 2	TIER 3
INSTRUCTORS	1	2-4	5+
RPC ISSUED	LESS THAN 5	6-14	15+
BFR CONDUCTED	LESS THAN 50	51-139	140+

WHY?

It is a Federal Government and CASA requirement that all Approved Self-Administering Aviation Organisations (ASAO) have in place an operating Safety Management System. However, there are sound business and safety reasons for this to be embraced by FTS management and integrated in to operations:

- It forms a structured approach to safety management – less likely to miss critical hazards, risks and mistakes;
- It is a formal acknowledgement of what we are already doing – a properly presented document holds more weight in a legal setting than a witness statement which involves interpretation of the ‘facts’; and
- Significant evidence shows that an ASMS approach reduces direct costs (aircraft/equipment damage, lost time from injuries) and indirect costs (insurance implications, business reputation).



PART 1

Aviation Safety Manual

Please complete the sections in [\[blue\]](#) from the template below – Once finalised this document is to be printed and kept in an appropriate location for use by Flight Training School Staff.

If you have any queries in relation to this document then please contact safety@raa.asn.au or phone 02 6280 2700 and our staff will be more than happy to assist you in completing your ASMS requirements.

[FTS NAME]

**FLIGHT TRAINING SCHOOL
AVIATION SAFETY MANUAL**

[FTS & RAAUS LOGO]

[FTS LOCATION]

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RAAus Template v1.0
[Insert Date Here]

Document Control

Revision History

VERSION NUMBER	REVISION AUTHOR	EFFECTIVE DATE	PURPOSE
v.1.0	RAAus Safety		Initially Release May 2018
v.2.0	RAAus Safety	18/02/2019	ASMS Update Feb 2019
v.2.1	<i>[Insert FTS Name]</i>	<i>[Insert Date Name]</i>	
v.2.2	<i>[Insert FTS Name]</i>		
v.2.3	<i>[Insert FTS Name]</i>		

Definitions

TERM	DEFINITION / INTERPRETATION
Accident	a) a person dies or suffers serious injury as a result of an occurrence associated with the operations of an aircraft; or b) The aircraft is destroyed or seriously damaged as a result of an occurrence associated with the operation of the aircraft; or c) Any property is destroyed or seriously damaged as a result of an occurrence associated with the operation of the aircraft.
As Low As Reasonably Practical	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.
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.
School	(Name of School) Flight Training School
School Safety Coordinator (SSC)	person responsible for managing all aspects of a school's safety management system.
Hazard	a source of potential harm.
Incident	An occurrence which could affect aviation safety but did not result in an accident.
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.
Likelihood	a general description of probability or frequency that can be expressed qualitatively or quantitatively.
Management	planning, organising, resourcing, leading or directing, and controlling an organisation (a group of one or more people or entities) or effort for the purpose of accomplishing a goal.
Occurrence Management System (OMS)	The RAAus System accessible online through the website for lodging occurrences, hazards and defects to RAAus. The OMS also provides a confidential complaint mechanism.

TERM	DEFINITION / INTERPRETATION
Responsible Officer	A person authorised by RAAus to provide services. E.g. Instructors, Senior Instructors, Chief Flying Instructor, Pilot Examiners and Regional Operations Coordinators, L2, L3 and L4 Maintenance Approval holders.
Residual Risk	The risk remaining after risk treatments have been applied.
Risk	<p>the chance of something happening that will have an impact on objectives.</p> <ul style="list-style-type: none"> • A risk is often specified in terms of an event or circumstance and any consequence that might flow from it. • Risk is measured in terms of a combination of the consequences of an event, and its likelihood. • Risk can have a positive or negative impact
Risk assessment	the overall process of risk identification, risk analysis and risk evaluation.
Risk identification	the process of determining what, where, when, why and how something could happen.
Risk management	the culture, processes and structures directed towards realising potential opportunities whilst managing adverse effects.
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.
Aviation safety management system (ASMS)	a systematic approach to managing aviation safety, including the necessary organisational structures, accountabilities, policies and procedures.
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.
Serious injury	<p>Any serious injury or illness that results in:</p> <ul style="list-style-type: none"> (i) immediate hospital treatment as an in-patient (ii) immediate treatment for serious injuries (for example amputation, scalping, a spinal injury, loss of a bodily function or a serious laceration, burn, head injury or eye injury), or (iii) medical treatment within 48 hours of exposure to a substance.

TERM	DEFINITION / INTERPRETATION
[add in as required]	

SAFETY POLICY STATEMENT

Vision

[i.e. Strategic statement about your safety vision. Example:]

The management team of this school is committed to providing safe, healthy, secure work conditions and fostering positive safety attitudes.

Safety Commitment

[i.e., values to guide your staff in achieving your safety vision. Example:]

I/we are committed to:

- Manage safety at the same level as other major dimensions (technical, financial, sales, etc.) in the Company's management system
- Recognise safety as the primary responsible of all managers, staff, instructors and maintainers
- a culture of open reporting of all safety hazards and occurrences through the RAAus OMS
- an open reporting culture in which management will not initiate disciplinary action against any personnel who, in good faith, disclose a hazard or safety occurrence resulting from unintentional conduct
- supporting effective communication throughout the organisation
- support for safety training and awareness programs
- conducting regular audits of safety policies, procedures and practices
- monitoring industry activity to ensure best safety practices are incorporated into the organisation
- providing the necessary resources to support this policy
- requiring all employees to maintain a safe work environment through adherence to approved policies, procedures, and training; and familiarising themselves, (and complying), with safety policies and procedures
- all levels of management, starting with the owner/president and Chief Flying Instructor, being accountable for safety performance
- the principle that the organisation is strengthened by making safety excellence an integral part of all activities

(Name)

Owner

(FTS Name) Flight Training School

Date

(Name)

Chief Flying Instructor

(FTS Name) Flight Training School

Date

SMS COMPONENT 1: SAFETY POLICY AND OBJECTIVES

1.1 Responsibilities

All participants in this school's activities are to take shared responsibility for their own and other's safety in all aspects of the school's activities. This applies not only to operational activities but includes general hazard identification and reporting. Everyone is encouraged to report possible hazards or potential risks to the school management and through the RAAus OMS.

