

# RAAP 2

## REPORTING ACCIDENTS, INCIDENTS, HAZARDS, DEFECTS AND CONFIDENTIAL COMPLAINTS

V4.0 February 2022



Recreational Aviation Advisory Publication

## RECREATIONAL AVIATION ADVISORY PUBLICATION—RAAP 2

### Reporting accidents, incidents, hazards, defects and confidential complaints.

#### Immediate actions

If you have witnessed or been involved in an aircraft accident or incident, or believe you have witnessed an unsafe activity, at an airport, in a hangar or while flying you can report to RAAus using the RAAus online Occurrence Management System (OMS) [www.oms.raa.asn.au/lodge](http://www.oms.raa.asn.au/lodge) or by selecting Report an Occurrence from the RAAus website home page [www.raaus.com.au](http://www.raaus.com.au)

This provides four options:

- **Report an accident or incident**
- **Report a Defect**
- **Report an Aviation Hazard**
- **Report a Confidential Complaint.**

In this RAAP we will review the differences between these types of reports, your responsibilities as a RAAus pilot, aircraft owner or member of the RAAus community and RAAus actions when a report is received.

#### Reporting requirements

RAAus members are required to report accidents or incidents involving RAAus aircraft or members to RAAus under the requirements of Section 4.08 of the RAAus Flight Operations Manual and to the Australian Transport Safety Bureau (ATSB) under the requirements of the Australian Transport Safety Investigation Act (2003).

Reporting to RAAus using the online Occurrence Management System (OMS) [www.oms.raa.asn.au/lodge](http://www.oms.raa.asn.au/lodge) will also ensure you meet your reporting requirements to the ATSB, requiring only one report to be made. If you have been involved in an accident and are not incapacitated, as a responsible person, you must report the event to RAAus.

#### Responsible person

If you are the pilot, operator or owner, maintainer, airport operator or Instructor you must report unless you reasonably believe another responsible person has reported the occurrence already.

#### How quickly do I have to report?

The time frame for reporting depends on the classification of the event, as either an immediately reportable matter (IRM) or routinely reportable matter (RRM). See the definitions below for IRM and RRM.

An **IRM** must be reported as soon as practicable with an RAAus requirement to complete a written report within 72 hours if you are not seriously injured or hospitalised.

An **RRM** must be reported within 72 hours via a written report.

#### What is an Immediately Reportable Matter (IRM)?

An immediately reportable matter is a serious transport safety matter that covers occurrences such as:

- accidents involving death
- accidents involving serious injury
- destruction of, or serious damage to vehicles or property
- when an accident nearly occurred

## What is a Routinely Reportable Matter (RRM)?

A routine reportable matter is 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. Examples include:

- An injury, other than a serious injury to a person on board the aircraft
- The pilot being incapacitated while operating the aircraft
- An air proximity or near miss event
- An occurrence where flight into terrain is narrowly avoided
- The use of a procedure to overcoming an emergency – a go-around, emergency stop
- An occurrence that results in difficulty in controlling the aircraft, including:
  - an aircraft system failure, a weather phenomenon, operations outside the aircraft approved flight envelope
  - fuel exhaustion
  - the aircraft usable fuel supply becoming so low that the safety of the aircraft has been compromised
  - a collision with an animal including a bird, on an airport <sup>1</sup>

Refer to the phone numbers in the information below, RAAus recommends adding these numbers into phone contacts list to assist quick referencing.

## AVIATION ACCIDENT NOTIFICATION

(24 HOURS, 7  
DAYS A WEEK)

RAAus Duty Officer      **02 6280 4700**

ATSB Duty Officer      **1800 011 034**

### Immediately Reportable Matters

RAAus members are required to immediately report some occurrences to the ATSB via telephone. These reports must be made ASAP no later than 24 hours after the occurrence. These reports are called **Immediately Reportable Matters (IRMs)**. IRMs also require a written report to be submitted. You may not be sure if the pilot, CFI or aircraft owner has to report but to be sure, call the ATSB via phone and follow this up by submitting a report through the RAAus Occurrence Management System (OMS). If reports are lodged within the OMS ASAP and no later than 72 hours after the occurrence, then there is no requirement to lodge a written report to the ATSB as this is automatically forwarded by RAAus.

### Some examples of Immediately Reportable Matters are:

- Death or Serious Injury,
- Aircraft and/or Property is, or suspected to be, destroyed or seriously damaged, or
- A missing aircraft, or
- Breakdown of separation standards, being a failure to maintain a recognised separation standard (vertical, lateral, longitudinal) between aircraft that are being provided an Air Traffic Control separation service. (Note: This may result from air traffic services, pilot or other actions, and may occur even if only one aircraft involved is under control of an air traffic service).

As a general rule any reports to the ATSB made by the member should also be reported to RAAus.

## Occurrence Reports other than IRMs

Members are required to lodge all reports (except those stated above) within the OMS ASAP and no later than 72 hours after the occurrence. Some of these occurrence reports will be classified by the ATSB as Routine Reportable Matters (RRMs). Provided reporting within the OMS occurs within the required timeframe there is no requirement to lodge a separate written RRM report to the ATSB as this is automatically forwarded by RAAus.

