

## **ATSB REPORT AO-2017-069**

### **ANGEL FLIGHT OVERVIEW**

Angel Flight has been looking forward to this report for more than two years, hoping that it would help to identify all of the factors that contributed to the accident and provide some constructive guidance on how to reduce the risk of another similar event. Unfortunately, what we have is not a comprehensive analysis of the accident but a detailed investigation of Angel Flight that uses biased statistics to paint Angel Flight as an inherently unsafe organization.

There are numerous deficiencies in the ATSB statistical analyses that have led to incorrect conclusions about both accident rates and occurrence rates. A critical aspect of any statistical analysis is ensuring data sets are properly matched, and this is where the report is most deficient.

#### **Overview**

It is obvious to any reasonable person that the accident was the result of the pilot taking off in weather for which he was neither qualified nor competent. However, there appears to be no investigation of the factors that may have led to his decisions, apart from an unjustified assumption of operational deficiencies within Angel Flight.

Factors not mentioned in the report, and apparently not considered in the investigation, include:

- The pilot had lived in South Australia for his entire life and was sufficiently familiar with Mt. Gambier to know that RPT flights were available should he decide to cancel his flight, and he was aware of Angel Flight's policy on cancellations. The pilot had cancelled prior missions due to inclement weather.
- The actual weather at Murray Bridge at the time of his departure, which may have influenced his decision to depart for Mt. Gambier.
- The forecast weather at Adelaide, his destination after departing Mt. Gambier and which was unlikely to be VMC at his scheduled arrival time.
- Interviews with other pilots to evaluate the accident pilot's approach to safety and decision making, particularly on weather-related matters.
- The maintenance history of the aircraft to determine whether there was evidence of previous defects that may have been relevant to this accident.
- A complete failure to consider any possible health events which may have contributed to the accident. It is noteworthy that the recent report released in relation to the B200 crash at Essendon airport also concluded that there should be no inquiry into a possible medical event, because the pilot held a Class 1 Medical: this assumes that no one can have a medical event for the first time. It is extraordinary in light of the three cardiac events (captains with Class 1 medicals) which have been documented by one of Australia's major airlines this year.

There are valuable safety lessons for all pilots that have been omitted. Apart from the obvious danger of VFR pilots departing into IMC, accurate en-route weather reports such as METAR, SPECI, AWIS are available from multiple sources - broadcast on the area frequency, on AWIS, on request from ATC, or even by mobile phone and weather cameras.

Further, material was sourced by the ATSB which is inaccurate, lacking in integrity and transparency, and not in any way verified as to authenticity nor identity. At the pre-publication meeting attended by Angel Flight Safety Manager Dr Crees, and CEO Marjorie Pagani, ATSB CEO Mr Greg Hood stated that he had viewed the CASA Consultation Hub Rule - Change submissions, and noted that there were pilots who were negative about Angel Flight. These submissions ought not have been taken into account by the ATSB in any aspect. I noted and stated at the time that there were pilots who had never volunteered for Angel Flight, and there were negative comments from pilots whom the charity

had suspended from its volunteer list. Significantly, the integrity/accuracy of these responses was not verified and in cases wholly misleading. One example will suffice:

***Response 624327021 by experienced ATPL/Airline/Corporate Jet/Light Aircraft (twin) owner/operator (H P R....) with more than 20,000 hours command time is attached to this overview. The submitted response by the pilot comprises 4x A4 pages typed in single-line spacing. The CASA- published submission did not represent what the pilot wrote (and is also attached) : the latter comprises only a single paragraph, unrepresentative of the actual submission of this pilot. This has flowed on to the ATSB – where the investigation has included this information, but failed to document it as a source.***

## Accidents

In the analysis of accident rates, the deficiencies include:

1. ATSB has failed to follow its own protocols for calculation of accident rates, using rates per flight in this investigation whereas their established practice is to use rates based on flight hours for general aviation as, for example, in their report Aviation Occurrence Statistics 2008 – 2017. On pages 6 – 7, that report states “While departures are generally used as a measure of exposure for commercial air transport operations, flying hours are a more useful measure of exposure for general aviation because of the higher risk of an accident outside of approach and landing and take-off phases of flight. For example, agricultural and search and rescue aircraft performing low flying as part of normal operations.” Agricultural and SAR flying are simply examples to illustrate why flight hours are more appropriate for general aviation. Furthermore, Figures 3 and 5 in the same report present accident rates (including rates for air transport operations) based on flight hours.

The United States NTSB also reports accident rates based on flight hours.

ICAO recommends the use of flight numbers but limits its analysis to commercial scheduled flights conducted in aircraft with a maximum take-off mass above 2250 kg only.

2. ATSB has derived its conclusions by comparing only the passenger carrying legs of each Angel Flight with all other private, business and sports flights. If, as ATSB has claimed, the objective was “to understand the risk to passengers”, the logical procedure would be to compare the Angel Flight data with other passenger carrying private flights. The absence of such data for private operations does not justify the use of all private flights.

Inclusion of non-passenger legs in the Angel Flight data is further justified by ATSB’s claim that there is “the potential for some pilots to experience perceived or self-induced pressure”. If there is a pressure (which is not conceded, particularly in light of the ATSB’s finding that Angel Flight puts no pressure on pilots, and the important fact that not a single Angel Flight volunteer pilot was asked to be interviewed), pilots would be equally exposed to similar pressures on both passenger and non-passenger legs. If there is a concern to ensure the patient is taken to an appointment, then it logically follows that the same concern would be present en route to collect the passenger for the purpose of taking them to the appointment. . Furthermore, CASA acknowledged at a Senate Estimates hearing on February 22 that positioning flights are community service flights.

ATSB has failed also to acknowledge that all Angel Flights involve cross-country flying; many of the other private flights involve only circuits and local flights to and from the same airfield so the proportion of cross-country flights is undoubtedly lower, but unknown.

Within the limitations of available data, the only reasonable comparison that can be made is between all Angel Flights, including positioning legs, and all other private operations. Even then, the results must be treated with caution.

Using ATSB's own data (Table B1) and assuming each Angel Flight has at least one non-passenger leg, Angel Flight's accident rate is 1.5 per 10,000 flights; the rate for other private flights is 1.53.

Table B1 also shows rates per 10,000 flight hours. Including the non-passenger legs again gives accident rates of 1.17 and 1.59 per 10,000 flight hours, respectively.

When the same calculations are applied to the fatal accident rates, it appears on the face of it, that Angel Flight has a higher rate than other private operations. However, because there have been only two fatal Angel Flight accidents, (over 16 years and more than 46,000 flights) the differences are not statistically significant.

Angel Flight's own analysis has been based on actual flight data (estimated distances flown and estimated speed for each aircraft type) and has included non-passenger legs. The results show accident rates of 1.10 and 1.54 per 10,000 flight hours for Angel Flight and private flights, respectively. For fatal accidents, the rates are 0.59 and 0.20 respectively. The differences are not significant, statistically.

## Incidents

There are deficiencies in the analysis of incidents attributed to Angel Flight and the attempts to show Angel Flight as less safe than other private operations. Once again, those deficiencies relate to data matching. ATSB has failed to recognize that:

1. More than 90% of Angel Flights operate to or from Class C or D air space; the proportion of other private and business flights operating in the same air space is unknown but undoubtedly lower.
2. All Angel Flight activities involve cross-country flying; the proportion of other private and business flights operating cross-country is unknown but undoubtedly lower.

Of the occurrence groupings in the ATSB report, Angel Flight rates are higher than other private rates in only those where that is to be expected because Angel Flight has a higher proportion of flights operating in the particular environment.

### 1. Runway events

All but one of the recorded incidents occurred at Class C or D airports. Since almost all Angel Flights operate in or out of such airports, a higher proportion of incidents is expected and a comparison with all other private flights is not valid unless only private flights operating in the same airspace are considered. Further, runway incursions by a third party should not be attributed to Angel Flight.

### 2. Air-ground communication

The same comments apply as for runway events.

### 3. Operational non-compliance

The same comments apply as for runway events.

### 4. Aircraft separation

The same comments apply as for runway events.

5. Airspace infringement

The same comments apply as for runway events.

6. VFR into IMC, flight below LSALT and unsure of position are almost certain to be under-reported in other private operations. It is well known that events of this nature are rarely reported by pilots when they occur OCTA.

7. ANSP errors

Errors by third parties should not be attributed to Angel Flight and, as for runway events, the comparison with private operations is invalid.

8. Encounter with RPA

Errors by third parties should not be attributed to Angel Flight.

9. Encounter with wildlife

Bird strikes should not be attributed to Angel Flight.

### Safety issues and recommendations

There is only one safety recommendation in the report along with three identified safety issues.

#### Safety recommendation

*Angel Flight did not consider the safety benefits of commercial passenger flights when suitable flights were available.*

The report recommended that "Angel Flight could and should include the fact that commercial passenger flights have a lower safety risk to passengers than private operations". This is already Angel Flight policy; the primary reason Angel Flight uses RPT flights is safety – there is a track record of volunteer pilot cancelling flights for safety reasons e.g. weather, aircraft serviceability, personal or other factors.

The report does not recognise that:

- Potential passengers are thoroughly briefed well prior to a flight so they (the passengers) can make an informed decision on whether to use the service;
- Passengers receive a highly personalised service that considers all aspects of each passenger's physical, emotional and financial conditions. The personal nature of the service is one reason passengers choose to use Angel Flight;
- Many passengers value private flights in small aircraft as a welcome distraction from their medical and other problems.
- Commercial flights do not allow for the frequent delays caused by hospital and medical appointment waiting times and delays.
- The logistics involved with elderly people, wheelchairs, special child seats, traversing large city airports with heavy equipment, and finding vehicle pick-up points.
- The difficulties encountered by volunteer drivers at large city airports in relation to parking, directing the passengers (with heavy equipment and often small children or frail older passengers) to multi-story carparks, or directing them to collection points where the driver is not permitted to leave the vehicle to assist them.
- Rural people have the right to make the (very well-informed) choices as to how they choose to travel to their city appointments.