Specific responsibilities for safety in the school are outlined below.

1.1.1 Safety Representatives

Position	Name	Contact Number	Email	Remarks
Owner				
Chief Flight Instructor				
School Safety Coordinator				
Senior Instructor				
Senior Instructor				
Senior Instructor				
Instructor				
Instructor				
Instructor				

1.1.2 Owner

The owner will:

1. Actively support and promote the SMS.
2. Ensure that he/she and all staff comply with the SMS processes and procedures.
3. Ensure that resources are made available to achieve the outcomes of the SMS.
4. Monitor ongoing activities to ensure a safe environment for participants.

1.1.3 Chief Flying Instructor

In addition to his/her overall responsibility for Flight Training School safety, The CFI will:

1. Appoint an appropriate and qualified person to the position of School Safety Coordinator or equivalent (for small schools this may be the CFI)
2. Chair school safety committee meetings and appoint appropriate members responsible for follow up action
3. Promote and ensure an open and fair reporting culture
4. Maintain oversight of Risk Management **EITHER [through a risk register and associated risk matrix] OR [through risk profiling to ensure at a minimum the safety of the public, employee/volunteers and the informed participant]**
5. Ensure timely incident follow up and feedback given to other members
6. Attend and/or be proactive in developing an "Airport Users Safety Committee" to enable an airport wide safety forum that meets periodically
7. Action any immediate safety actions or safety recommendation from RAAus

1.1.4 School Safety Coordinator

The School Safety Coordinator (SSC), reflecting his/her critical role in safety, has direct access to all management levels.

His/her specific responsibilities include:

1. Implement, maintain, review and revise the Flight Training School RAAus ASMS Manual
2. Provide safety advice to school management, staff and instructors
3. Encourage a fair and open reporting culture with all members
4. Promote safety awareness and a positive safety culture
5. Schedule periodic Safety Committee meetings
6. Ensure all incidents and accidents are reported through the RAAus OMS within approved timeframes
7. Oversee any “immediate safety actions” or “safety recommendation” from RAAus
8. Maintain a [risk register and an associated risk matrix OR risk profile.]
8. Identify any ASMS related training requirements; e.g., safety induction and/or airside access for members or visiting contractors
9. Oversee internal and external SMS audit programs
10. Maintain the emergency response plan (ERP)
11. Attend and/or be proactive in developing an [Airport Users Safety Committee or Runway Safety Program] to enable an airport wide safety committee that meets [insert frequency].
12. Safety Meeting Minutes [Tier 2&3: produce meeting minutes and communicate to all staff, affiliated members, relevant stakeholders and make available to RAAus Safety] / [Tier 1: Journal meeting notes in diary or operational log].
13. Provide Risk Profile/Risk Register and any associated Risk Management Plans to RAAus on request

1.1.5 Senior Instructor

In addition to his/her responsibilities under [insert school name here], under this SMS the senior instructor’s responsibilities include:

1. Contribute as a member of the School Safety Committee.
2. Encourage all members under his/her control to report incidents or hazards through the RAAus OMS and take follow up action as necessary.

1.1.6 Instructor

In addition to his/her responsibilities under [insert school name here], under this SMS the instructor’s responsibilities include:

1. Contribute as a member of the School Safety Committee.
2. Identify and report incidents and hazards of which he/she becomes aware; not just specifically related to aircraft operations through the RAAus OMS.

1.1.7 School Safety Committee

The school safety committee will have scheduled meetings [[insert frequency here](#)] and will notify all members in advance.

All school members are invited to attend. Regular and required members of the committee are:

- [School Owner](#)
- CFI (Responsible Officer) - committee chair
- SSC – [minutes and agenda \[tier 2/3\]](#), [diary entry \[tier 1\]](#) (committee chair in the absence of the CFI)
- [\[Other key safety staff where deemed necessary\]](#)
- Senior Instructor(s)

The school safety committee is committed to action on safety related matters and its role includes:

1. Reviewing action taken following accidents or incidents
2. Making decisions to fix safety hazards
3. Reviewing risk assessments based on hazard identification
4. Assisting the School Safety Coordinator in the maintenance of a [\[risk profile and matrix OR risk register\]](#).
5. Reviewing internal safety audits
6. Reviewing communications methods to advise members of safety related matters
7. Reviewing school safety objectives and targets
8. Provide a copy of version 1 of this manual to RAAus Safety for approval and then the latest version upon request annually thereafter

Draft Safety Committee Agenda is at Appendix A.