Any occurrence that did or has the potential to affect aviation safety must be reported within the OMS. The below examples are not exhaustive but may be used to guide members in reporting:

- Airspace Incursions
- Runway incursions
- Aircraft malfunctions of any sort
- Any loss of controls issue that does not result in injury or damage
- Communication issues (radio, crew related, ATC related...)
- Incorrect flight procedures
- Near miss in uncontrolled airspace
- Declaration of emergencies
- Anything that you deem could have affected aviation safety

## Reporting Outside the Specified Time Limits

Failure to report to the ATSB within the required timeframes is a contravention of the TSI Act 2003 and may result in serious penalties. Members that become aware of any occurrence that has taken place and subsequently cannot or does not meet the required reporting timeframes should contact the ATSB directly via phone to discuss the issue.

## I've been involved in an aircraft accident or incident...what should I do?

### Immediate actions

If you have been injured as a result of an accident or incident, the first priority is to seek medical assistance. Activate your Personal Locating Beacon (PLB) or Electronic Locator Transmitter (ELT) and call 000 to request emergency services, reporting the location as accurately as possible. If the accident has occurred away from an airfield, use GPS coordinates from a smart phone if possible, or provide the closest street name and cross street name.

Complete basic first aid actions if possible, but keep yourself safe by moving away from the aircraft if there is any fire or fuel leakage.

If you are not hurt, secure the aircraft as required, ensuring there is no danger of fuel leaking, fire or injury to others. Unless it is necessary to rescue anyone aboard **do not move** the aircraft if it is damaged, even if it is blocking a runway or similar. See more information about [Can the Aircraft be Moved](#) below.

Once you have reported this accident or incident, RAAus may be in contact with you with additional follow up questions. Depending on the circumstances of the accident or incident, RAAus may request you to complete additional ground or in flight training, may request you complete a flight review, may ask for more information about the aircraft or any maintenance history or actions. Don't be concerned about these questions, unless you have deliberately broken the rules, RAAus is interested in determining if the accident could be avoided in the future, or providing de-identified safety actions to other RAAus members.

As Eleanor Roosevelt once said *"Learn from the mistakes of others. You can't live long enough to make them all yourself."*

## I've seen an aircraft accident or incident...what should I do?

### Immediate actions

The first priority is to provide medical assistance, provided you do not place yourself at risk of injury. If not at an airfield, activate the Personal Locating Beacon (PLB) or Electronic Locator Transmitter (ELT) and call 000 to request emergency services, reporting the location as accurately as possible. If the accident has occurred away from an airfield, use GPS coordinates from a smart phone if possible, or provide the closest street name and cross street name.

Complete basic first aid actions if possible, keep yourself and others safe by moving them away from the aircraft if there is any fire or fuel leakage.

If no-one is hurt, secure the aircraft as required, ensuring there is no danger of fuel leaking, fire or injury to others. Unless it is necessary to rescue anyone aboard **do not move** the aircraft if it is damaged, even if it is blocking a runway or similar. See more information about [Can the Aircraft be Moved](#) below.

If you believe a report hasn't been provided to RAAus by the pilot due to injuries received, please complete a report for RAAus. Once you have reported this accident or incident, RAAus may be in contact with you with additional follow up questions. Depending on the circumstances of the accident or incident, RAAus may request additional information including your observations. Don't be concerned about these questions, RAAus is interested in determining if the accident could be avoided in the future, or providing de-identified safety actions to other RAAus members.

### Can the aircraft be moved?

If an aircraft is damaged to the extent it is un-airworthy, it may become defined as an accident site by the Australian Transport Safety Bureau (ATSB) and any wreckage must not be moved until confirmation is received the ATSB is not intending to investigate. If the ATSB is not intending to investigate, the relevant state police may elect to declare the site a crime scene and require completion of crime scene protocols prior to the aircraft being moved.

The aircraft may have to remain in place until investigation protocols are complete. If ATSB and state police confirm the wreckage is not required to remain in place, the aircraft may be moved, ensuring there is no risk to yourself or others while moving the aircraft.

If you are unsure of your actions, RAAus can provide assistance, including interacting with ATSB or state police if required. Contact RAAus on 02 6480 4700 and select Report an Emergency to speak to the RAAus staff member on call.

Refer to the phone numbers in the information below, RAAus recommends adding these numbers into phone contacts list to assist quick referencing.

## AVIATION ACCIDENT EMERGENCY RESPONSE

Emergency **000**

JRCC **1800 815 257**

#### Lost aircraft

If you don't know where the aircraft is or it is overdue call **Joint Rescue Coordination Centre (JRCC)** on **1800 815 257**

#### On the ground

If an aircraft has had an accident at your airport call **000** to report the accident and state:



Number and location of victim(s)  
Nature of injury or illness  
Hazards involved (including existence of Ballistic Parachutes)  
First aid care being administered (if safe to do so)  
Address and nearest entrance (emergency access point/aerodrome crash gates etc.)  
Any other pertinent information.