## Safety issues

1. *Angel Flight had insufficient controls in place, and provided inadequate guidance to pilots to address the additional operational risks associated with community service flights.*

The Report made no suggestions nor recommendations as to what 'guidance' was preferred by the Agency. The criticism offered was attended by no proper, reasoned, or worthwhile solutions. While Angel Flight considered its controls, documents, briefings and signed acknowledgements and guidance were adequate, it has already introduced additional measures (of its own accord, and without assistance from CASA or ATSB, and prior to the investigation report):

- Angel Flight has implemented a formal safety policy and established a safety committee comprising management, employee, pilot and driver representatives. The committee meets regularly.
  - New pilots will be required to complete the on-line induction course which has been developed by Angel Flight over the past year, and is in the final stages of filming.
  - New pilots are already required to complete the US AOPA course *Public Benefit Flying: Balancing Safety and Compassion* – a Certificate indicating the passing of the course as a pre-requisite for joining Angel Flight as a Volunteer Pilot.
  - Angel Flight had introduced a pilot mentoring program but halted it when advised by CASA that the rules introduced under the 09/19 Legislative Instrument imposed unworkable restrictions by requiring that *"another pilot can accompany a pilot on a CSF as operating crew, so long as the other pilot qualifies to be a co-pilot of the aircraft and has such duties in relation to the CSF"*. This advice was by way of a direct letter written by Mr Chris Monahan to a volunteer pilot for Angel Flight. However, the CASA web site now publishes that a pilot can carry a passenger as operating crew provided that person has *"duties assigned by the pilot in command in relation to the safety or flying of the aircraft"* and that *"the decision on whether the carriage of operating crew or, a support person or persons chosen by the patient is considered necessary to provide the required support or assistance is a matter for the reasonable judgement of the pilot-in-command"*. Notwithstanding this, the CASRs provide that there must be a duty assigned to the other crew. The object of the mentoring program was to ensure a familiarity with the processes, procedures and safety culture of volunteering for Angel Flight, and observance of the assistance given by the charity in the event of the pilot decision to cancel a flight, and also to become comfortable with some of the passenger requirements. It was not intended to be for 'crewing' purposes, as often the mentored pilot will not be endorsed on the aircraft flown by the existing Angel Flight volunteer. There can be no plausible explanation for curtailing this safety initiative by the charity.
2. *There were limited opportunities for Angel Flight to be made aware of any safety related information involving flights conducted on its behalf.*
    - Angel Flight has always requested comments on the final mission report, from pilots, drivers passengers and health professionals if thought necessary. However, Angel Flight has introduced a formal reporting system requiring pilots to submit reports of any safety related incidents that occur during a flight. Further, all participants are requested to complete a report if there are any issues which may affect safety, welfare or comfort of a passenger.

3. *CASA did not have a system to differentiate between community service flights and other private operations, which limited its ability to identify risks. This hindered the Civil Aviation Safety Authority's ability to manage risks associated with community service flights.*

- The report recognizes that CASA now has a system for identifying community service flights. It makes no comment on the safety benefit of this change and ignores the fact that the data already exist in Angel Flight's records. This is a policing function, unrelated to safety, and particularly, of no assistance to pilots operating in poor weather conditions and the associated human factor decision-making elements of such flights.
- The report fails to comment on the potential safety benefits of the Instrument or how it would have prevented this or the 2011 accident at Nhill.

### Summary

The analysis of the accident appears to be secondary to an investigation of Angel Flight. Even an untrained observer would recognise the obvious conclusion that, had the pilot followed the existing rules, the accident would not have occurred.

Deficiencies in data matching and statistical analysis are such that the report provides nothing of significant value to assist Angel Flight and pilots generally minimize the risks of a repetition of a very tragic accident.

There is a very strong attack on the dangers of private flight. However, one of the accidents referred to by the ATSB in support of its conclusions, is that involving a very experienced ATPL/airline pilot (and very experienced owner/operator of a light aircraft), with in excess of 20,000 command hours, and whose aircraft had a gear malfunction (notwithstanding a green light indication), and where there was a subsequent landing with no injury to any person. Adding this to the findings about the dangers of private flights is a *non sequitur*, and further highlights the flawed reasoning processes of this investigative team.

Marjorie Pagani CEO Angel Flight

Dr Owen Crees Hon. Safety Manager



Australian Transport Safety Bureau  
Attention Delegate Laura Henwood  
Per email to

27 July 2017

Dear Laura,

In response to the various Requests for Relevant Material, I shall email shortly by separate transmission all of the documents requested, both generally and those relating specifically to the pilot and passengers involved in the collision on 28 June in VHYTM.

By way of overview, Angel Flight is not, and has never been, an aviation operator. It is a charity which facilitates flights between passengers requesting travel from the country to the city, only as referred by their treating health professional, and volunteer pilots, who have previously registered to act as a volunteer for the charity, and have provided all of their legal documents relating to their authorisations with CASA. This is a continuing, and monitored requirement. Angel Flight does not accept as a volunteer any pilot not having a CASA-issued licence, and not having an aircraft, or use of an aircraft, which is Australian certified, registered, and in the 'normal' or greater category. No licences from any self-regulatory body, nor aircraft in the experimental, warbird, or similar category are accepted.

There are currently registered 3,180 pilot volunteers, 4,526 driver volunteers, and 3,842 registered health professional referrers. Not all are active at any one time.

There may be some confusion as to the role played by Angel Flight: for example, one of the questions asked in the Request documents, is to provide a copy of the documents: *policy or procedure relating to RPT routes*. Angel Flight has neither 'routes', nor any 'RPT' policies – this appears to be a question directed to the holder of an AOC, whose Operations Manual would contain this type of information. As a charity, as opposed to an aviation operator, Angel Flight does not have manual of procedures or operating procedures/routes.

The charity's objects and charter is set out in the public website. Attached to the reply to Requests are all of the documents which the health professionals, pilots, and passengers are given, and required to sign. In addition, both personally and through the referring health professional, passengers are required to watch a video depicting the general types of light aircraft in which they may fly, including information about entering, exiting, and luggage restrictions. The following is the link for your information and viewing: <https://angelflight.org.au/AboutUs/Videos>

The process adopted for the facilitation of the volunteer flights, and of course more completely set out in the accompanying documents is, by way of summary:

1. The passenger's health professional registers with Angel Flight as a referrer
2. The health professional assesses the passenger as having a medical and financial need to fly to appointments in city or large town locations
3. The health professional submits a flight request
4. Upon acceptance of the request, Angel Flight lists the details of the request on a e-bulletin board, to which pilots and volunteer drivers have access: all relevant details such as origin,

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- destination, date and details of proposed flight, number and weights of passengers, and baggage requirements, are listed (at this stage the personal or identification details of the passengers are not divulged).
5. Pilots may register their interest in a flight, and drivers in the ground transport from the city airport to and /or from the passenger's hospital or accommodation.
  6. Prior to acceptance of the flight, Angel Flight requires receipt of all of the HP referrer's signed documents, the passengers' signed documents and acknowledgements, including having read and understood both the passenger guidelines, and the waivers/release of liability, and the treating doctor's letter relating to the passenger travelling for medical appointments or treatment.
  7. The pilot's application for volunteering for the flight is not accepted at face value: each item is checked against source documents, on every occasion. These include licences, ratings, endorsements, flight reviews, proficiency checks required experience on aircraft type and currency of CASA-issued aviation medical certificate. All of these documents are flagged for expiry dates. At no time will a pilot be accepted as a volunteer for any particular flight unless all of these documents are provided and current. Pilots must also certify that the aircraft is insured for public liability, and that its maintenance complies with all relevant statutory provisions. They must similarly certify as to their own licensing/currency requirements, including their required take-offs and landings in the preceding three months to permit the carriage of passengers.
  8. All of the documents, both addressed to and signed by the passengers and pilots, emphasise the flights are of a private nature, and not necessarily to the same standards, either in relation to pilot qualifications nor aircraft maintenance, as can be expected in commercial flights, and are not to the same standard as airline travel. This message is further emphasised in passenger conversations with flight coordinator staff.
  9. Pilots are encouraged, both in the documents they are given, and orally by flight coordination staff, to feel free to cancel any flight at any time if there are any concerns about the flight, for any reason. The culture is reinforced as being a 'non-commercial, no pressure' environment. It is common to have pilots cancel flights at the last minute, or the evening prior to the flight, if they have concerns about the weather (either VFR or IFR – rated pilots).
  10. Pilot Grant Gilbert cancelled two earlier flights for which he had volunteered, due to weather concerns. Pilots are told, both through the documentation, and orally, that Angel Flight will do its best to make alternative arrangements upon cancellation, including arranging and paying for airline flights, and/or accommodating both pilots and passengers if delays are experienced. There is no cost to pilot or passenger for any accommodation or meals required during any period of delay. Both the passengers and pilots are advised that these are not urgent or critical flights, and that the passenger may have to drive, or change the appointment times.
  11. Similarly, drivers at time cancel drives for personal reasons, and are encouraged to do so if the need arises – the number of registered pilots and drivers is such that alternatives are always available, whether by replacement flight arrangements, different drivers, use of taxi transport (paid by Angel Flight), or rescheduling of appointments.
  12. Only when all of the documents are signed and received by Angel Flight, and checked for accuracy in the case of pilot regulatory requirements, are the flights allocated.
  13. The pilot in command is at all times responsible for the operation of the aircraft and management of the flight. Angel Flight takes no part in those aspects, and that is made clear to the pilots in the documents – it is also made clear to the passengers in their documents. Pilots and drivers are required to, and execute documents stating their compliance, remain at all times compliant with their respective statutory obligations. Both pilots and passengers are invited to submit comments relating to the flight to Angel Flight, or in the case of the

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passengers, to Angel Flight and/or their referring health professionals. Angel Flight's policy is to immediately suspend a pilot or driver from the subscription list in the event of a passenger complaint, until enquiries can be made as to the nature of the complaint. Similarly, pilots are requested to comment on each flight, and their flight report contains a provision for this. In any case where a pilot reports discomfort with a passenger, this is checked, and there have been rare occasions where the passenger has not been accepted for further flights.

I would be happy to further discuss any of these elements of the charity's operations with you.

Yours Sincerely,  
Marjorie Pagani BA(Hons)LLB  
Chief Executive Officer  
Angel Flight Australia



**SPECIFIC REQUESTS REQUIRING RESPONSES NOT OTHERWISE CONTAINED IN ATTACHED DOCUMENTS:**

1. 'policy or procedures relating to RPT routes'.

Angel Flight does not have flight operating procedures or policies, nor an Operations Manual as would be kept by the holder of an AOC. There are no 'routes' and no policies relating to RPT operations. The pilot in command of each flight is wholly responsible for the planning, operation, and management of each flight. Angel Flight has no input into the duties or responsibilities of the pilot, save for carrying out authentication checks of documents as referred to in the above covering letter. Authentication is by way of the pilot providing authorisation documents. Angel Flight has, in the past, requested CASA to confirm the validity of the pilot documents, with the written consent of the pilot, however, the authority has declined to do so on privacy grounds.

2. 'Procedures and criteria for selecting pilots for missions'.

The general procedures are set out in the covering letter above. The pilots are allocated flights primarily on two grounds: firstly, on the number of flights recently conducted as a volunteer for Angel Flight, viz, whether it is that pilot's 'turn'. Angel Flight tries to give each registered pilot the opportunity to successfully apply for a flight, so that if a pilot was unsuccessful in applying for a flight on the last occasion, and another pilot who was successful, is bidding for the same flight, then the pilot whose 'turn' it is will be located the flight if possible. Other considerations include the pilot's base, and the consequential need for ferrying. Where possible, the pilot whose aircraft is based closer to the origin or destination will be preferred, although the first consideration mentioned above will still be relevant. There may also be a preference for a larger aircraft where there can be a combination of passengers travelling to or from the same city or town, or a town enroute, on the same date. It is entirely the pilot's responsibility when applying for the flight, to assess the weights, distances, passenger numbers, baggage requirements, prior to accepting a flight. There is no consideration as to whether the pilot is qualified to fly under the VFR or the IFR: some flights are allocated weeks or months ahead of the proposed flight date, and therefore weather considerations are entirely a matter for the pilot. It is not uncommon for pilots to withdraw due to long-range forecasts, on the day prior to the proposed flight, or immediately prior to the flight – whether they are qualified under either the VFR or the IFR.

# 1.1



## **Preparing for a Flight**

### ***Days before a flight***

Start your flight planning as soon as you confirm your allocation.

Check the Flight Details for accuracy. Understand what is required of the pilot and aircraft. Identify your contacts and confirm the schedule.