1.2 Safety Objectives

The school safety committee will formally review safety objectives yearly. Our initial objectives are:

Safety Objective	Target	Measurement/KPI
Short Term Objectives		
Implement initial school ASMS	ASAP and ideally not later than 01 March 2019	All instructors, managers and any other critical members fully briefed and inducted in the ASMS manual
A culture of open reporting of all safety hazards and occurrences through the RAAus OMS	100% of incidents formally reported	Number of reports received? Number of known incidents known not to have a formal report (list them)
Insert as required	Insert as required	Insert as required
Longer Term Objectives		
Encourage active participation in SMS provisions by all senior staff	Ongoing	Greater than 90% attendance by senior members at safety meetings
Safety training and awareness programs (suggestion for Tier 3)	Implement a number of safety training initiatives (suggestion for Tier 3)	Number of staff who completed safety training and what type of training was conducted. Maintain a Safety Training Register. (suggestion for Tier 3)
Conducting regular audits of safety policies, procedures and practices (suggestion for Tier 3)	Develop an audits and inspections programme for the company and complete all scheduled audits/inspections (suggestion for Tier 3)	How many audits and inspections were completed this reporting period (suggestion for Tier 3)

1.3 Emergency Response Plan (ERP)

The CFI or, in his/her absence, the SSC will control any emergency associated with the school. Any information regarding the emergency is to be passed to him/her immediately and instructions on required action will be issued by him/her.

The CFI will nominate members to be part of an incident response team and their details will be promulgated to all members.

Emergency procedures covering various possible emergencies will be exercised every [insert timeframe] on a rotation basis, e.g., response to fire, response to in flight emergency, response to a ground based incident/accident.

The SSC is responsible for maintaining the local ERP. Instructors and members are encouraged to have input.

IMPORTANT! In the absence of the CFI/SSC any member should use this section of the Manual to the best of their ability to initiate an emergency response. At an absolute minimum all member should understand the requirement to call 000 and JRCC for all aircraft emergencies and 000 for all non-aviation related emergencies.

Those responsible for initiating an emergency response should be able to advise emergency services of the presence of any ballistic parachute on involved aircraft(s).

Detailed information on the school emergency response plan is attached as Appendix B.

1.4 Framework Milestones

The Framework for integration of the RAAus SMS within School operations:

Milestone	Implement by	Notes
FTS Safety Manual Introduction		
Safety Toolbox released on CFI portal	by End of April 18	Electronic safety toolbox will have; <ol style="list-style-type: none"> 1. Instruction Page, 2. Editable FTS Safety Manual, and 3. All templated documents required.
RAAus PDP sessions around the country.	February – June 18	CFIs coached on the development their Safety Manual.
SMS Implementation		
Each CFI to nominate SSC and determined school Tier. Advise RAAus Safety safety@raa.asn.au .	ASAP but NLT 01 July 18	Note: RAAus Safety in consultation with the HFO may change requested tier in some unique circumstances.
SSC develop Risk Profile/Risk Register and Emergency Response Plan. Submit first version to RAAus Safety safety@raa.asn.au .	ASAP but NLT 01 August 18	Tier 3 FTS - risk register Tier 1 at a minimum must use a risk profile, and Tier 2 may choose either.
SSC draft initial FTS Safety Manual and submit to RAAus Safety for review.	ASAP but NLT 01 September 18	CFIs to develop FTS Safety Manual and induct all staff.

		RAAus Safety will conduct a table top review of each FTS Safety Manual progressively from 1 Oct – 1 Dec 18.
RAAus SMS Implementation Complete	01 October 18	RAAus aims to have all FTS Safety Manuals in place by this date.
SMS Review		
RAAus Audit and Assurance Program Commences	Commence 01 February 19	Three-fold audit and assurance program encompassing Operational, Safety and Technical aspects of each FTS.
Annual safety training on the ASMS at each FTS for all new and existing staff. Conducted by the FTS.	From 2019 onwards	Each tier 3 FTS is required to conduct one half-day safety stand-down per calendar year to conduct ASMS component training and review. Tier 1 and 2 FTS are encouraged to have Safety stand-downs or equivalent.
Safety Manual Version 2.0	TBA (2019)	To align with CFI feedback, audits and CASA approval as part of CASR Part 149 transition.
All RAAus FTS operating within the ASMS	30 Jun 2019	RAAus FTS cannot operate past this date without the RAAus FTS Safety Manual or equivalent.

SMS COMPONENT 2: SAFETY RISK MANAGEMENT

The policy of this school is to identify and minimise weaknesses and hazards BEFORE they can cause an accident or incident.

All members are encouraged and required to report (or fix and report) any issues they feel could pose a risk. This can be done verbally to a senior member or through the RAAus OMS depending on the severity of the problem.

Any senior member of staff receiving a report of this nature is to advise the CFI and report it using the RAAus hazard reporting function within the OMS.

2.1 OMS Reporting Requirements

RAAus members have a responsibility to report all incidents, accidents, hazards and defects to RAAus through the OMS. RAAus also provides a confidential complaint option through the OMS. A member becoming aware of an accident and having completed the immediate phone call requirements within the ERP are to report any accident, incident, hazard or defect to RAAus through the OMS as soon as practical but within 72 hours.

2.2 Reportable Matters to the ATSB

RAAus members have a responsibility under the Transport Safety Regulation to report certain occurrences to the ATSB immediately and/or routinely. Immediately Reportable Matters are covered within the calls to be made matrix at Appendix B. All Routine Reportable Matters are to be submitted to the ATSB in writing. RAAus provides written submissions on behalf of its members provided they report through the OMS within 72 hours.

Note: Members that are aware of an occurrence that is a reportable matter to the ATSB and subsequently choose not to report within the required timeframes will be required to contact the ATSB and provide any required reporting in addition to submitting an overdue occurrence report through the OMS. In these circumstances you may be in breach of the *Transport Safety Investigation Act 2003*.

