



Flight Request Documents

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FREQUENTLY ASKED QUESTIONS



What is Angel Flight Australia?

Established in April 2003, Angel Flight Australia is a charity which coordinates non-emergency flights to assist country people to access specialist medical treatment that would otherwise be unavailable to them because of vast distance and high travel costs.

All flights are free and assist passengers travelling to or from medical facilities almost anywhere in Australia.

Angel Flight volunteer pilots are not medically trained and do not carry aero-medical staff or medical equipment so do not act as an alternative to the Royal Flying Doctor Service nor Air Ambulance.

Who do you help?

Anyone who is medically and financially disadvantaged; families who have been financially devastated by medical bills due to illness, accidents or other chronic conditions.

Angel Flight can assist passengers on multiple occasions, for example, attending follow-up appointments or undertaking a series of treatments for a condition.

Passengers must not require medical care during the flight.

Passengers must be able to enter and exit a light aircraft without assistance and be able to sit upright and communicate with the pilot. A companion is welcome to travel with the passenger for support. Young or disabled passengers must be accompanied by an adult capable of moving the child into and out of the aircraft.

What circumstances are not suitable for an Angel Flight?

- International requests.
- Adults who are not able to enter or exit the aircraft unaided.
- Unaccompanied minors.
- Nursing home relocations or hospital to hospital transfers.
- Passengers requiring a rescue service or an air ambulance service, or who need monitoring by medical staff or medical equipment during the flight.
- Passengers who are not medically stable or whose medical condition is unsuitable for transport in a non-pressurised light aircraft.
- Passengers travelling for critical care (for example, an organ transplant) as flights can be delayed by the pilot or cancelled at short notice due to unsuitable weather conditions.

How does it work?

A referral must be sent to Angel Flight with the authority of a registered 'health professional' (for example, a medical practitioner, nurse or social worker) familiar with the passenger's medical condition.

Depending on the locations involved, Angel Flight requires five to ten working days' notice for transport assistance.

If your referrer is not registered they can do so quickly and easily online. Once a referral has been received and approved the Flight Coordinators then invite applications from our volunteer pilots and drivers. The Flight Coordinators will notify the referrer and passenger of all arrangements once finalised.

Can I report about the flight?

Passengers are encouraged to advise Angel Flight and/ or their Health Professional about any aspects of the flight and/ or the pilot/ driver.

What type of planes?

Flights are provided by volunteer pilots using their own aircraft or aircraft they have hired at their own expense. These aircraft are termed 'general aviation aircraft' and most have 4 to 6 seats. Aircraft are

FREQUENTLY ASKED QUESTIONS



Australian certified and registered, and in a category known as 'normal' or higher (for example- experimental aircraft are not accepted).

The aircraft will either be 'high wing' where the wing is above the cockpit (not unlike getting into a 4WD vehicle) or 'low wing' where the cockpit is above the wing which requires passengers to climb up onto the wing and crouch down into the cockpit (a bit like getting into a small sports car).

What type of pilots?

Our volunteer pilots come from all walks of life and are required to have more than 250 hours as a 'Pilot in Command'; a current aviation medical certificate and all relevant experience and endorsements for the type of aircraft they will be flying.

The flight credentials of our volunteer pilots and aircraft owners exceed the minimum requirements of CASA for private flight, with passengers in Australia and the aircraft meet specified regulatory and insurance minimums. Each aircraft is required to be insured for public liability.

Angel Flight volunteer pilots donate their time, their skills and the majority of their aircraft costs for each flight.

Where do you land?

Most flights will land at 'general aviation' airports such as Bankstown in Sydney or Archerfield in Brisbane. If there is an appropriate airstrip in your home town, depending on weather conditions, Angel Flight pilots may be able to land there.

How do I request a flight?

A registered 'health professional' (medical practitioner, nurse, social worker) is the only person who can authorise a flight request after considering all of the passenger eligibility criteria.

What happens when the aircraft lands?

When the aircraft lands at the major town or city where the medical facility is located, volunteer drivers may be available to provide ground transportation for passengers from the airport to the medical facility and return.