Call everyone concerned:

- passenger
- connecting pilot
- ground transportation
- destination airport
- special passenger/cargo needs
- check long range weather forecast, VFR/IFR

### **CASA Rules and Regulations**

CASA regulations must be adhered to for the flight to be legal. As a pilot you must be capable of performing the flight, as must your aircraft. It is your responsibility as PIC to make sure this is done. Angel Flight does not attempt to cover this issue. You are responsible for knowing and following the CASA regulations that apply to you, your aircraft and the specific flight.

### **Be Prepared, Be Competent**

Be competent. The release form signed by your passengers will show that they recognise the gains and risk. Act in a reasonable manner and be able to show that you know what you are doing.

### **Maintain Adequate Insurance**

Angel Flight requires a minimum of \$5 million public liability for every aircraft volunteered for flights whether privately owned or hired. Please check that your policy, whether yours or the hirer's, is current. This amount is reviewed when necessary as inflation reduces the value of the dollar.

### **Maintain the Aircraft**

You must know if the aircraft can mechanically perform the flight before you accept it, and certainly before you start on the flight. Speed, range and payload are to be carefully considered. Check the passenger and baggage weights before you accept a flight.

# 1.2



#### Prepare an Alternate Plan – 'Plan B'

Even the best plans go astray. Develop a 'Plan B'. For example, an alternate airport due to a NOTAM being issued at the last minute or a change in the weather. Always be prepared to cancel the flight, or, delay- if not at home base, accommodation and meals will be arranged for you and all passengers.

#### Flight Coordinator's 'Pre-Flight Check'

A few days before your flight, a coordinator will email you the flight details. The relevant landing waivers will also be sent at the same time.

The Flight Coordinators will call the pilot, driver and passengers the business day prior to check the Flight Details have been received by email and to confirm the arrangements. Landing fee waiver requests will be emailed to the airports involved.

#### ***Just prior to the flight***

##### Weather Update

Get a full weather briefing immediately before flying the flight.

##### Flight Plan

A flight plan is strongly recommended for all flights. If a plan is not lodged, you must leave a Flight Note with a trusted contact.

##### Change Flight if Necessary

Any change of the flight from its original plan should be relayed to Angel Flight staff as soon as practicable. If not possible to reach anyone at Angel Flight, refer to the Flight Details for additional telephone contacts.

#### ***At the airport, before departure***

##### Passenger Waiver and Release of Liability

Angel Flight will take the responsibility for having a 'Waiver and Release of Liability' signed by the passengers prior to the flight.

##### Prepare the Passenger for the Trip

When you meet your passenger, introduce yourself and explain how the flight will be conducted. A good passenger briefing begins before you walk out to the aeroplane.

- Define the passenger's needs, for instance rest room, food, water.





- Acquaint the passenger with the aircraft exits, ventilation, seat belts, seat adjustments, and headsets (if provided) and in accordance with all CARA/ regulatory briefing requirements.
- Other than people personally invited by the pilot such as helpers and co-pilots, only passenger approved by Angel Flight are permitted on flight. A pilot will refuse to carry unscheduled persons.

#### Last Minute Changes

Sometimes the best of plans must be changed. As Pilot In Command, you are in charge of the flight and must decide what changes are acceptable or necessary to complete the flight. If a potential change jeopardises the flight safety, reject it immediately. A firm 'NO' is your prerogative if you don't like a suggested change.

*\* Call Angel Flight on 07 3620 8300 if a change occurs. This number is monitored 24 hours a day. Email is an unsuitable option as it is only used during business hours.*

#### Typical Causes for a Flight Change

Reasons for changes could include weather, change in flight requirements, pilot problems, aircraft problems, passenger problems, or destination problems. Sometimes there is not one big reason for the change, but several little reasons. Things are just 'not right' for a safe, legal and on time flight.

Planning ahead usually allows this type of problem to be discovered early in the flight, so plans can be changed, or problems overcome more easily. Surprises do occur, and a flight might need to be changed at the last minute. If your flight is cancelled for any reason, please call all parties involved (Angel Flight office, passenger, driver, etc). Don't assume they have already been contacted. Cancellation is the best and preferred option at pilots' discretion where any doubt or uncertainty may arise.

#### Alternative Solutions

Don't take the first solution you think of but think out several possible alternatives. There are always alternatives, such as: waiting until later in the day, waiting until the next day, getting another aircraft or pilot, getting a co-pilot to share the cockpit duties, leaving someone behind, or even cancelling the flight.

#### Keep it Simple

Select the safest and best solution. If a problem can be solved by a minor change in the plan that does not affect other parties in the flight, feel free to make the change. If others were involved, contact the involved parties as soon as possible, either to consult about a possible solution or to inform them of a decision made that would affect the flight. Changes are made according to pilot decisions.

# 2

Angel  
Flight

## PILOT AFFIRMATION

**I undertake not to act as pilot-in-command of any flight referred to me by Angel Flight Australia unless at the time of each such flight:**

1. I:
  - a) hold a valid and current Australian pilot licence for the type of aircraft in which I will be acting as pilot-in-command;
  - b) hold a current Australian medical certificate; and
  - c) have at least 250 hours logged as pilot-in-command
  - d) hold a CPL in lieu of 250 hours logged as pilot-in-command
2. I am in compliance with all Civil Aviation Safety Authority (CASA) regulations and other applicable laws including, but not limited to:
  - a) those relating to the carriage of passengers, including regulations concerning annual or biennial flight reviews, landings, night flying, fuel reserves and IFR, if applicable;
  - b) those relating to the use of alcohol and drugs; and
  - c) if I have an instrument rating and I plan to fly missions under the IFR, such regulations as relate to my rating and the flight to be undertaken.
3. The aircraft I intend to fly:
  - a) has a valid Australian airworthiness certificate and is certified and registered under the 'normal' or above category; and
  - b) is carrying all documentation on board as is required by CASA regulations or by other applicable laws, including P.O.H. and current Maintenance Release.
4. If I am hiring an aircraft, I have met the requirements of the aircraft owner/s for currency. If I belong to a flying club or group, I am a member in good standing and I have met all relevant requirements necessary to allow me to fly that club or group aircraft. Have obtained confirmation of the aircraft insurance cover as is required by Angel Flight.
5. At the time of signing this affirmation, I confirm there is currently in force liability insurance in respect of the aircraft I own and/or operate and that I shall ensure such liability insurance is in place in relation to any aircraft which I use or intend to use for the purposes of volunteering to fly passengers on private flight Angel Flight missions, and that such liability insurance covers third party personal/bodily injury or property damage, and any passengers aboard the said aircraft, which injury or damage may arise from, or be in any way related to, such flights, and that the total combined indemnity cover for each such aircraft which I may fly for this purpose be not less than AUD \$5 million (irrespective of whether I fly or intend to fly an aircraft owned and/or operated by me, or owned and/or operated by any other person or body). I further affirm that I will ensure such liability insurance is renewed and current in relation to the aircraft I use for each flight I undertake as a volunteer pilot for flights

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# 3

Angel  
Flight

## 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:

- A)
- 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.
- 3)
- 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](mailto:mail@angelflight.org.au) ⬅

# 4

## WAIVERS & RELEASE OF LIABILITY

Angel  
Flight

### 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

➡ Please return the completed page to Angel Flight by fax 07 3852 6646 or email [mail@angelflight.org.au](mailto:mail@angelflight.org.au) ⬅



# 5

## REFERRER GUIDELINES

Angel  
Flight

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](http://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 or fax 07 3852 5646 or email [mail@angelflight.org.au](mailto:mail@angelflight.org.au) ⬅

July 2015

Page 4



## Flight Request Documents

### Overview

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- Frequently Asked Questions Page 1
- Instructions Page 3

### For the **Referrer** (Doctor, Nurse, Social Worker)

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- Referrer Guidelines Page 4
- Flight Request *Separate PDF*
- Repeat Request *Separate PDF*

### For the **Treating Doctor**

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- Medical Clearance Page 5

### For the **Passenger**

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- Passenger Guidelines Page 6
- Waiver and Release of Liability Page 7

# 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 meet or 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](mailto: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.



# INSTRUCTIONS

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

*\* 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    | <i>Completed by the referrer*. * who may also be the treating doctor</i> |
| 2. Medical Clearance | <i>Completed by the treating doctor</i>                                  |

## 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;  
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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](mailto: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

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  - *Backpacks or duffel bags are easier to fit into an aircraft than suitcases.*
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- 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 confirm that it will assist and support me if the accompanying person/persons I have nominated, are able to travel with me on the flights.

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) \_\_\_\_\_

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# WAIVERS & RELEASE OF LIABILITY

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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*').

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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

## (1) 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 enure 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

➡ Please return the completed page to Angel Flight by fax 07 3852 6646 or email [mail@angelflight.org.au](mailto:mail@angelflight.org.au) ⬅

# Flight Request



This form is for passengers who have **NOT** previously travelled with Angel Flight Australia.  
Only registered referrers can submit a request. Register online at [angelflight.org.au/HPS/HPRegister](http://angelflight.org.au/HPS/HPRegister)  
*A minimum of 5 to 10 working days notice is required for all flights, not including the date of flight.*

## REFERRER

Name

Facility

Facility Address

Suburb

State

Email

Work phone

Pager

Fax

## REASON FOR REQUEST

Angel Flight Australia is a charity and receives no financial support from government sources. Pilots and drivers are volunteering their time, skills, aircraft or motor vehicle to provide this service. Please briefly explain why the passenger/s require travel assistance:

## PERSON REQUIRING TRANSPORT

Name

Date of birth

Weight

Gender

Home phone

Mobile

Passenger address

Suburb

State

Post code

Email

Emergency contact (not travelling)

Emergency contact number

Medical condition

Medical condition in layman's terms

Aware that travel will be a private flight in a light aircraft?

☐ Yes ☐ No

Can enter/exit a light aircraft unassisted?

☐ Yes ☐ No

Aware that the aircraft and/or the pilot's qualifications will not be the same as the standard of commercial or airline transport?

☐ Yes ☐ No

For a child/toddler/baby, can a companion assist with entry/exit?

☐ Yes ☐ No

Understood and be freely willing to sign the Passenger Guidelines and Waiver and Release of Liability forms?

☐ Yes ☐ No

Requires medical assistance during flight?

☐ Yes ☐ No

Will be undergoing surgery?

☐ Yes ☐ No

Infectious or Immunocompromised?

☐ Yes ☐ No

## APPOINTMENT/S

Doctor/  
specialist name

Clinic/facility name

Address

Suburb

State

Phone

Pager

Appointment date

Appointment time

Appointment release date

Appointment release time

## FLIGHT/S

Please note it may be necessary for passengers to travel the day before or the day after their appointment/s.

From this town/city  Date of travel   
To this town/city  Date of return

## ACCOMMODATION (IF APPLICABLE)

Accommodation name   
Address   
Suburb  State  Phone

## COMPANION/S

An adult passenger can travel with one companion for support. A child can have up to two companions (e.g. parent and sibling).

Please keep in mind that light aircraft have limited seating capacity, Angel Flight strongly recommend travelling with only one companion.