AVIATION ACCIDENT NOTIFICATION (24 HOURS, 7 DAYS A WEEK)

RAAus Duty Officer **02 6280 4700**

ATSB Duty Officer **1800 011 034**

2.3 Hazard Identification

In addition to encouraging all members to report (or fix and report) hazards and weaknesses, the school will:

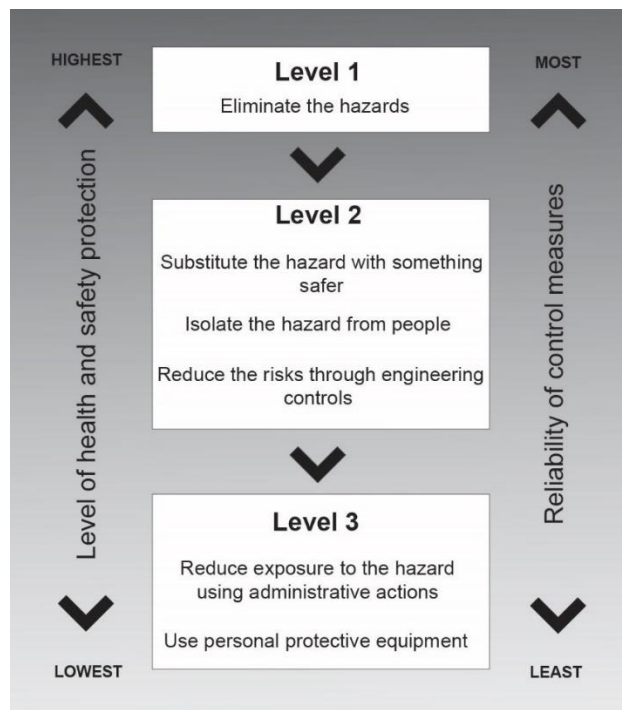
- Raise the subject of safety and hazard identification at each school meeting
- Review all new and (where necessary) previously reported hazards at school safety meetings
- Conduct an internal assessment of procedures and operations yearly to ensure hazards are being identified and minimised

- Carry out formal hazard identification procedures prior to any change in the school, e.g., expansion of operations, introduction of new equipment or procedures, changes to key personnel or at any time a new risk may be apparent

All reports of hazards are to be directed to the SSC. After verification, he/she will report the data within the school [\[risk profile/risk register\]](#) and where appropriate raise a hazard report within the OMS.

2.2 Risk Assessment and Risk Mitigation

The SSC is responsible to hold and maintain the school [\[risk profile/risk register\]](#). The management of risk is an integral component of our safety management. In controlling hazards and risks, the primary aim is to eliminate the hazard entirely. This may not be always possible. The following table demonstrates a commonly accepted hierarchy of controls.



The risk [\[profile/register\]](#) is to be held at the FTS. It is available for all members to read but should not to be removed from the school without approval from the SSC. See [\[Part C – School Risk Profile OR Part C – Sector Risk Profiles OR Part C – School Risk Register OR Part C – Sector Risk Registers\]](#).

The CFI and SSC will take the following steps to ensure that risk management is applied:

[Choose the heading that applies to your school.](#)

[HEADING 1: Risk Profiling of Flight Training School \[Tier 1 and those Tier 2 FTS that choose to use a Risk Profile\]](#)

- Hazards are identified and all members are encouraged to participate in the identification of hazards and weaknesses
- Manage identified risks using the hierarchy of risk controls or equivalent

- Place these hazards and associated risks and controls on the school's Risk Profile
- Ensure that risks, control measures and mitigation strategies are incorporated into relevant communication tools e.g. training lessons, slide shows, induction documentation in addition to listing them on the school's risk profile
- Periodically review the risk profile for effectiveness of controls

HEADING 2: Risk Register for Flight Training School [Tier 3 and those Tier 2 FTS that choose to use a Risk Register]

- Hazards are identified and all members are encouraged to participate in the identification of hazards and weaknesses
- A risk analysis using a standardised RAAus approved risk matrix is conducted on all identified hazards to assess the probability of an event occurring and the severity of that event
- A clear and logical assessment is made to evaluate the seriousness of possible harm to; persons, equipment, reputation, financial loss, business continuity, the environment and whether these are tolerable or not
- Must publish a risk matrix and define residual risk thresholds that protect the **public, employees, volunteers** and the **informed participant** FTS may wish to consider other dimensions such as **Financial Loss, Reputation and Business Capability**.
- Ensure that risks, control measures and mitigation strategies are incorporated into relevant communication tools e.g. training lessons, slide shows, induction documentation in addition to listing them on the school's risk register
- A periodic review is conducted to ensure the validity and relevance of risks and the employed controls/mitigation measures

2.3 Action on Identified Risks

[After deciding on risk elimination/mitigation strategies, tier 3 schools (and those Tier 2 schools that choose to use risk registers) need to document the actual action taken and review dates for their risk register(s). Tier 1 (and Tier 2 schools that choose to maintain a risk profile) need only document these risks within the risk profile. Schools must have a mechanism in place to remind them/manage an annual review cycle of their adopted risk management tools.] This section should detail how the SCC will document action taken and what review dates are required.

2.4 [RAAus Risk Assessment Matrix Risk Register Only]

[The Risk assessment matrix at appendix D has been developed for those CFIs that maintain a risk register to simplify this process and may be used should you wish]

The matrix at Appendix D is a fillable .pdf that enables CFIs that will operate a risk register to develop a risk assessment matrix that considers risk against multi dimensions (such as Finances, Capability, Reputation...) beyond just the safety of people.