Please note that ground transport is not provided in the passenger's home town (for example from the passenger's home to their local airport).

Can I just request a driver?

Volunteer drivers are only called on for assistance to meet an Angel Flight aircraft. The Flight Coordinators do not call on volunteer drivers for any other reason than to meet the aircraft after landing, and transporting the passengers to/from their appointment (or accommodation if the passengers have travelled the day prior or are returning the day after).

For more information.

You can contact Angel Flight Australia (toll free) on 1300 726 567 or email mail@angelflight.org.au. Please note that emails are not checked after hours or on weekends. If you need to get in touch after hours regarding a flight, please call the phone number above and leave a message. The on-call coordinator will screen the messages and respond within 15 minutes to all calls other than those which are able to be dealt with during office hours, in which case they will be responded to immediately after the office opens on the next business day.

First Request

For a passenger's first Flight Request, please arrange for the following forms to be completed and returned to Angel Flight by fax or email:

- | | |
|----------------------------------|---|
| 1. Referrer Guidelines | Completed by the referrer*. * who may also be the treating doctor |
| 2. Flight Request | Completed by the referrer. |
| 3. Medical Clearance* | Completed by the treating doctor. |
| 4. Passenger Guidelines | Completed by the passenger or legal guardian. |
| 5. Waiver & Release of Liability | Completed by all passengers. |

** A **Medical Clearance** is not required for companions travelling with the passenger unless the companions are also receiving treatment. However, all passengers must be medically stable and ambulatory enough to undertake a flight in a light aircraft.*

Repeat Request

For a passenger that has already flown with Angel Flight, only the Repeat Request is needed for additional flight requests. However, if a passenger's condition has changed or surgery has occurred, then a new Medical Clearance must accompany the request.

- | | |
|----------------------|---|
| 1. Repeat Request | Completed by the referrer*. * who may also be the treating doctor |
| 2. Medical Clearance | Completed by the treating doctor |

Please Note

- Angel Flight does not provide nor is able to carry medical equipment or medical personnel.
- Passengers and referrers must use their best endeavours to arrange ground transport to and from the destination airport before requesting driver assistance from Angel Flight.
- Some collapsible strollers, walking frames and wheelchairs may be transported providing that dimensions and weights are supplied to Angel Flight. The cartage of small oxygen canisters is subject to approval by the pilot. Please advise Angel Flight of any special luggage requirements.
- There are risks associated with flying just as there are in road transport. All passengers are required to carefully read and sign a Waiver & Release of Liability Deed Poll which is intended to be legally binding. Passengers may wish to obtain legal advice before signing this document.
- Under Civil Aviation Safety Authority (CASA) rules, the pilot is responsible for the safety of the flight. Angel Flight will coordinate between pilots and passengers; however responsibility for the flight and the airworthiness of the aircraft rests with the pilot.

Pilots make final decisions regarding the completion of all flights. A pilot may choose to delay or cancel a flight due to weather, mechanical difficulties, illness or any other reason. If a pilot cancels, Angel Flight will use its best endeavours to arrange an alternative solution; however please be mindful that the passengers may have to make their own arrangements. Angel Flight may arrange an alternative pilot/ aircraft; reserving a seat on a commercial airline (at Angel Flight's expense), arranging overnight accommodation and meals for passengers and pilots; and requesting appointments be rescheduled.

- If the passenger is requesting to fly in and fly home on the same day, ideally the appointment should occur between 11.00am and 1.00pm. Flight distances may prevent this from being an option.

REFERRER GUIDELINES



This is a referral for:

Passenger Name: _____

example: *John Smith*

✓ **Please Tick**

- There is a **legitimate medical and financial need** for the Angel Flight service.

The reason for this Flight Request is for the passengers to travel to and/or from a medical appointment for treatment that is not available locally.

The passengers are considered to be financially disadvantaged and are unable to access appropriate and adequate financial or transport assistance from any other source, including other charities or Government Transport Schemes.