### Companion # 1

Name   
Relationship to passenger   
Mobile phone   
Date of birth  Weight

Can enter/exit a light aircraft unassisted? ☐ Yes ☐ No  
For toddler/baby, can a companion assist entry/exit? ☐ Yes ☐ No

### Companion # 2

Name   
Relationship to passenger   
Mobile phone   
Date of birth  Weight

Can enter/exit a light aircraft unassisted? ☐ Yes ☐ No  
For toddler/baby, can a companion assist entry/exit? ☐ Yes ☐ No

## DRIVER/S

Legislation requires that children under seven years of age are to be restrained in a capsule or child seat in motor vehicles. Parents or carers must take a suitable child restraint manufactured for vehicle transport. Volunteer drivers may refuse transport without an appropriate car seat.

If the passenger/s do not have a friend or relative available at their destination, Angel Flight may be able to provide a volunteer driver to assist with transport between the airport and hospital.

Driver requested ☐ Yes ☐ No

## LUGGAGE

There is minimal space for luggage. A limit of 10kg per person will be applied. No hard suitcases, only soft sports or duffel bags.

Total luggage weight  kilograms

- |   |  |                                       |
|---|--|---------------------------------------|
| <input type="radio"/> car seat/car capsule/booster seat | <input type="radio"/> wheelie walker/walking frame | <input type="radio"/> CPAP machine    |
| <input type="radio"/> manual wheelchair                 | <input type="radio"/> walking stick                | <input type="radio"/> oxygen cylinder |
| <input type="radio"/> stroller/pram                     | <input type="radio"/> crutches                     | <input type="radio"/> other           |

Please provide details (for example, stroller brand/model, oxygen cylinder canister size) and dimensions (height x width x depth). For collapsible items (for example, strollers and wheelchairs) please provide the dimensions when folded.

\*First time travel requests will only be accepted when completed in full and submitted with signed Flight Request Documents.

To submit this request please **fax** (07) 3852 6646 or **email** mail@angelflight.org.au this page and the signed Flight Request Documents to Angel Flight Australia. (The receipt of your request will be confirmed by email. If you do not receive an email reply, please call us on (07) 3620 8300).



# Repeat Request



This form is for passengers who have previously travelled with Angel Flight Australia.  
Only registered referrers can submit a request. Register online at [angelflight.org.au/HPS/HPRegister](http://angelflight.org.au/HPS/HPRegister)

*A minimum of 5 to 10 working days notice is required for all flights, not including the date of flight.*

## REFERRER

Name

Facility

Facility Address

Suburb

State

Email

Work phone

Pager

Fax

## REASON FOR REQUEST

Angel Flight Australia is a charity and receives no financial support from government sources. Pilots and drivers are volunteering their time, skills, aircraft or motor vehicle to provide this service. Please briefly explain why the passenger/s require travel assistance:

## PERSON REQUIRING TRANSPORT

Name

Date of birth

Weight

Gender

Home phone

Mobile

Passenger address

Suburb

State

Post code

Email

Emergency contact (not travelling)

Emergency contact number

Medical condition

Medical condition in layman's terms

Aware that travel will be a private flight in a light aircraft?

☐ Yes ☐ No

Can enter/exit a light aircraft unassisted?

☐ Yes ☐ No

Aware that the aircraft and/or the pilot's qualifications will not be the same as the standard of commercial or airline transport?

☐ Yes ☐ No

For a child/toddler/baby, can a companion assist with entry/exit?

☐ Yes ☐ No

Understood and be freely willing to sign the Passenger Guidelines and Waiver and Release of Liability forms?

☐ Yes ☐ No

Requires medical assistance during flight?

☐ Yes ☐ No

Will be undergoing surgery?

☐ Yes ☐ No

Infectious or Immunocompromised?

☐ Yes ☐ No

## APPOINTMENT/S

Doctor/  
specialist name

Clinic/facility name

Address

Suburb

State

Phone

Pager

Appointment date

Appointment time

Appointment release date

Appointment release time



## FLIGHT/S

Please note it may be necessary for passengers to travel the day before or the day after their appointment/s.

From this town/city  Date of travel   
To this town/city  Date of return

## ACCOMMODATION (IF APPLICABLE)

Accommodation name   
Address   
Suburb  State  Phone

## COMPANION/S

An adult passenger can travel with one companion for support. A child can have up to two companions (e.g. parent and sibling).

*Please keep in mind that light aircraft have limited seating capacity, Angel Flight strongly recommend travelling with only one companion.*

### Companion # 1

Name   
Relationship to passenger   
Mobile phone   
Date of birth  Weight

Can enter/exit a light aircraft unassisted? ☐ Yes ☐ No  
For toddler/baby, can a companion assist entry/exit? ☐ Yes ☐ No

### Companion # 2

Name   
Relationship to passenger   
Mobile phone   
Date of birth  Weight

Can enter/exit a light aircraft unassisted? ☐ Yes ☐ No  
For toddler/baby, can a companion assist entry/exit? ☐ Yes ☐ No

## DRIVER/S

Legislation requires that children under seven years of age are to be restrained in a capsule or child seat in motor vehicles. Parents or carers must take a suitable child restraint manufactured for vehicle transport. Volunteer drivers may refuse transport without an appropriate car seat.

If the passenger/s do not have a friend or relative available at their destination, Angel Flight may be able to provide a volunteer driver to assist with transport between the airport and hospital.

Driver requested ☐ Yes ☐ No

## LUGGAGE

There is minimal space for luggage. A limit of 10kg per person will be applied. No hard suitcases, only soft sports or duffel bags.

Total luggage weight  kilograms

- |   |  |                                       |
|---|--|---------------------------------------|
| <input type="radio"/> car seat/car capsule/booster seat | <input type="radio"/> wheelie walker/walking frame | <input type="radio"/> CPAP machine    |
| <input type="radio"/> manual wheelchair                 | <input type="radio"/> walking stick                | <input type="radio"/> oxygen cylinder |
| <input type="radio"/> stroller/pram                     | <input type="radio"/> crutches                     | <input type="radio"/> other           |

Please provide details (for example, stroller brand/model, oxygen cylinder canister size) and dimensions (height x width x depth). For collapsible items (for example, strollers and wheelchairs) please provide the dimensions when folded.

## **CONFIDENTIAL HAZARD REPORT**



This form is a **confidential** means of reporting any concerns you may have about safety within Angel Flight. If you feel that you experienced or witnessed an event that was or was potentially unsafe, please complete the form and send it to the Safety Officer. By submitting a report, you will help identify unsound practices or facilities that may compromise the safety of our employees, volunteers or passengers. If you have any questions regarding this reporting system, please contact the Safety Officer.

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_ **LOCATION:** \_\_\_\_\_

**Describe the hazard:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Recommended corrective actions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**In your opinion, what is the worst possible outcome if this occurrence happened again?**

Catastrophic

Hazardous

Major

Minor

**In your opinion, what is the likelihood of this occurrence happening again?**

Probable

Unlikely

Remote

Extremely improbable

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)

-----

**Name:** \_\_\_\_\_

(Your name will be kept confidential save as is required under compulsion of law)

Please provide your name so we can clarify any information you have submitted. Once the Safety Officer has investigated the report, this tear off strip will be returned to you with a brief report on what remedial action has been taken to prevent recurrence of this event. No record of your name will be kept. Use the identification number for all communications with the Safety Officer.

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)

## 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 an Air Operation Certificate.
- 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 in the lead-up to a flight.
- 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.
- I confirm that it will assist and support me if the accompanying person/persons I have nominated, are able to travel with me on the flights.

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](mailto: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**

➡ Please return the completed page to Angel Flight by fax 07 3852 6646 or email [mail@angelflight.org.au](mailto:mail@angelflight.org.au) ⬅

# 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 enure 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 \_\_\_\_\_

➡ Please return the completed page to Angel Flight by fax 07 3852 6646 or email [mail@angelflight.org.au](mailto:mail@angelflight.org.au) ⬅



## **CONFIDENTIAL HAZARD REPORT**



This form is a **confidential** means of reporting any concerns you may have about safety within Angel Flight. If you feel that you experienced or witnessed an event that was or was potentially unsafe, please complete the form and send it to the Safety Officer. By submitting a report, you will help identify unsound practices or facilities that may compromise the safety of our employees, volunteers or passengers. If you have any questions regarding this reporting system, please contact the Safety Officer.

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_ **LOCATION:** \_\_\_\_\_

**Describe the hazard:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Recommended corrective actions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**In your opinion, what is the worst possible outcome if this occurrence happened again?**

Catastrophic

Hazardous

Major

Minor

**In your opinion, what is the likelihood of this occurrence happening again?**

Probable

Unlikely

Remote

Extremely improbable

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)

-----

**Name:** \_\_\_\_\_

(Your name will be kept confidential save as is required under compulsion of law)

Please provide your name so we can clarify any information you have submitted. Once the Safety Officer has investigated the report, this tear off strip will be returned to you with a brief report on what remedial action has been taken to prevent recurrence of this event. **No record of your name will be kept. Use the identification number for all communications with the Safety Officer.**

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)



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## Introduction

This handbook will help in explaining the services that Angel Flight Australia offers the community. It is the objective of this organisation to assist as many people as possible that need our services, within the scope of Angel Flight charter and standards.

Safety is our number one consideration. Upon accepting a request from Angel Flight the pilot is in charge of the flight and can cancel the flight for any reason.

### **Disclaimer**

This document is a guideline for general information and has suggestions to aid in the successful completion of a flight for Angel Flight Australia. It is not intended to be a set of hard and fast rules.

Angel Flight cannot and will not pressure pilots to fly a flight that they do not want to accept, nor should pilots accept a flight that they feel uncomfortable with.

*Angel Flight does not permit any personal fund-raising for assistance with aircraft costs or training. Angel Flight does not fund-raise. Any fundraising undertaken by any person must be with our express consent, and for the purposes only of direct funding to the charity.*

### **Pilot requirements**

1. Do you own an aircraft or have access to private hire (at your own expense)?
2. Is the aircraft VH registered and VH certified, factory built and assembled, and of a category other than 'Experimental', 'Amateur Built' or 'Warbird'?
3. Do you have in excess of 250 hours Pilot In Command (PIC)?
4. Do you meet the guidelines for PIC on type requirements?

VFR Flight:

- 5 hours PIC on type (must be actual PIC, not PICUS)

IFR Flight:

- Total 10 hours PIC (not PICUS) on type or similar;
- 5 hours PIC on type in last twelve months;
- If pilot has been proficiency-checked on that specific aircraft in last six months, this can override the requirement in item 2.

5. Are you able to provide a copy of your:
  - current Flight Crew Licence
  - current Class 1 or Class 2 Medical Certificate,
  - ASIC card,
  - relevant reviews, endorsements, ratings or proficiency checks.
  - a copy of current insurance policy



- a copy of your logbook showing 90 day recency

It will be necessary for pilots to provide copies of your renewed licence, medical and reviews as and when deadlines fall due.

### ***Civil Aviation Safety Regulations***

All pilots volunteering for Angel Flight are required by law to prepare for a flight in accordance with Civil Aviation Safety Regulations (CARs and CASRs) including but not limited to flight planning, weather briefing, pre-flight, airworthiness inspections, licencing, etc. These subjects will not be addressed in this document.

## **Passengers and Cargo**

### ***Who and what do we carry?***

Angel Flight is contacted by medical professionals or social workers with a request for transport assistance.

All passengers are to have suitable mobility and should be capable of entering and exiting the aircraft with minimal assistance. The passenger must be medically stable and approved for travel in a light aircraft by their physician.