The [school name] Risk assessment matrix is at Appendix D should CFIs wish to adopt this matrix.

SMS COMPONENT 3: SAFETY ASSURANCE

The school is aware that the introduction of a new system, like our SMS, is one thing; maintaining it in the intended way is quite another. Instructors, staff and members are entitled to know that their safety is of prime concern to the school and are encouraged to participate in the ongoing maintenance of our safety culture.

3.1 Safety Performance Monitoring and Measuring

In addition to the RAAus Audit and Assurance Program, the School, under the leadership of the CFI will measure and monitor our compliance with the RAAus ASMS principles by:

- Reviewing our overall compliance with the RAAus ASMS once every [insert timeframe]. The CFI may delegate this task to a senior member on a rotational basis
- Reviewing our safety objectives and their measurement annually. This review is to be done by the School Safety Committee
- Assessing the effectiveness of our ASMS procedures and processes outlined in this document in regard to their implementation and, importantly, how they are practised by staff and members

3.2 Internal Safety Investigation

Members are encouraged to report any occurrences about which they have concern to the CFI and through the RAAus OMS. RAAus investigators will review the report and either investigate or assign an investigation to the local CFI or his/her delegate.

The assigned investigator will:

- Be objective and focus on the 'what' and 'how' and why circumstances rather than the person/s
- Ensure that the report is reviewed at the school safety committee meeting to identify if improvements or changes need to be made to procedures
- Determine if any lessons can be drawn from the occurrence
- Suggest if other members or other schools in the area could benefit from the investigation results and report this to RAAus for distribution

3.3 Management of Change

All members, especially staff, are reminded that any change, particularly to known methods and procedures, can bring further risk which needs identification, management and mitigation. Staff may refer to the RAAus Change Management Manual for further guidance. Change will be managed at a minimum by:

- Risk management procedures being applied to minor changes. The SSC and, if necessary, the CFI are to be kept informed of any proposed changes and the risk management techniques which have been applied
- The School Safety Committee will consider the safety implications of any proposed major changes in the school, e.g., introduction of new equipment, aircraft, additional flight training locations or procedures

3.4 Continuous Improvement

After initial introduction of this ASMS, the school needs to remain focused on safety and regularly review our safety net to ensure it is still relevant and working for us.

We will:

- Continuously monitor and annually formally review our risk management process. This will be done through the School Safety Committee
- Implement recommendations from any of our incident investigations and review other incident investigations to determine their relevance to us
- Implement recommendations from our own internal audits and those conducted through the RAAus Audit and Assurance Program
- All members are welcome and invited to attend school safety meetings. The SSC will post notice of meeting dates and agenda in a prominent position within the school precinct. Minutes will be issued and posted as soon as possible after each meeting
- Attend and/or be proactive in developing an “Airport Users Safety Committee” to enable an airport wide safety committee and meet to occur periodically
- Share safety information with the other schools and aerodrome users

3.5 Version Control

This manual is a controlled document. The RAAus Safety Manager in consultation with the CFI of [FTS Name] is the authorising officer for Version 1.0. The FTS Safety Committee and SSC is responsible for amending and improving this manual as they deem appropriate. All updates authorised by the FTS Safety Committee or SSC shall change the number to the right of the decimal place.

Example: Version 1.0 would be changed to Version 1.1

The RAAus National Safety Manager is also responsible for the continuous improvement of this document. Where RAAus generate an amendment the version number to the left of the decimal place shall change.

Example: Version 1.1 would be changed to Version 2.0

When changes are made by head office the SSC of each FTS shall be provided with an electronic update to enable the SSC to update their Manual.

This manual has also been designed to enable future components to be introduced as the FTS and/or head office may require.

SMS COMPONENT 4: SAFETY PROMOTION

The school is aware that a Safety Management System is of little use unless it is promoted and understood by all members. We will achieve this by a combination of RAAus and local level safety training and ongoing communication programs.

4.1 Safety Training

As an initial step, in addition to any training material generated by RAAus the School Safety Coordinator will:

- Brief all staff and instructors on the [insert school name] FTS Safety Manual
- Compile a record of members who have appropriate qualifications, e.g., First Aid (including details of currency including CPR), Cert 4 in WH&S, training or experience in risk management, training or experience in project planning
- Review present safety training and establish its relevance and adequacy, e.g., induction training for new members, staff and instructors, safety briefings for contractors or workers

The safety committee is to review the adequacy and appropriateness of safety training as an agenda item at each safety committee meeting.

4.2 Safety Communication

Our safety communication strategy is aimed at ensuring there is unimpeded two-way communication on safety matters. That is, members are kept informed about safety initiatives and feedback is captured and acted upon.

As an initial step and in addition to Safety Communication by RAAus we will:

- Make clear that all members are welcome at safety meetings by posting the agenda and meeting minutes [or equivalent] within the FTS facility
- Make safety signage and communication board(s) obvious and clear
- Require safety critical members to wear high-vis vests when engaged in safety related activities, e.g., refuelling, conducting preflights and moving aircraft in and out of hangars



PART 2

Emergency Response Plan

Please complete the sections in [\[blue\]](#) from the template below – Once finalised this document is to be printed and kept in an easily accessible location for use by Flight Training School Staff.

If you have any queries in relation to this document then please contact safety@raa.asn.au or phone 02 6280 2700 and our staff will be more than happy to assist you in completing your ASMS requirements.