#### **Personal actions**

Consider completing a First Aid course (RAAus can provide contact information and reduced cost attendance call RAAus 02 6280 4700)

Download the app **Emergency +** [www.triplezero.gov.au](http://www.triplezero.gov.au) to be able to provide coordinates and addresses for your location

Put the JRCC 1800 815 257 and ATSB 1800 011 034 numbers into your phone

### **I have seen something I think presents a safety concern...what should I do?**

#### **Immediate actions**

If you believe you have witnessed an unsafe activity, at an airport, in a hangar or while flying you can report it, using the RAAus online Occurrence Management System (OMS) [www.oms.raa.asn.au/lodge](http://www.oms.raa.asn.au/lodge) or by selecting Report an Occurrence from the RAAus website home page [www.raaus.com.au](http://www.raaus.com.au)

#### **Is it a Hazard, a Defect or should I make a Confidential Complaint?**

RAAus receives approximately 250 - 300 reports a year, ranging from simple reports of flat tyres, to complex reports of non-compliance and poor behaviour, reports with commercial bias or involving airport or pilot disputes. It can be challenging to work out what sort of report to provide. This section provides guidance if it is not an accident or incident you want to report.

#### **What is a Hazard?**

A hazard is something which may cause or contribute to unsafe operations of aircraft or aviation safety related equipment, products and services.

Examples of a hazard may relate to an operational issue such as a pilot operating an aircraft in an unsafe manner or a concern about an incorrect part fitted to an aircraft, or inaccurate information provided by someone which may result in an unsafe operation, an airport matter such as an unrepaired pothole in an aircraft taxiing area, which may result in damage to an aircraft, particularly if it has been reported to the airport manager and no timely action appears to have been taken.

Hazards are managed by RAAus on a confidential basis, and information about the hazard will only be provided to RAAus members once an investigation of the hazard is completed and it is determined appropriate to provide members with information which will improve safety.

The identity of the reporter of a hazard remains confidential and is known only to RAAus staff for the purposes of following up with the reporter.

RAAus encourages members to provide hazard reports to assist the RAAus community to remain as safe as possible.

#### **What is a Defect?**

A defect relates to the ongoing airworthiness or maintenance of aircraft. An issue may have been identified by a RAAus member which has the potential to affect the safe operation or maintenance of the aircraft. Examples of

a defect include a part which has failed earlier than the manufacturer expectations, a part which has not met the requirements of operation or an unexpected failure of a part.

Defects form an important part of the RAAus Safety Management System (SMS), as a means of identification for corrections to be reported to a manufacturer, collated in a de-identified manner for provision to the Civil Aviation Safety Authority (CASA) or the Australian Transport Safety Bureau (ATSB).

Examples of defects include reports of control cable failures due to routing or installation problems, engine installation issues where a part has been subjected to inappropriate stress or temperatures, wheel hubs which have cracked earlier than the expected replacement schedule of the manufacturer, a trend of battery failures due to incorrect charging systems.

RAAus reviews and collates defect reports and interacts directly with manufacturers, CASA or the ATSB to ensure corrective actions are completed, or advice is provided to aircraft operators. As a result, defect reports are critical for ensuring the safe operation of aircraft.

Members may consider their report is not important enough, however if RAAus receives a number of reports about what appears to be a minor matter, it may become sufficiently of concern to take action.

The identity of the reporter of a defect remains confidential and is known only to RAAus staff for the purposes of following up with the reporter.

### What is a Confidential Complaint?

Confidential complaints ensure possible unsafe actions by RAAus members, whether while flying, conducting maintenance, operating an aircraft, in the circuit or enroute, are reviewed by RAAus for possible action.

RAAus will review the information and determine if the complaint is valid from the perspective of an unsafe action, whether the report can be proven or is substantiated by evidence such as photos, videos, or specific information. Where possible and relevant, RAAus needs to know the date and time of any alleged unsafe flying or maintenance, the aircraft registration (if known), the location of the alleged flight or maintenance, the concern it raises, details of the pilot or maintainer name (if known), etc.

RAAus also reviews the report to determine if is a malicious or vexatious complaint, the result of a dispute between individuals or has no basis in fact. If insufficient detail is provided to allow confirmation to “the reasonable person test”, also known as the pub test, RAAus may elect not to continue the review.

The reporter will receive a response once the complaint is completely reviewed and an outcome or inability to arrive at an outcome is arrived at by RAAus. This may take some time to resolve as a result of possible complexity of the report, the allegations, confirmation of the pilot aboard or if insufficient information is provided by the reporter.

The identity of the reporter of a complaint remains confidential and is known only to RAAus staff for the purposes of following up with the reporter.

### What is a RAAP?

RAAUS has developed Recreational Aviation Advisory Publications (RAAP) to provide helpful guidance material for the reporting requirements and member actions in the event of an accident or incident. RAAPs are designed to provide information that interprets RAAus Flight Operations and Technical Manual requirements, provides additional member information in addition to operational and training information to assist Instructors, Flight training Schools, Examiners and Approval holders.

A RAAP is an additional document provided to enhance understanding of operational requirements. They **DO NOT** replace the appropriate requirements contained in the Flight Operations Manual or any Flight Operations Bulletins that may be issued.

*That's a WRAP!*