No flights will be for time-critical or emergency situations such as organ transplant. The passenger/s will be aware that the flight may be cancelled should the pilot have any safety concern.

Only the Flight Coordinators can accept or reject a request for transport assistance. Volunteer pilots should not make any flight commitments on behalf of Angel Flight Australia. However, an Angel Flight pilot may refuse any flight at any stage.

Once the Flight Coordinator accepts a request, the flights will automatically appear on the '[Upcoming Flights](#)' page on the Angel Flight website.

The Flight Coordinators may then send an email 'alert' to subscribed volunteer pilots advising them of the new flights available.

### ***A successful flight***

A successful flight depends a great deal on coordination between the Angel Flight staff, passengers, volunteer drivers, medical staff, and you the pilot.

Without you and your aircraft, this could not and would not happen.



## Upcoming Flights

The Flight Coordinators will email out 'alerts' for any new or revised flights in your state but you are also welcome to check the Upcoming Flights 'billboard' at any time by visiting the VIP area via the website at <http://angelflight.org.au/Pilots/VIPLogin>

Example of upcoming flights 'billboard'

ID	State	Date/Time	From	To	Passengers	Details
12295	7	Wed 01/02/17 16:30:00	NARRANDERA	BANKSTOWN	3	Details
12288	1	Wed 01/02/17 08:45	CLEVE	ADLAIDE	3	Details
12272	1	Thu 02/02/17 09:15	COONAMBLE	BANKSTOWN	3	Details
12272	2	Thu 02/02/17 15:00	BANKSTOWN	COONAMBLE	3	Details
12295	2	Fri 03/02/17 12:00	BANKSTOWN	NARRANDERA	3	Details
12299	1	Mon 06/02/17 08:00	BARADINE	BANKSTOWN	3	Details

When you receive an email 'alert' and see a flight that suits your schedule, click on 'Details' to see further information such as passengers and luggage. If this suits your aircraft, then you can choose to apply for the flight by clicking 'Apply'.

The 'details' view displaying the 'apply'

### NARRANDERA - BANKSTOWN

Wed 01/02/17 (FLEXIBLE)

**SUBSEQUENT TRIP REQUEST:** A teenager from Leeton has a rare debilitating condition which affects her peripheral nervous system and can leave her paralysed and very weak when she relapses. To combat this she must have regular treatments to manage her condition and avoid relapses. She needs to travel to Sydney Childrens Hospital Randwick for specialist treatment. Road travel is emotionally and financially difficult for this young girl so an Angel Flight will help this family cope with her on going medical needs. This mission involves one adult (85kg) + one teenager (45kg) + overnight bags (<20kgs) = approx 150kg

PAX: 3

APPLY

GO BACK

You will be directed to a web page that will ask you to confirm that your license and ratings are valid. Your application will then be emailed to the Flight Coordinators. Your authorisations will be validated prior to each allocation.

The following image sequence will show you the application process:

### Apply for Flight

Please confirm that you are current for all aspects of the flight and have:

- ☒ A current CLASS 1 OR CLASS 2 medical
- ☒ A current licence with ratings and endorsements for the aircraft you will be flying
- ☒ VFR flight: A minimum of 5 hours PIC (not PICUS) on type
- ☒ Aeroplane Flight Review: annual proficiency check
- ☒ Carriage of passengers - 90 day recency

Additionally (for IFR flights) please indicate if you have:

- ☒ An IFR flight review - proficiency check
- ☒ For an IFR flight - minimum 10 hours PIC on type





Provide your name and add any airports or information relevant to your flight plan:

Finally

Other than the patient's airport of origin and the destination airport please list all airports involved if you were to conduct this AF

Other Comments

Please Remember

Never compromise safety in any way in order to complete a flight. Cancelling a flight is considered a demonstration of good judgment and will never be criticized. Any legs with passengers on board must be flown during daylight. If engine current, pilot positioning or return to base may be flown outside of daylight at the pilot's discretion.

Note: You must be already registered as an Angel Flight pilot to apply for a mission.



The website will show you a confirmation page:

### Thank You for your Application

Thank you for your expression of interest regarding this mission. A Flight Coordinator is reviewing all the applications and will be in contact soon. In the meantime, if you have any questions please call Angel Flight on 07 3620 8300.

You will also receive an automated reply confirming your application:

Thank you for your expression of interest regarding this mission.  
A Flight Coordinator is reviewing all the applications and will be in contact soon.  
In the meantime, if you have any questions please call Angel Flight on 07 3620 8300.

For your records, below is a summary of your application:

#### Flight

**Flight No:** 12295 **Coordinator:** Danielle Sanchez

**From:** Leeton/Narrandera **To:** Sydney

#### Applying For following Legs:

**Leg:** 1 **Date:** Wednesday, February 1, 2017  
12:00 AM

**From:** NARRANDERA **To:** BANKSTOWN

## Page 7 of 18



### ***Fuel Reimbursement***

#### Total Fuel Usage

After you have completed a flight, we will email you a link to log your 'Total Fuel Usage' in litres. This is from your point of origin to destination, and return.

#### Fuel Credits

Reimbursed litres will be credited to your individual account with the refuelling agency or distributor, within seven days of your report of fuel use.

We value the contribution made by both the lighter aircraft, and the larger high-performance aircraft, and hopefully these owners and pilots will continue to support us. The general policy adopted is to estimate the fuel by reference to aircraft size.

However, in cases where there are longer distances or passenger numbers are high, the capping may not apply, and on each occasion this will be discussed with the operator of the aircraft. If, for example, one of the larger high-performance twins wishes to accept a flight, with, say, one passenger, we will be happy for this to occur pursuant to a fuel-cap arrangement. It would then be up to the operator as to whether to accept the fuel cap for that particular flight.

The following guidelines are proposed to be implemented from 01 July 2015 and will be based on flight-planned distances:

Single-engine piston aircraft	– 0.4litres/nm or actual use, whichever is the lesser
Twin piston engines	– 0.8litres/nm or actual use, whichever is the lesser
Turbine aircraft	– 1 litre/nm or actual use, whichever is the lesser

#### View Available Credits

You can login to the Pilot Admin any time to find out the status of your fuel credits.



## **Before Accepting a Flight**

### ***Aircraft range***

Does the selected aircraft have the range to meet the requirements of the flight? If an en-route fuel stop is required, then an earlier departure may be necessary to meet the time requirements of the passenger or cargo.

### ***Time en-route***

The flight plan departure and arrival should be planned with the passenger.

### ***Pilot helper***

Pilot helpers are welcome at any time for any flight.

### ***Type of cargo or passenger***

The email 'alert' or billboard listing will indicate the weights for passenger and baggage.

## **Flight Details**

### ***How to read the 'Flight Details'***

Before a flight, the Angel Flight office will email you the Flight Details.

This will confirm your status as the selected volunteer pilot and confirm to you the passengers' names, weights, phone numbers, pick-up times and airport meeting details.

Be sure to take the Flight Details with you on the flight.

Make copies for your family and co-workers so they can get messages to you, if necessary.



## Preparing for a Flight

### *Days before a flight*

Start your flight planning as soon as you confirm your allocation.

Check the Flight Details for accuracy. Understand what is required of the pilot and aircraft. Identify your contacts and confirm the schedule.

Call everyone concerned:

- passenger
- connecting pilot
- ground transportation
- destination airport
- special passenger/cargo needs
- check long range weather forecast, VFR/IFR

### CASA Rules and Regulations

CASA regulations must be adhered to for the flight to be legal. As a pilot you must be capable of performing the flight, as must your aircraft. It is your responsibility as PIC to make sure this is done. Angel Flight does not attempt to cover this issue. You are responsible for knowing and following the CASA regulations that apply to you, your aircraft and the specific flight.

### Be Prepared, Be Competent

Be competent. The release form signed by your passengers will show that they recognise the gains and risk. Act in a reasonable manner and be able to show that you know what you are doing.

### Maintain Adequate Insurance

Angel Flight requires a minimum of \$5 million public liability for every aircraft volunteered for flights whether privately owned or hired. Please check that your policy, whether yours or the hirer's, is current. This amount is reviewed when necessary as inflation reduces the value of the dollar.

### Maintain the Aircraft

You must know if the aircraft can mechanically perform the flight before you accept it, and certainly before you start on the flight. Speed, range and payload are to be carefully considered. Check the passenger and baggage weights before you accept a flight.



#### Prepare an Alternate Plan – 'Plan B'

Even the best plans go astray. Develop a 'Plan B'. For example, an alternate airport due to a NOTAM being issued at the last minute or a change in the weather. Always be prepared to cancel the flight, or, delay- if not at home base, accommodation and meals will be arranged for you and all passengers.

#### Flight Coordinator's 'Pre-Flight Check'

A few days before your flight, a coordinator will email you the flight details. The relevant landing waivers will also be sent at the same time.

The Flight Coordinators will call the pilot, driver and passengers the business day prior to check the Flight Details have been received by email and to confirm the arrangements. Landing fee waiver requests will be emailed to the airports involved.

#### ***Just prior to the flight***

##### Weather Update

Get a full weather briefing immediately before flying the flight.

##### Flight Plan

A flight plan is strongly recommended for all flights. If a plan is not lodged, you must leave a Flight Note with a trusted contact.

##### Change Flight if Necessary

Any change of the flight from its original plan should be relayed to Angel Flight staff as soon as practicable. If not possible to reach anyone at Angel Flight, refer to the Flight Details for additional telephone contacts.

#### ***At the airport, before departure***

##### Passenger Waiver and Release of Liability

Angel Flight will take the responsibility for having a 'Waiver and Release of Liability' signed by the passengers prior to the flight.

##### Prepare the Passenger for the Trip

When you meet your passenger, introduce yourself and explain how the flight will be conducted. A good passenger briefing begins before you walk out to the aeroplane.

- Define the passenger's needs, for instance rest room, food, water.





- Acquaint the passenger with the aircraft exits, ventilation, seat belts, seat adjustments, and headsets (if provided) and in accordance with all CARA/regulatory briefing requirements.
- Other than people personally invited by the pilot such as helpers and co-pilots, only passenger approved by Angel Flight are permitted on flight. A pilot will refuse to carry unscheduled persons.

#### Last Minute Changes

Sometimes the best of plans must be changed. As Pilot In Command, you are in charge of the flight and must decide what changes are acceptable or necessary to complete the flight. If a potential change jeopardises the flight safety, reject it immediately. A firm 'NO' is your prerogative if you don't like a suggested change.

*\* Call Angel Flight on 07 3620 8300 if a change occurs. This number is monitored 24 hours a day. Email is an unsuitable option as it is only used during business hours.*

#### Typical Causes for a Flight Change

Reasons for changes could include weather, change in flight requirements, pilot problems, aircraft problems, passenger problems, or destination problems. Sometimes there is not one big reason for the change, but several little reasons. Things are just 'not right' for a safe, legal and on time flight.

Planning ahead usually allows this type of problem to be discovered early in the flight, so plans can be changed, or problems overcome more easily. Surprises do occur, and a flight might need to be changed at the last minute. If your flight is cancelled for any reason, please call all parties involved (Angel Flight office, passenger, driver, etc). Don't assume they have already been contacted. Cancellation is the best and preferred option at pilots' discretion where any doubt or uncertainty may arise.