Appendix B: FTS Emergency Response Plan (ERP) – Next review [insert date]

Part A: School Particulars

School Name:

Ph:

School Address (location) *[Insert GPS/ Street Address]*

Specific instructions:

Chief Flying Instructor:

Mob:

[Insert satellite schools and/or other commonly use landing sites]

Personnel Trained to Administer First Aid, CPR

First Aid, CPR Qualifications	
Name	Telephone

Location of:

First Aid Kits

A First Aid Kit is kept in Manifest in rear office.

Fire Extinguishers

- Manifest
- Canteen
- Equipment room
- Each aircraft
- Bus
- Refuelling point
- Hanger
- Accommodation areas

Fire Alarms fitted and operational

- [insert Location]

Part B: Emergency Protocols

[This part has been limited to medical emergencies as a guide. Schools may consider including other emergencies like vehicle accidents, other operational fatalities, water landings, etc.]

If an aircraft accident is witnessed or has likely occurred and the position is known, dial 000 and request emergency assistance and then call JRCC **1800 815 257**.

If an aircraft is missing or likely crashed but the position is unknown, call JRCC 1800 815 257 and request emergency assistance.

If a medical emergency [non-aircraft accident] is reported, dial 000 and request emergency assistance

AVIATION ACCIDENT EMERGENCY RESPONSE	
Emergency	000
JRCC	1800 815 257

Then provide the following information:

1. Number and location of victim(s)
2. Nature of injury or illness
3. Hazards involved (including existence of Ballistic Parachutes)
4. First aid care being administered
5. Address and nearest entrance (emergency access point/aerodrome crash gates etc.)
6. Any other pertinent information

Medical Emergency Response Procedures

- **[CAUTION: airside access and procedures may apply, SSC is to tailor this section to specific aerodrome requirements]**
- Alert any First Aid, CPR trained employees, club members to also respond to victim's location with a first aid kit
- Ambulance to be met at nearest entrance/emergency access point; direct them to victim(s)
- Any person within the location who is trained in first aid/CPR should respond and provide first aid assistance if possible **[WARNING: Some aircraft have ballistic parachutes!]**
- Control access to the scene
- Take precautions to prevent contact with body fluids
- Handover to emergency services as soon as they arrive on site

Secondary Response Procedures

- Preserve wreckage/equipment as found for ATSB investigation. Where the ATSB decides not to investigate then the wreckage/equipment becomes the property of the [\[insert state or territory police\]](#).

Part C: Emergency Contact Information

[Ensure these are KEPT UPDATED. For ease of access, a copy of the emergency contacts list should be prominently displayed in manifest.]

Table One: Emergency Contacts Information			
School Contacts			
Position	Name	Emergency Telephone	Business Telephone
CFI			
Deputy CFI			
Senior Instructor			
Senior Instructor			
Instructor			
Instructor			
Instructor			
RAAus Contacts			
Position	Name	Emergency Telephone	Business Telephone
Accountable Manager	<i>Not Specified</i>	02 6280 4700 (a/h divert)	02 6280 4700
Head of Safety	<i>Not Specified</i>	02 6280 4700 (a/h divert)	02 6280 4700
Head of Flight Operations	<i>Not Specified</i>	02 6280 4700 (a/h divert)	02 6280 4700
Head of Airworthiness & Maintenance	<i>Not Specified</i>	02 6280 4700 (a/h divert)	02 6280 4700
Public Emergency Services & Contractors			
Emergency Service Name	Emergency Telephone	Business Telephone	
Joint Response and Coordination Centre	1800 815 257	1800 815 257	
Air Transport Safety Bureau (ATSB)	1800 011 034	1800 011 034	
Civil Aviation Safety Authority	13 17 57	13 17 57	
Airport Manager	[insert number]	[insert number]	
Airport Safety Officer	[insert number]	[insert number]	
Aerodrome Reporting Officer	[insert number]	[insert number]	
Airport Manager	[insert number]	[insert number]	
Airport Safety Officer (satellite)	[insert number]	[insert number]	
Aerodrome Reporting Officer (satellite)	[insert number]	[insert number]	
Emergency Medical Services	000		

Fire Department	000	
Local Police Department	000	
Local Hospital	[insert number]	[insert number]
Electrician	[insert number]	[insert number]
Regional Council	[insert number]	[insert number]
Plumber	[insert number]	[insert number]
Snake Catcher	[insert number]	[insert number]
Crane and/or Wreckage Disposal Company	[insert number]	[insert number]

Calls to Make

The following table details the calls that must be made by the school in the event of an emergency. These calls would usually be made by the first person becoming aware of the situation. The order that they are made in would be dependent upon the situation at the time, with calls to 000 and JRCC taking precedence over all else. [\[Provided within Safety Toolbox as an Excel file so schools can tailor as necessary\]](#)

Emergency Response Table - Calls to Make									
Occurrence Type	Response								
	000	JRCC	ATSB	RAAus Duty Officer	Airport Safety Officer	CASA	RAAus OMS Report	Family	
Aircraft Missing, Aircraft Accident (Position Unknown) or Overdue SARTIME	⊘	✓	*	✓	*	⊘	*	* ^	
Aircraft Accident (Position Known)	✓	✓	✓	✓	*	* ^	✓	* ^	
Medical Emergency - non aircraft related	✓	⊘	⊘	⊘	✓	* ^	⊘	* ^	
✓	Call required								
⊘	Call not required								
*	Situation dependent								
^	Calls made by CFI or delegate								

Ballistic Parachutes

[\[Insert details of aircraft with Ballistic Parachutes here\]](#) OR

[\["No aircraft registered for operation within the FTS are fitted with ballistic parachutes".\]](#)

WARNING: Ensure emergency services are notified of the presence of any ballistic parachutes prior to any emergency response.