- A 'treating doctor' who is familiar with the passenger and the passenger's medical condition has signed a **Medical Clearance** for the passenger, approving travel in a light aircraft that is not staffed nor equipped for medical emergencies.
- The passenger/s have read, understood and signed the **Passenger Guidelines**. If a passenger is under 18 years of age, then a legal guardian or carer has signed on the passenger's behalf.
- All passengers have read, understood and signed a **Waiver & Release of Liability** releasing Angel Flight Australia and its volunteer pilots and drivers from liability.
- The passenger/s have watched and understood the videos on Angel Flight's website depicting a typical aircraft in which they may fly and the method of entering and exiting these types of aircraft. The videos can be viewed at;
www.angelflight.org.au/AboutUs/Videos

I certify that this request complies with Angel Flight Australia's guidelines.

Referrer Name

Referrer Title

Referrer Institution

Signature of Referrer

➡ Please return the completed page to Angel Flight by fax 07 3852 6646 or email mail@angelflight.org.au ⬅

MEDICAL CLEARANCE



Angel Flight Australia is a charity which coordinates non-emergency flights to assist people to access specialist medical treatment that would otherwise be unavailable to them because of vast distance.

A patient known to you has requested transport assistance from Angel Flight. We are seeking your confirmation that this person can be transported safely in a light aircraft.

To Angel Flight Australia:

I confirm that:

Patient Name

is a patient in my care for the following medical condition:

✓ Please Tick

- I confirm that this person has a **legitimate need for medical treatment** not available locally.
- Travel will be in a light aircraft that is **not staffed nor equipped for medical emergencies** for duration of up to a few hours. The passenger will be in a seated position without access to lavatory facilities. I confirm that this person does not have any **medical conditions** that could affect either the safety of the flight or his/her personal health (taking into account such conditions as seizures and medical disorders or any medical equipment).
- I confirm that this person is **medically stable, ambulatory and physically able** to enter and exit a light aircraft (involving large steps, twists and bends) without any assistance.

In the case of passengers with a mental health condition:

- The passenger has a diagnosed mental health condition which is stable and would **present no danger to the aircraft or persons on board.**

Doctor Name

Date

Doctor Signature

Doctor Address

Doctor Telephone

➡ Please return the completed page to Angel Flight by fax 07 3852 6646 or email mail@angelflight.org.au ←

PASSENGER GUIDELINES



Should you have any questions please contact Angel Flight Australia toll free on 1300 726 567.

To passengers, we specifically draw your attention to the following:

- Be aware that Angel Flight is a charity, not a commercial flying operation, or an aviation organisation of any kind. Because of this, the pilots volunteering to do flights for Angel Flight may not necessarily have the same qualifications and training as commercial pilots. In addition, the aircraft they fly may not necessarily meet the maintenance standards required of commercially operated aircraft. Whilst exceeding the standards required for private flight by Australia's Civil Aviation Safety Authority, the aviation activity will not have the assurance of airline-level safety, nor commercial operation, for example- of those aircraft and pilots regulated by the Civil Aviation Safety Authority as commercial operations.
- Pilots make the final decisions about their flights. A pilot may delay or cancel a flight because of bad weather or other safety factors. We ask our passengers either to have a back-up plan or to be able to reschedule their appointments. Angel Flight will use its best endeavours to make alternate transport arrangements, however please be mindful that you may still have to make your own arrangements.
- Angel Flight does not automatically make arrangements for ground transportation to or from the destination airport. Please discuss your options with your referrer as they may be able to assist you with these arrangements.
- You must provide contact numbers (including mobile) prior to an Angel Flight being coordinated. It is imperative you are contactable at all times in the lead-up to your flights and during your appointment dates. All adult passengers must have a mobile phone.
- Once we have confirmed the arrangements, please be on time to assist the pilot in his/her flight planning.
- Once your referrer (for example, a social worker, doctor or nurse) has requested assistance from Angel Flight, please ensure Angel Flight is informed of any changes such as cancellations or alterations. Please be considerate of the volunteer pilots and drivers. If changes are made, contact Angel Flight on 1300 726 567 toll free (24 hours).
- Other than babies and young children, all passengers must be able to enter and exit a light aircraft without pilot assistance, be able to sit up in the plane with a seatbelt on and communicate with the pilot, if necessary.
- For safety reasons, passengers must follow instructions from the pilot. Appropriate clothing should be worn, especially covered footwear. Further information will be provided in the 'Preparing for an Angel Flight' brochure.
- Other than people personally invited by pilot such as helpers and co-pilots, only passengers approved by Angel Flight are permitted on the flight. A pilot will refuse to carry unscheduled persons as this may impact on calculations for the aircraft's weight and balance, and each passenger is required to have read, understood and signed the waiver and legalise of liability. Please provide an accurate record of passenger weights and adhere to the weight limit for baggage, pilots may also weigh passengers and baggage prior to each flight.
 - *Backpacks or duffel bags are easier to fit into an aircraft than suitcases.*
 - *To avoid the disappointment of some baggage having to be left behind, any changes to the agreed baggage allowance must immediately be referred to your Flight Coordinator on 1300 726 567 toll free (24 hours) this will be passed onto the pilot.*
- Under National Law, children up to seven (7) years of age must be secured in an appropriate and approved child restraint or booster seat when travelling in a car. It is the responsibility of the parent or carer of children travelling with Angel Flight to supply the correct car seat. This will be utilised in the motor vehicle driven by a volunteer. If the parent or carer does not bring an appropriate car seat, the volunteer driver will refuse transport. It will then be the parent or carer's own responsibility to make their way to the destination.
- All passengers will be asked to sign a Liability Waiver before the day of the flight releasing Angel Flight and its volunteers from liability. If a passenger is under eighteen (18) years of age, a legal guardian will be asked to sign on their behalf.
- Angel Flight facilitates non-emergency flights in volunteer private aircrafts – not in commercial or airline standard aircraft. By signing the liability waiver you acknowledge you have read these guidelines AND watched the videos depicting a typical aircraft in which you may fly and the method of entering and exiting these types of aircraft.