#### Alternative Solutions

Don't take the first solution you think of but think out several possible alternatives. There are always alternatives, such as: waiting until later in the day, waiting until the next day, getting another aircraft or pilot, getting a co-pilot to share the cockpit duties, leaving someone behind, or even cancelling the flight.

#### Keep it Simple

Select the safest and best solution. If a problem can be solved by a minor change in the plan that does not affect other parties in the flight, feel free to make the change. If others were involved, contact the involved parties as soon as possible, either to consult about a possible solution or to inform them of a decision made that would affect the flight. Changes are made according to pilot decisions.



When you decide to make changes, be sure not to promise something you or the connecting pilot cannot deliver. Example: last minute addition of a passenger or luggage to the flight. Only passengers allocated to the flight are allowed to board the aircraft, unless it is a passenger, pilot helper and/ or a person chosen by the pilot to accompany them. If Angel Flight has not approved the extra passenger, you must reject it unless you are absolutely sure it will not impair your flight, or that of another flight segment, like a return flight in a smaller aircraft.

## **During the Flight**

### ***Passenger comfort***

Remember that our passengers are often feeling under the weather when they board the flight. They may have been undergoing chemotherapy for cancer. These treatments can cause nausea.

Do your best to keep from making the situation worse. We suggest you don't wear cologne, aftershave, or even scented deodorant, or carry potent food items.

Have a supply of airsick bags and paper towels within reach just in case. Empty ice cream containers with lids can be useful.

### ***En-route Changes***

If you need to make changes in the flight while en-route, let us know as soon as you can safely do so.

### ***Who and how to contact en-route***

Pilots should notify the Angel Flight office of any changes or delays in the flight status. Some examples of possible changes are:

- significant delay in arrival time
- problems with weather
- problems with aircraft
- problems with passenger.

*\* Call Angel Flight on 07 3620 8300 if a change occurs. This number is monitored 24 hours a day. Email is an unsuitable option as it is only used during business hours.*



### ***Delivering the passenger or cargo***

Make sure that the passenger's ground transportation has arrived or is on the way before you leave. If you are delivering cargo (for instance medicines), make sure that it is unloaded promptly and handed to the recipient.

### ***Cancel SAR***

In the rush of last minute details at the destination, don't forget to cancel SAR. If you have flown on a Flight Note, advise the holder of the note.

### ***Return trip to base airport***

After all the details are done and you want to head home, take a moment and make sure you and your aircraft are ready. First, if you have been delayed or are behind schedule for any reason, or perhaps need to remain overnight at the destination, tell someone. Call home, the Angel Flight office, your workplace or anyone else who might be concerned. Angel Flight will always arrange meals and accommodation just let us know your preference.

### ***Refuse reimbursement or remuneration for flight***

Passengers may and sometimes do offer to reimburse you for all or part of the cost of the flight. DO NOT accept any reimbursement or remuneration in kind for the trip, as this is a private flight, and under no circumstances must the passenger or any other person pay for the flight.

### ***Concluding the flight***

After completing your flight you will receive an email asking you to log your total fuel usage for the Angel Flight including the return to your base airport.

Fuel Record  
For Mission 12296

Pilot Name	Jeffrey Hutchinson
Mission No	12296
Total litres used for this flight*	0
Nautical Miles Flown	0.30
Location of uplift:	
Fuel Price per litre (inc GST)*	
If you are unsure on the cost per litre please type in 111	
Hours Flown**	
Comments	

#### **IMPORTANT NOTE:**

Before you can be reimbursed for your fuel cost, we require an email of your fuel receipt, invoice or statement showing price of fuel or if no receipt a photo of the banner showing the amount of your uplift.  
Also email the bank details for your fuel supplier if paid on account, or your personal bank details if you paid with Credit Card. Remember do NOT email us your credit card details.

Fuel cap usages apply to all Angel flights conducted. This is 0.4L per Nm for a Single or 0.8L per Nm for a Twin.

**Submit** DO NOT DOUBLE CLICK THIS BUTTON



If you have time to type a brief report about your flight/s we are always interested to read about it, and photos are always appreciated. Any comments in regards to passenger issues are always welcomed and confidential.



## **Frequently Asked Questions**

Thanks for your interest in Angel Flight. It tells us that you are interested in helping your fellow citizens by utilising your flying skills, a skill that few people possess.

The satisfaction that comes from a flight completed flying an adult with cancer, for example, who is seeking a cure through an experimental drug or a three year old child whose deformed nose requires surgery every three months, is the kind of satisfaction that cannot be described.

### ***What is Angel Flight?***

We are a non-profit, charitable organisation of pilots who donate their time, their flying skill, their aeroplanes, and also the cost of operating those aeroplanes to provide air transportation, without charge, for people in need.

### ***Experience***

Angel Flight in the US has completed many flights, transporting passengers, blood and medical products, we are following their lead. There is never a charge to the passenger. Always, Angel Flight's primary purpose is to facilitate free air transportation for the benefit of the public.

### ***Financial support***

Angel Flight is financially supported primarily by our pilots (by donating the use of their aeroplanes and operating expenses) and by contributions from individuals, service clubs, social groups and corporations. We receive no financial aid from any government entity.

### ***Our pilots***

Each pilot certifies to adhere to CASA regulations and provide insurance coverage. Because we want all flights to be completed safely, our pilots are in complete charge of the flights. With respect to the capability of the aeroplanes they fly and weather conditions, they make their own 'go/no-go' decisions.

### ***Who coordinates flights and how?***

Angel Flight has four Flight Coordinators. Flights are coordinated by email, phone and fax. On the average, it takes around twenty phone calls to set up a single flights. Besides the pilot and passenger, there are a number of other people who are often involved and need to be contacted for various reasons. These include the referring physician, the passenger's social services caseworker, the treating clinic's social services person and the treating physicians.



***Is a co-pilot required?***

Angel Flight requires pilots to operate in accordance with CASA Regulations. Some pilots never fly without a pilot helper and some have never flown with one. If you are more comfortable with a helper. Or co-pilot aboard, then fly with one. The choice is yours to do what makes you feel confident and providing a safe flight.

***What about ground transportation for passengers?***

Angel Flight's obligation is to provide air transportation from airport to airport. We arrange for ground transportation by our registered volunteer drivers.

***Do passengers ever require assistance?***

Angel Flight does not accept passengers who need assistance in flight. If the passenger is a child, you can expect that the mother, father or other companion will accompany the child.

***Do I have to own an aeroplane?***

Simply answered, 'No'. It is immaterial to Angel Flight whether you hire or own an aeroplane. Either way, however, it is expected that you have reasonably ready access to an aeroplane, and are properly insured, so that when the coordinator calls you about a flight, the arrangements can be confirmed quickly.

***What about liability?***

All assengers are required to sign a liability release form before boarding the flight. In case of minors, a guardian is required to execute a release form on behalf of the minor.

***How are the pilots selected for flights?***

Flights can be undertaken by pilots who have volunteered from the listing on the website. If it is a flight on short notice, or one that has not been 'claimed' by anyone, then the coordinator will contact suitable pilots and assign it to the first volunteer/s.

The team review applications based on a few things such as:

- how many flights a pilot has done (e.g. pilot will be allocated 'in turn' if possible)
- where the pilot is based (and ferry time)
- whether the flight can be combined with an existing flight





***How often will I be called to fly?***

All pilots are volunteers, and it depends on the passenger's requirements for the area in which you live. All flights can be applied for at the pilot's discretion.

***Can I decline a flight?***

Certainly. Only you as the pilot-in-command can determine your capability to fly a under your current physical condition and current weather conditions, as well as your current personal commitments.

Under no circumstances does Angel Flight want you to fly when you do not feel well or when adverse weather prevails adverse to your personal standards and qualifications. And in case you think it matters, refusing does not mean you will be passed over when the next flight in your area occurs. Angel Flight strongly encourages the exercise of discretion with safety managements; these are not urgent or critical flights.

***What are the pilot requirements?***

Angel Flight requires you to have a minimum of 250 hours pilot in command (PIC). You must have a valid medical certificate, be current and be proficient in whatever aeroplane that you fly and hold a minimum of 10 hours PIC in the aircraft you will be using. You are also required to affirm that you will maintain personal liability insurance and obey all applicable CARs and CASRs.

***Insurance***

We urge you to discuss Angel Flight flights with your insurance representative. Ange Flight requires the aircraft to hold insurance for \$5 Million public liability.

***Who works for Angel Flight?***

As a non-profit corporation we have a minimum of paid personnel with six full time staff members, everything else is contributed by volunteers.

***For more information***

Toll free: 1300 726 567  
Telephone: 07 3620 8300  
Fax: 07 3852 6646  
Email: [mail@angelflight.org.au](mailto:mail@angelflight.org.au)  
Mail: PO Box 421, Fortitude Valley, Queensland 4006

Call Angel Flight on 07 3620 8300 if the matter is urgent. This number is monitored 24 hours a day. Email may be unsuitable as it is accessed during business hours only.

## ***Angel Flight Volunteer Pilot Questionnaire***

The following information is set out in the Pilot Handbook, Pilot affirmation, Code of conduct and various CASA publications, including the CSF Checklist. You will be required to complete this questionnaire and send it to Angel Flight prior to the conduct your first Angel Flight.

### **1. Question**

#### ***Passenger Screening***

The coordination team handles the intake of requests for charitable flights, which come over the phone, on the website, through email and from social media sites. Flight may be requested by:

- ☐ A medical professional
- ☐ The passenger him or herself
- ☐ A friend of the passenger
- ☐ Any of the above

### **2. Question**

#### ***Cancelling a mission***

Angel Flight will contact you the day before your mission to ensure that you have received all details for your flight the following day and ensure that there no current flight changes or concerns with weather conditions. You have re-evaluated the flight conditions the morning of the flight and notice that it would be in everyone's best interest to cancel the flight. Do you...:

- ☐ Call the Angel Flight office to inform the coordinator of the changes
- ☐ Wait for Angel Flight to call you once the passenger has informed them their pilot has not arrived for a scheduled flight

### **3. Question**

#### ***Cancelling a mission***

What happens if I cancel a flight:

- ☐ Angel Flight will try to change my decision
- ☐ Angel Flight will communicate with the passengers, revert to a backup travel or appointment plan, and I will be complimented for good decision-making
- ☐ I will have to tell the passengers myself why I cancelled

### **4. Question**

*How much notice do I have to give if cancelling a flight:*

- ☐ 24 hours
- ☐ 2 days
- ☐ Last minute
- ☐ Anytime

## ***Angel Flight Volunteer Pilot Questionnaire***

### **5. Question**

#### *Pilot documents*

A suitable volunteer Angel Flight pilot must hold a current medical. What medical must you hold to be suitable as an Angel Flight volunteer pilot?

- ☐ Class 1 or 2 Medical
- ☐ Basic Class 2 Medical

### **6. Question**

#### *Aircrafts*

A suitable aircraft for an Angel Flight mission must be which of the following:

- ☐ Australian registered aeroplane or helicopter
- ☐ Not amateur built, limited category or experimental certificate
- ☐ If maintained under CASA Schedule 5, have no more than 100 hours or 12 months (whichever is less) since last periodic maintenance inspection
- ☐ All the above

### **7. Question**

#### *Pilot experience*

If you hold a current CPL do you still have to have 400 hours total aeronautical experience and at least 250 hours pilot in command?