[\[Insert here any additional emergency response appendices or references to other school manuals as required.\]](#)

Summary

It is important that all personnel are aware of their role and required actions in the emergency response plan. Emergency plans should be communicated to all club members and participants. This plan shall be reviewed regularly (e.g. desktop scenario) and ideally should be rehearsed at least [\[annually\]](#) – and reviewed if required/ as a result of rehearsals. Although incidents may not occur often, a sound, communicated and well-understood emergency response plan may mean the difference between life and death in an emergency situation. -



PART 3

Risk Profile

The following table should be updated with any identified risks associated with the operations at your Flight Training School.

This should be updated for risks specific to your operation including RPT, Parachute Operations, Gliding, Local terrain/conditions, etc.

This table should be expanded over multiple pages to cover risks relating to all areas of operation, not just aircraft operations – Note the information below is provided as examples only and should be reviewed and updated appropriately.

If you have any queries in relation to this document then please contact safety@raa.asn.au or phone 02 6280 2700 and our staff will be more than happy to assist you in completing your ASMS requirements.

Appendix C: Risk Profile

Hazard/Associate Risk	Mitigation Strategy/Control Measure
Collision on the taxiway	Appropriate briefing and understanding of taxiing, holding point, and right of way procedures while taxiing, as well as maintaining communication and situational awareness.
Inadequate or incorrect radio transmissions	Ensure radio calls are standardised, students and pilot understand the need for calls when situationally required. Ensure pilots maintain good lookout procedures and do not become dependent on radio transmissions.
Weather conditions unique to the area that must be identified and discussed.	Appropriate briefing conducted during training regarding local meteorological phenomena.
Engine Failure after takeoff	Maintaining regular EFTO practice and being aware of forced landing options around the local aerodrome.
Collision in the circuit	Maintain constant listening watch on the radio and ensure correct circuit procedures are following including joining procedures. Maintain situational awareness in and around the circuit area, including checking windsock direction.
Inbound and Outbound Regular Public Transport (RPT traffic)	Implement procedures for students for inbound and outbound RPT traffic, and maintain situational awareness of speed, distance and altitude of RPT traffic
Near-miss as a result of difference in performance of aircraft.	Understand procedures for aircraft of different performance, particularly when operating within the circuit.
Parachute operations conflicting with circuit aircraft resulting in the death of a parachutist (significant reputational damage).	Form an aerodrome safety committee to discuss and resolve any conflicts before they present a safety risk
Glider competitions causing increased risk of near-misses due to circuit integration with other operators.	Appropriate briefing conducted during training regarding local gliding operations, aerodrome safety committee informed prior to the event to ensure conflicts are minimised
Lack of runway rejection points and/or go around decision points in training causing an accident on, or, when using the runway.	Ensure students understand decision making and reference points for aborted take-off
Collision with terrain or other aircraft due to inadequate cockpit communication leading to student making incorrect	Develop a crew resource management presentation and discuss this issue in and outside of the cockpit. Practice conducting hand-overs/take-overs ("Handing Over/Taking Over") outside of the cockpit.

inputs or even freezing on the controls.	
Aircraft accident as a result of hitting wildlife.	Review aerodrome ERSA entry, report all wildlife issues to Airservices and RAAus via OMS
Please complete a risk assessment and add more hazards/risks to this table. Expand further if required.	
FILL OUT THIS TABLE AS REQUIRED	
FILL OUT THIS TABLE AS REQUIRED	
FILL OUT THIS TABLE AS REQUIRED	
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PART 4

Safety Meetings & Local Runway Safety Team

The following pages may be used to record safety meeting agenda items and meeting minutes. Safety meetings should be held with the appropriate safety committee members at a time frame **not exceeding 12 months**.

Flight Training Schools should form a local runway safety team to discuss safety items with other airfield operators/owners.

It is a requirement that each FTS can show proof of having held a safety meeting to review the school safety manual, risks, and emergency response plan within the preceding 12 months.

If you have any queries in relation to this document then please contact safety@raa.asn.au or phone 02 6280 2700 and our staff will be more than happy to assist you in completing your ASMS requirements.

[Insert School name] SAFETY COMMITTEE MEETING AGENDA

Date:

Time:

Attendees:

Apologies:

1. Welcome from Chair
2. Previous Meeting minutes
3. SMS Implementation plan – review and update
4. Incident, Accident, Hazard and Defect Reports - Reporting to RAAus
5. Safety Communication
6. Safety Training
7. Emergency Response Plan
8. Other business
9. Next meeting date
10. Chair close the meeting

[insert school name] Safety Committee Meeting

Date & Time	
Venue	

Invitees	Internal	External (optional)

	Meeting Minutes	Accountable	Status / Action
1.	Introduction open meeting Welcome		
2.	<u>Previous meeting minutes</u> ... read previous meeting minutes ... moved the minutes of the previous meeting be accepted, ... seconded		Motion carried
3.	SMS		
4.	Incident, Accident, Hazard and Defect Reports		
5.	Safety Communication		
6.	Safety Training		
7.	Emergency Response Plan		
8.	Other Business		
9.	<u>Next meeting date</u> Thursday 11 January 2018 10.00am		
10.	Chair closed the meeting 11.15am		

APPENDIX B - Head Office Risk Management Framework



HEAD OFFICE

RISK LEVEL AND DEFINITIONS

LIKELIHOOD	CONSEQUENCES				
	Minor	Moderate	Major	Critical	Catastrophic
Almost certain	L	M	H	VH	VH
Probable	L	M	H	H	VH
Occasional	VL	L	M	H	H
Improbable	VL	VL	L	M	M
Rare	VL	VL	VL	L	L