I/we have read and understood the aforementioned. I/we agree to abide by these guidelines.

Passenger Name _____ Date _____ Signature of Passenger (18yrs+) or Legal Guardian (if passenger <18yrs) _____

Witness Name _____ Date _____ Signature of Witness (must be over 18yrs) _____

➡ Please return the completed page to Angel Flight by fax 07 3852 6646 or email mail@angelflight.org.au ⬅

WAIVERS & RELEASE OF LIABILITY



COMPLETE WAIVER AND RELEASE OF LIABILITY DEED POLL

Angel Flight Australia ABN 43 103 477 069.

IMPORTANT: Read the contents of this Deed Poll carefully. It is intended to be a legally binding document. You may want to obtain legal advice about this Deed Poll. By signing this Deed Poll, you are expressly accepting its terms and conditions.

TO: ANGEL FLIGHT AUSTRALIA of Level 2, 47 Warner Street, Fortitude Valley, Queensland (together with all its related entities, its directors and other officers, members, employees, agents, representatives, contractors, volunteers, assigns, successors, insurers and attorneys) (collectively and severally referred to as '*Angel Flight*'); and

THE COMMONWEALTH OF AUSTRALIA, THE PILOT AND CO-PILOT (IF APPLICABLE) WHO PILOT AN 'AIRCRAFT' ON ANY FUTURE 'FLIGHT', (including each of their heirs and personal representatives) (collectively and severally referred to as '*Pilot*'); and

ANY PERSON HAVING A LEGAL OR BENEFICIAL INTEREST IN THE AIRCRAFT (including, the Aircraft owner, lessee of the Aircraft (if applicable) and lessor of the Aircraft (if applicable) together with each of their directors and other officers, shareholders, members, employees, agents, contractors, volunteers, assigns, successors, insurers and attorneys) (collectively and severally referred to as '*Interested Party*').

(Each of the above parties (i.e., Angel Flight, Pilot and Interested Party) are collectively and severally referred to as the '*Released Parties*').

Angel Flight has arranged for the transportation of the Passenger in a privately owned and operated Aircraft ('*Aircraft*') in connection with a humanitarian mission ('*Flight*'). The Passenger is receiving this service for free and Angel Flight, the Pilot and the Interested Party are providing this service on a completely voluntary and humanitarian basis.