- ☐ Yes
- ☐ No

### **8. Question**

#### *Finding available missions*

Which of the following are ways of finding out about available missions in your areas?

- ☐ Check the upcoming mission billboard
- ☐ Call the office
- ☐ Reply to mission alerts
- ☐ All the above

### **9. Question**

#### *Single-leg mission*

It is the morning of a single-leg mission you are scheduled to fly in the early afternoon. According to the NAIPS weather forecast, your destination airport is currently below minimum weather conditions for landing but is forecast to be above minimums (and your personal minimums) for the scheduled time of arrival. Which of the following actions is most appropriate?

- ☐ Call your passenger and ask them what the weather looks like
- ☐ Check the weather closer to departure time
- ☐ Call the Angel Flight office so staff can arrange alternative transport for the passengers
- ☐ Actions 2 or 3 may be acceptable depending upon the pilot assessment of the conditions and pilot experience/qualifications

## ***Angel Flight Volunteer Pilot Questionnaire***

### **10. Question**

#### ***Mission Reports***

When should you complete your mission report?

- ☐ As soon as possible, but not more than two days after you have received the fuel report link from the flight coordinator
- ☐ 24 hours after the passenger has completed his or her treatment
- ☐ Only after your flight plan is closed
- ☐ Mission reports are not required unless there is something special to report

### **11. Question**

#### ***Passenger feedback***

Where is the best place to include any feedback regarding your flight and/or passengers?

- ☐ Angel Flight does not welcome feedback
- ☐ Over the phone, via email or in the fuel/flight comments or Hazard report
- ☐ Give the passenger feedback directly

### **12. Question**

#### ***Multi-Engine aircraft***

If flying a Multi-Engine aircraft for the mission, how many hours must you have logged in a Multi-Engine aircraft?

- ☐ 25 hours
- ☐ 5 hours
- ☐ None

### **13. Question**

#### ***Only applicable if flying IFR***

If flying under the IFR how many hours must you have logged on the aircraft type you will be flying on the Angel Flight Mission (carrying passengers introduced by Angel Flight)?

- ☐ 10 hours
- ☐ 5 hours
- ☐ 20 hours

### **14. Question**

#### ***Only applicable if flying VFR***

If flying VFR how many hours must you have logged on the aircraft type?

- ☐ 20 hours
- ☐ 5 hours
- ☐ 10 hours

## ***Angel Flight Volunteer Pilot Questionnaire***

### **15. Question**

#### ***Passengers***

What is the **maximum** number of passengers allowed on board the aircraft?

- ☐ 2 passengers
- ☐ 5 passengers
- ☐ 3 passengers

### **16. Question**

#### ***Safety Issues & Reporting***

If I observe or become aware of any actual or perceived safety issue involving the flight, the transfer to the driver, or the passenger, how should I inform Angel Flight:

- ☐ By submitting the Hazard Report
- ☐ By email to Angel Flight
- ☐ By telephone to Angel Flight
- ☐ All of the above

### **17. Question**

#### ***Safety Issues & Reporting***

How soon after becoming aware of an actual or perceived safety issue should I inform Angel Flight:

- ☐ As soon as practicable
- ☐ Within a week after landing
- ☐ When I request my next flight

### **18. Question**

#### ***Safety Issues & Reporting***

If I become aware of any safety issue in relation to any aspect of the Mission, what action am I required to take according to my obligations under the Pilot Handbook and/or the Affirmation s which I have signed:

- ☐ I can choose to ignore the issue at my discretion
- ☐ I can inform the passenger and ask them to tell Angel Flight
- ☐ I must report to Angel Flight as soon as practicable after I become aware of the issue

### **19. Question**

#### ***Safety Issues & Reporting***

If the safety issue is one which, under the Civil Aviation Air Safety Regulations, must be reported to either ATSB or CASA, what must I do:

- ☐ Tell Angel Flight so they can decide whether to report it to the government agencies
- ☐ Report immediately to the relevant government agencies as required by the Regulations, and advise Angel Flight of the Incident or Accident
- ☐ Tell my partner and ask them what they think I should do



## PILOT AFFIRMATION

**I undertake not to act as pilot-in-command of any flight referred to me by Angel Flight Australia unless at the time of each such flight:**

1. I:
  - a) hold a valid and current Australian pilot licence for the type of aircraft in which I will be acting as pilot-in-command;
  - b) hold a current Australian class 1 or 2 medical certificate; and
  - c) have 400 hours total aeronautical experience and at least 250 hours logged as pilot-in-command
  - d) hold a CPL in lieu of 400 hours total aeronautical experience and 250 hours logged as pilot-in-command
2. I am in compliance with all Civil Aviation Safety Authority (CASA) regulations and other applicable laws including, but not limited to:
  - a) those relating to the carriage of passengers, including regulations concerning annual or biennial flight reviews, landings, night flying, fuel reserves and IFR, if applicable;
  - b) those relating to the use of alcohol and drugs; and
  - c) if I have an instrument rating and I plan to fly missions under the IFR, such regulations as relate to my rating and the flight to be undertaken.
3. The aircraft I intend to fly:
  - a) has a valid Australian airworthiness certificate and is certified and registered under the 'normal' or above category; and
  - b) is carrying all documentation on board as is required by CASA regulations or by other applicable laws, including P.O.H. and current Maintenance Release.
4. If I am hiring an aircraft, I have met the requirements of the aircraft owner/s for currency. If I belong to a flying club or group, I am a member in good standing and I have met all relevant requirements necessary to allow me to fly that club or group aircraft. Have obtained confirmation of the aircraft insurance cover as is required by Angel Flight.
5. At the time of signing this affirmation, I confirm there is currently in force liability insurance in respect of the aircraft I own and/or operate and that I shall ensure such liability insurance is in place in relation to any aircraft which I use or intend to use for the purposes of volunteering to fly passengers on private flight Angel Flight missions, and that such liability insurance covers third party personal/bodily injury or property damage, and any passengers aboard the said aircraft, which injury or damage may arise from, or be in any way related to, such flights, and that the total combined indemnity cover for each such aircraft which I may fly for this purpose be not less than AUD \$5 million (irrespective of whether I fly or intend to fly an aircraft owned and/or operated by me, or owned and/or operated by any other person or body). I further affirm that I will ensure such liability insurance is renewed and current in relation to the aircraft I use for each flight I undertake as a volunteer pilot for flights coordinated by Angel Flight, and will provide a copy of each renewed cover document to Angel Flight.
6. I am satisfied that it is appropriate and safe for me to undertake such flight in all the circumstances including the locations I intend flying from and to, the relevant forecast weather conditions and the aircraft I intend to fly.





## PILOT AFFIRMATION

7. If I fly under the Instrument Flight Rules, I have not less than 20 hours as PIC (not PICUS) on the aircraft type I intend to fly or similar; and 5 hours PIC on type in last twelve months or a proficiency check on that specific aircraft in last six months; or under the Visual Flight Rules not less than 10 hours as PIC (not PICUS) on type.
8. I undertake to advise Angel Flight of any change of status of any of these details, (except for hours flown), and of any change to my aviation medical or withdrawal/suspension of any of the privileges of my pilot licence/ratings/endorsements, by telephone and email, forthwith upon the change occurring.
9. I agree to report to Angel Flight within 24 hours any occurrence, incident or accident on any sector
10. 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.
11. As far as permitted by law, I agree that I will not hold Angel Flight Australia, its officers, employees or agents liable for any loss or damage (including personal injuries or death) I may suffer in connection with any request referred to me by Angel Flight Australia, including any such loss or damage as may arise out of the negligence of Angel Flight Australia, its officers, employees or agents.
12. During the course both of my induction to Angel Flight, and throughout my service of volunteering, I acknowledge that I will be provided with Angel Flight company documents, including Handbooks, Affirmations, Waivers, Codes of Conduct, induction training materials, safety management system information and from time to time, emails relating to the operation of Angel Flight. I accept and warrant that this information and material is owned by Angel Flight, and is of a confidential nature, and agree that I will not copy, disseminate, electronically or digitally forward or distribute these materials or information in any way to any person or organization.

**I understand that it is my sole responsibility and obligation to decline serving as pilot-in-command of any flight referred to me by Angel Flight Australia unless I am in compliance with the above undertaking at the time of the flight.**

---

Pilot Name (print)

---

Licence Number (ARN)

---

Signature

---

Date

---

Witness Name (print)

---

Witness Address

---

Signature

---

Date



## **CODE OF CONDUCT DRIVERS AND PILOT VOLUNTEERS:**

**As a volunteer (Driver and/or Pilot) for the organisation of Angel Flight Australia I agree that at all times when engaged on a volunteer mission I will:**

- Undertake tasks for Angel Flight in a safe and professional manner, ensuring adherence to the WHS & Child Protection policies and procedures. \*
- Document and report hazards and risks that I identify through the time I spend with Angel Flight.
- Not use mobile phones unless hands free whilst driving a vehicle through my mission as assigned to me.
- Refrain from alcohol or drug use while carrying out volunteer work for Angel Flight.
- Treat people with respect regardless of race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- Not use language or behaviour that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Not engage children in any form of sexual activity or acts, including paying for sexual services or acts.
- Ensure that another adult is present when working in the proximity of children.
- Not invite unaccompanied children into my home, unless they are at immediate risk of injury or physical danger.
- Not sleep close to unsupervised children.
- Not use any computers, mobile phones or video and digital cameras inappropriately, and will never exploit or harass children, or access child pornography.
- Refrain from physical punishment or discipline of children, or any other person.
- Immediately report concerns or allegations of child/ or any other abuse in accordance with the Angel Flight Child Protection Policy.
- Comply with all relevant legislation in the respect of working safely and working with and dealing with children, persons with a liability or any other person.
- During the course both of my induction to Angel Flight, and throughout my service of volunteering, I acknowledge that I will be provided with Angel Flight company documents, including Handbooks, Affirmations, Waivers, Codes of Conduct, induction training materials, safety management system information and from time to time, emails relating to the operation of Angel Flight. I accept and



## **CODE OF CONDUCT DRIVERS AND PILOT VOLUNTEERS:**

warrant that this information and material is owned by Angel Flight, and is of a confidential nature,  
and agree that I will not copy, disseminate, electronically or digitally forward or distribute these  
materials or information in any way to any person or organization.

I have read and understood this Code of Conduct and know what is required of me to ensure that I will abide by them at all  
times while I am in the organisation of Angel Flight.

\_\_\_\_\_  
Name (Please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### **CONFIDENTIAL HAZARD REPORT**



This form is a **confidential** means of reporting any concerns you may have about safety within Angel Flight. If you feel that you experienced or witnessed an event that was or was potentially unsafe, please complete the form and send it to the Safety Officer. By submitting a report, you will help identify unsound practices or facilities that may compromise the safety of our employees, volunteers or passengers. If you have any questions regarding this reporting system, please contact the Safety Officer.