Risk Level	VL	Very Low	L	Low	M	Medium	H	High	VH	Very High
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LIKELIHOOD	Description for system context	Description for activity context
5 Almost certain	<ul style="list-style-type: none"> Expected to occur several times a year or often during the system life cycle. Is known to occur frequently in similar systems being used in the same role and operating environment. 	<ul style="list-style-type: none"> Expected to occur during the planned activity. Is known to occur frequently in similar activities.
4 Probable	<ul style="list-style-type: none"> Expected to occur one or more times per year or several times in the system life-cycle. Is known to have occurred previously, but is not certain to occur. 	<ul style="list-style-type: none"> Expected to occur in most circumstances but is not certain. Is known to have occurred previously in similar activities.
3 Occasional	<ul style="list-style-type: none"> Expected to occur less than once per year or infrequently during system life cycle. 	<ul style="list-style-type: none"> Not expected to occur during the planned activity. Sporadic but not uncommon.
2 Improbable	<ul style="list-style-type: none"> Not expected to occur, but possible to experience one or more events during the system life cycle. 	<ul style="list-style-type: none"> Not expected to occur during the planned activity. Occurrence conceivable but considered uncommon.
1 Rare	<ul style="list-style-type: none"> Only expected to occur in rare or exceptional circumstances or no more than once during the system life cycle. 	<ul style="list-style-type: none"> Not expected to occur during the planned activity. Occurrence conceivable but not expected to occur.

CONSEQUENCE DEFINITION				
(1) Minor	(2) Moderate	(3) Major	(4) Critical	(5) Catastrophic
<p>Informed Participant or Public or Employee/Volunteer: Minor illness or injury that is treatable in the workplace (first aid) or by a registered health practitioner, with no follow up treatment required.</p> <p>Capability: Temporary degradation to RAAus capability provided by a core system, business function, or market advantage. Indicative repair time: less than two working days.</p> <p>Reputation: Local short-term media attention and negative public/member reaction.</p> <p>Finance: Associated financial loss more than AU\$2,500.</p>	<p>Informed Participant or Public or Employee/Volunteer: Injury or illness causing no permanent disability, which requires non emergency medical attention by a registered health practitioner OR 10 or more injuries/illnesses categorised as 'Minor'.</p> <p>Capability: Temporary substantial degradation to RAAus capability provided by a core system, business function, or market advantage.</p> <p>Reputation: Local prolonged media attention and negative public/member reaction.</p> <p>Finance: Associated financial loss in excess AU\$2,500 and not more than AU\$25,000.</p>	<p>Informed Participant or Public or Employee/Volunteer: Serious injury or illness requiring immediate admission to hospital as an inpatient and/or permanent partial disability OR 10 or more injuries/illnesses categorised as 'Moderate'.</p> <p>Capability: Temporary loss or temporary severe degradation to RAAus capability provided by a core system, business function, or market advantage. Indicative restoration time: greater than 14 days but less than 45 days.</p> <p>Reputation: Negative reaction by public/member or stakeholders and short-term national media attention.</p> <p>Finance: Associated financial loss in excess AU\$25,000 and not more than AU\$75,000.</p>	<p>Informed Participant or Public or Employee/Volunteer: Single fatality and/or permanent total disability OR 10 or more injuries/illnesses categorised as 'Major'.</p> <p>Capability: Long-term degradation to RAAus capability provided by a core system, business function, or market advantage.</p> <p>Reputation: Widespread public/member discontent with RAAus, prolonged adverse media attention or coronial inquest.</p> <p>Finance: Associated financial loss in excess AU\$75,000 and not more than AU\$250,000.</p>	<p>Informed Participant or Public or Employee/Volunteer: Multiple fatalities OR 10 or more injuries/illnesses categorised as 'Critical'.</p> <p>Capability: Indefinite loss of RAAus capability provided by a core system, business function, or market advantage. System irreparable.</p> <p>Reputation: Widespread public/member condemnation of RAAus. Long-term media condemnation or formal government inquiry.</p> <p>Finance: Associated financial loss in excess of AU\$250,000.</p>

End of Document

Meta Data

ID	MAN-2018-10 ¹
Version	2.0
Version date	01 MAY 2024
Type	Management
Approval date	01 MAY 2024
Availability	All staff, Board, members on request
Keywords	Safety, Culture, Accountabilities, RA-Aus Flight Training School, Regional Safety Officer, CASR Part 149, Accountable Manager
Responsible officer	Head of Safety
History	<p>1 October 2018: This is the first time this manual has been established at organisational level.</p> <p>31 March 2021: As a part of the RAAus Governance review Part 149 this manual was reviewed and no changes were made.</p> <p>29 April 2022: Updated with introduction of the RAAus Change Management Manual.</p> <p>1 May 2024: Updated to reflect organisational structural changes in accordance with RAAus change number 010.</p>
Review date	01 MAY 2026
Related documents	<p>Emergency Response Plan</p> <p>RAAus Change Management Manual</p> <p>RAAus Risk Management Manual</p>
Contact	<p>Recreational Aviation Australia Ltd</p> <p>PO BOX 1265</p> <p>FYSHWICK ACT 2609</p> <p>admin@raaus.com.au</p> <p>www.raaus.com.au</p> <p>02 6280 4700</p>

¹ Nomenclature: year edited, manual number of year edited, check master list