In consideration of Angel Flight organising the Flight and in consideration for the services provided by each of the Released Parties in connection with the Flight, I,

Name of Passenger: _____ Date of Birth: / /

Home Address: _____

City: _____ State: _____
(*'the Passenger'*)

UNCONDITIONALLY ACKNOWLEDGE AND AGREE THAT:

1. Express acceptance of risk

- (a) I personally and voluntarily accept and assume all risk and responsibility of undertaking the Flight and riding in the Aircraft, including for all harm, trauma, shock and other injury that I may suffer (including personal injury and death) and damage to property irrespective of whether any of the foregoing was foreseeable or not or caused by the negligence of any person (including any of the Released Parties). In particular (and without limiting this release) I acknowledge that such risks may include:
- (i) turbulence, and all other adverse weather and flight conditions;
 - (ii) mechanical or equipment malfunctions and failures, including those arising out of negligence;
 - (iii) emergency landings;
 - (iv) accidents and all other Flight and on ground incidents including all those arising out of Pilot error or resulting from any cause including negligence.
- (b) the Released Parties have agreed to provide the Flight at my request and I am riding in the Aircraft voluntarily, of my own free choosing and will after careful consideration of the risks associated with riding in the Aircraft.
- (c) the Flight may not be commenced or completed.
- (d) I have considered other forms of transportation and, after considering such, I have chosen to ride in the Aircraft.
- (e) I am not required to ride in the Aircraft and I do not have a medical condition which otherwise necessitates my riding in the Aircraft.
- (f) I understand that the Flight does not constitute a medical flight and the Aircraft is not a charter or ambulance aircraft and is not performing any ambulance or similar function.
- (g) I understand that the Aircraft is not equipped with any medical equipment and no medical assistance can be provided to me on the Aircraft.
- (h) I have received the following **WARNING: INDIVIDUALS WHO SUFFER FROM CLAUSTROPHOBIA, ANY HEART CONDITION, PHYSICAL DISCOMFORT OR IMPAIRMENT, NERVOUSNESS, ANXIETY, PANIC ATTACKS, OR WHO ARE PREGNANT ARE STRONGLY ENCOURAGED TO**

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WAIVERS & RELEASE OF LIABILITY



(i) **CONSULT WITH A PHYSICIAN BEFORE DECIDING TO UNDERTAKE THE FLIGHT.**

2. Waiver, release and discharge

- (a) To the maximum extent permitted by law, I unconditionally waive, release and discharge each of the Released Parties from all and any claims, actions, disputes, demands, proceedings, accounts, interest, costs, expenses and liabilities of any nature which directly or indirectly arise out of the Flight (including from any negligent act, omission, default, failure or error occurring in connection with the Flight or the Aircraft) or the delay, inability, cancellation or failure to complete or commence the Flight, including the boarding or disembarking of the Aircraft. **IN DOING SO, I AM RELEASING EACH OF THE RELEASED PARTIES FROM ANY AND ALL CLAIMS OR DEMANDS OF ANY NATURE WHICH MAY ARISE, EITHER DIRECTLY OR INDIRECTLY, INCLUDING OUT OF ANY OF THE RELEASED PARTIES' NEGLIGENCE OF ANY FORM.**
- (b) I understand that it is the intent of this Deed Poll to protect each of the Released Parties from lawsuits, claims and demands and to otherwise hold each of the Released Parties harmless from lawsuits, claims or demands which in any way relate to the Flight, either directly or indirectly, even if the claimed damages or injuries are not immediately apparent.
- (c) this Deed Poll may be pleaded and tendered by each Released Party as an absolute bar and defence to any proceedings brought or made by me or another Passenger in breach of the terms of this Deed Poll.

3. Parent/guardian undertaking

Where the Passenger is under the age of 18 at the time of the Flight or otherwise not legally competent, a parent's (or legal guardian's) signature on behalf of that Passenger shall be binding on both the parent (or legal guardian) and the Passenger.

4. Application of Deed Poll to persons accompanying the Passenger

This Deed Poll applies not only to the Passenger for whose benefit the Flight request is being made, but also to each individual accompanying the Passenger each of whom shall be considered a Passenger for the purposes of this Deed Poll and each of whom must personally sign this Deed Poll before commencement of the Flight.

5. Application of Deed Poll to future Flight

This Deed Poll will also apply to any future Flights involving the Passenger.

6. Flight Request involving the transportation of organs or an item of property

Where the purpose of the Flight Request is to transport a body organ or item of property (e.g. a piece of medical equipment) the Passenger shall be taken to be the person who has requested the Flight and/or for whose benefit the Flight is to be conducted.

7. Statement of understanding

- (a) I have been advised to seek legal advice and I have had sufficient time to read and understand this Deed Poll in its entirety prior to boarding the Aircraft;
- (b) I have read and understood this Deed Poll and the purpose and intent of this Deed Poll and I am of lawful age and legally competent to give this waiver, release and discharge;
- (c) the conditions set out in this document are contractual in nature, are intended to have legal effect and are not merely a warning or recital;
- (d) the Released Parties are relying upon each of the acknowledgements set out in this Deed Poll; and
- (e) I am receiving the Flight for free and the Released Parties are providing the Flight on a completely voluntary and humanitarian basis without any form of reimbursement or remuneration.

8. General

- (a) a duplicate, photocopy, facsimile image or electronically reproduced and stored copy of this Deed Poll (a '**Copy**') shall have the same legal effect as the original Deed Poll and in the event that the original Deed Poll is lost, destroyed, misplaced or otherwise not available, a Copy shall be substituted for the original Deed Poll;
- (b) the provisions contained in this Deed Poll may not be modified, except through a written modification which must be signed by the Passenger, Angel Flight and the Pilot;
- (c) this Deed Poll will ensure for the benefit of and be binding on the Passenger and the Released Parties and each of their heirs, personal representatives, successors and permitted substitutes and assigns;
- (d) this Deed Poll contains the entire agreement between the Released Parties and the Passenger with respect to its subject matter. It sets out the only conduct relied on by the Passenger and, to the full extent permissible by law, supersedes all earlier conduct made by or existing between the Released Parties and the Passenger with respect to its subject matter. The Passenger acknowledges that but for the representation made by it in this paragraph, the Released Parties would not have agreed to provide the Flight; and
- (e) this Deed Poll is governed by the laws of Queensland. The Passenger submits to the non-exclusive jurisdiction of courts exercising jurisdiction there.

WAIVERS & RELEASE OF LIABILITY



BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ THIS DEED POLL IN ITS ENTIRETY AND FULLY UNDERSTAND THE MEANING AND PURPOSE OF THIS DEED POLL.

Executed as a Deed Poll in _____ (city, state)

SECTION 1: TO BE COMPLETED BY ALL ADULT PASSENGERS

(Including persons accompanying the Passenger for whose benefit the Flight request is being made).

Signed, sealed and delivered by:

Printed name of Adult Passenger #1 _____ Signature of Adult Passenger #1 _____ Date _____

Printed name of Adult Passenger #2 _____ Signature of Adult Passenger #2 _____ Date _____

Witness name _____ Signature of Witness (Must be over 18yrs) _____ Date _____

SECTION 2: TO BE COMPLETED BY PARENT OR LEGAL GUARDIAN OF MINOR PASSENGER (UNDER 18 YEARS OF AGE) OR OF PASSENGER NOT OTHERWISE LEGALLY COMPETENT (Including persons accompanying the Passenger for whose benefit the Flight request is being made).

Signed, sealed and delivered by:

Printed name of Minor Passenger #1 _____ Printed name of Minor Passenger #2 (if more than one minor is travelling) _____

Printed name of Parent (or Legal Guardian) _____ Signature of Parent (or Legal Guardian) _____ Date _____

Witness name _____ Signature of Witness (Must be over 18yrs) _____ Date _____

SECTION 3: MEDIA RELEASE

I acknowledge that Angel Flight may, from time to time, request permission from me for my name, photograph and any video footage showing me to be used by Angel Flight for promotional purposes, but that no information will be used without my consent.

Signature of Adult Passenger #1 _____ Date _____

Signature of Adult Passenger #2 _____ Date _____

Signature of Witness _____ Date _____

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