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_ **LOCATION:** \_\_\_\_\_

**Describe the hazard:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Recommended corrective actions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**In your opinion, what is the worst possible outcome if this occurrence happened again?**

Catastrophic

Hazardous

Major

Minor

**In your opinion, what is the likelihood of this occurrence happening again?**

Probable

Unlikely

Remote

Extremely improbable

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)

**Name:** \_\_\_\_\_

(Your name will be kept confidential save as is required under compulsion of law)

Please provide your name so we can clarify any information you have submitted. Once the Safety Officer has investigated the report, this tear off strip will be returned to you with a brief report on what remedial action has been taken to prevent recurrence of this event. **No record of your name will be kept. Use the identification number for all communications with the Safety Officer.**

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)



**Angel Flight Australia**

**Earth Angel Handbook**



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## **Introduction**

The material listed in this handbook will help in explaining the procedures and services Angel Flight Australia offers the community, be it a local area or a larger geographical area. Angel Flight is not bound by location but rather by its resources and imagination.

This document is divided into eight parts, each concerning a different aspect of Angel Flight missions.

All drivers volunteering for Angel Flight missions are required to hold a current and valid driver's licence, to maintain the vehicle they will be using to conduct an Angel Flight drive in a registered and roadworthy condition and to hold a minimum of compulsory third party insurance.

We require all active Angel Flight volunteer drivers, existing and new, to provide by mail, fax or email the following:

Code of Conduct - Volunteers

Earth Angel Affirmation

A copy of current driver's licence (front and back).

It will be necessary for you to provide copies of a renewed licence as and when deadlines fall due.

## **Disclaimer**

This document is furnished as a guideline for general information and as suggestions to aid in the successful completion of a mission for Angel Flight Australia. It is not intended to be a set of hard and fast rules; however, it will help in making for a successful mission for both you and the passenger.

Angel Flight cannot and will not pressure volunteers to drive a mission that they do not want to accept, nor should drivers accept any mission that they feel uncomfortable with for whatever reason. It is the objective of this organisation to accommodate as many people as possible who need our services, within the scope of the Angel Flight charter and standards. Safety is our number one consideration.



As part of our obligations under Federal law, Angel Flight has implemented a Workplace Health and Safety Policy and a Child Protection Policy. A copy of these policies will be sent to you, and it is your responsibility to familiarise yourself with their content and your obligations as an Australian volunteer.

## **Passenger/Cargo**

### **Who and What Do We Carry?**

For eligible passengers, Angel Flight is contacted by medical professionals or social workers, and in some cases by the clergy, with a request to conduct a mission.

Only the Angel Flight Mission Co-ordinator's office, or their designee, may qualify (accept or reject) a submitted application for an Angel Flight mission.

Once the Mission Co-ordinator accepts a mission, then they will attempt to fulfil the request. At this point you, the driver, will be involved.

### **A Successful Angel Flight Mission**

An Angel Flight mission involves teamwork and co-ordination between the Angel Flight Co-ordinators, Pilots, Earth Angels, medical staff, and the passengers. As you can see, many different things must come together to make this a successful programme. Without you and your vehicle, this would not be possible. You are Angel Flight.



## **Mission Alerts**

All available missions are posted on our website, [www.angelflight.org.au](http://www.angelflight.org.au). Earth Angels must apply for missions online. When a Mission Co-ordinator schedules a mission, the Earth Angel may learn of the mission details as follows:

### **Voice Mail/Direct Phone Contact**

The mission co-ordination centre is contactable at all times and on any day on:-

Toll free: 1300 726 567 or 07 3620 8300.

### **Internet and E-mail**

The Internet address of the home page is [www.angelflight.org.au](http://www.angelflight.org.au). Follow the link to 'Upcoming drives' and click on the 'Details' link for each mission.

Our generic email address is: [mail@angelflight.org.au](mailto:mail@angelflight.org.au)

**NB:** Only drivers who have submitted a signed Affirmation Form, Codes of Conduct Forms and who have provided licencing evidence will be eligible to carry out an Angel Flight mission as a driver.



## **Before Accepting a Mission**

### **Vehicle**

Does your vehicle have the capacity to meet the requirements of the mission? Number of passengers, room for an approved child seat, wheelchair and luggage? NB: All states now require children under seven years old to be secured in an approved child safety seat. You are not required to provide such a seat and all passengers travelling with children under seven are advised that they must bring a suitable child seat with them. You can refuse passengers if the child seat is not provided.

### **Time Enroute**

The flight and drive times should meet the requirements of the passenger and has been estimated by the Mission Co-ordinator prior to posting the mission. If you believe insufficient time has been allowed, contact the co-ordinator to discuss.

### **Pilot – Helper**

Earth Angel requests to travel on flights as Pilot helpers are not always possible. Flights are organised for the benefit of those passengers referred by Health Professionals; often there are insufficient seats available, a pilot may not be returning to the same point as pick-up, or maximum take-off weight could be exceeded.

### **Type of Cargo or Passenger**

The Mission Details Form indicates the number and weight requirements for passenger and baggage as a guide.



## **Mission Details**

### **How to Interpret the Mission Details Form**

Before a flight, the Angel Flight office will fax or email you the Mission Details Form. This will confirm your status as the mission driver and provide to you the passengers' names, weights, phone numbers, pick-up times and airport or hospital and / or accommodation meeting details. If the mission involves connecting flights, the form will give details.

**Check your own contact details are correct, and be sure to take this form with you on the mission.** Make copies for your family and co-workers too so they can get messages to you, if necessary.

## **Preparations for a Mission**

### **Days Before a Mission**

Check the Mission Details Form for accuracy. Understand what is required of the driver and vehicle. Identify your contacts and confirm the schedule.

- passenger
- connecting pilot
- Airport meeting point
- special passenger/cargo needs
- Hospital or Accommodation meeting point

### **Be a Safe Driver**

Be competent. The release form signed by your passengers shows that they recognise the gains and risk. Act in a reasonable manner and be able to show that you know what you are doing.

### **Maintain Adequate Insurance**

As of August, 2012, Angel Flight requires a minimum of compulsory third party insurance. Please check that your policy is current.

### **Maintain Your vehicle**

You should keep your vehicle registered and in a roadworthy condition and will need to confirm that this is so when applying for a mission.





## **At the Airport, Hospital or Accommodation Before Departure**

### **Prepare the Passenger for the Trip**

When you meet your passenger, introduce yourself and confirm with them that your destination tallies with theirs. Sometimes accommodation arrangements may have been changed without our knowledge.

### **Last Minute Changes**

Sometimes the best of plans must be changed. Due to the nature of light aircraft operations it may from time to time be necessary to change pilots, aircraft or departure / arrival times. In extreme circumstances commercial flights may have to be arranged by the Mission Co-ordinator at short notice and this will generally require a change of airport. You may be asked by a co-ordinator if you are still happy to take a drive under these circumstances, however you are not obliged and will never be coerced into doing so.

### **Typical Causes for a Mission Change**

Reasons for changes could include weather, passenger's condition, appointment times, and/or date rescheduled, pilot and aircraft circumstances, or destination issues. Sometimes there is not one big reason for the change, but several little reasons. Sometimes things are just 'not right' for a safe, legal and on time mission.

## **During the Mission**

### **Passenger Comfort**

Remember that our passengers are often feeling under the weather when they board a flight or get into your vehicle. Many of them have been undergoing treatments such as chemotherapy for cancer. These treatments can cause nausea. Please do your best to make them feel comfortable.

- Keep air vents open if temperature permits. Don't wear cologne, aftershave, or even scented deodorant. And if you have packed a nice lunch of Limburger cheese, sardines and onions, maybe you ought to keep it wrapped up until you drop the passenger off.
- Avoid abrupt manoeuvres and rapid acceleration or hard braking wherever possible.



### **Who and How to Contact Enroute**

If you need to contact Angel Flight or your pilot partners during the mission, use your mobile phone. Drivers should notify the Angel Flight office and/or pilot of any changes or delays in the mission status. For example:

- a significant delay in your arrival time due to traffic congestion
- problems with your vehicle
- or the passenger's appointment runs overtime.

### **Delivering the Passenger or Cargo**

Make sure that the passenger's pilot has arrived or is on the way before you leave. If you are delivering cargo (for instance blood), make sure that it is unloaded promptly and cared for properly.

### **Concluding the Mission**

Commencing in July 2012, Angel Flight initiated an Earth Angel Recognition Program, whereby a BP Fuel Gift Card is posted to acknowledge the wonderful and generous help Earth Angels have given to Angel Flight, and to our needy passengers.

It is our hope to be able to continue with this recognition gift for each and every Earth Angel volunteer into the future.

The time, the expense and the caring of Earth Angels is absolutely vital to the positive experiences of our passengers. They are so often lonely and frightened in a strange city, facing difficult and often worrying medical treatment. To have you, a smiling and reassuring face, to give assistance and caring company is of value you can only start to imagine.

We are very pleased to be able to recognise your efforts in a more tangible way.

### **Reimbursement or Remuneration for Mission**

Passengers may, and sometimes do, offer to reimburse you for your assistance. DO NOT accept any reimbursement or remuneration in kind for the trip, as this will endanger Angel Flight Australia's status with both the ATO and CASA.



## **Angel Flight Frequently Asked Questions**

Thanks for your interest in Angel Flight. It tells us that, like us, you are interested in helping your fellow citizens by utilising your time and vehicle. The satisfaction that comes from a mission completed driving an adult with cancer, for example, who is seeking a cure through an experimental drug or a three year old child whose nose requires surgery every three months, is the kind of satisfaction that cannot be described. You will know it once you have completed an Angel Flight mission.

### **Who Are We?**

We are a non-profit, charitable organisation of pilots and drivers who donate their time, skill, their aeroplanes or vehicles, and also the cost of operating them to provide transportation, without charge, for people in need.

### **Financial Support**

Angel Flight is financially supported primarily by our pilots and drivers who conduct the missions (by donating the use of their aeroplanes or vehicles and operating expenses), and by contributions from individuals, service clubs, social groups and corporations. We receive no financial aid from any government entity.

### **Who Co-ordinates Missions and How?**

Angel Flight has four Mission Co-ordinators arranging flights nationwide. Nearly all missions are co-ordinated by email, phone and/or fax. On the average, it takes between 15 and 25 phone calls to set up a single mission. Locating an available driver can sometimes be onerous. Besides the pilot, driver and passenger, there are a number of other people who are often involved and they need to be contacted for various reasons. These include the referring physician, the passenger's social services caseworker, the treating clinic's social services person and the treating physicians.

### **Do Passengers Ever Require Assistance?**

Angel Flight does not normally accept passengers who need assistance in flight. However, if we do, we insist that the passenger have an attendant. If the passenger is a child, you can expect that the mother, father or other companion will accompany the child. Mission participants are always informed about such situations when they are asked to accept a mission.



### **What About Liability?**

Passengers are required to sign a liability release form before boarding the flight. In case of minors, a guardian is required to execute a release form on behalf of the minor.

### **How are the Earth Angels Selected for Missions?**

Missions can be undertaken by Earth Angels who have volunteered for that Mission from the listing on the website and whose documentation is up to date. If it is a Mission on short notice, or one that has not been 'claimed' by anyone, then the Angel Flight Co-ordinator may contact suitable Earth Angels and assign it to the first volunteer(s).

### **How often will I be Expected to Drive a Mission?**

All Earth Angels are volunteers, and it depends on the passenger's requirements for the area in which you live. Ideally, we would like every Earth Angel to drive at least two missions a year, but this is entirely at your discretion.

### **Does Angel Flight Insure Passengers and Vehicles While Conducting a Mission?**

It is unnecessary for Angel Flight to provide insurance for missions conducted by its member pilots and Earth Angels. Since there is nothing special about voluntarily flying or driving an ambulatory person from an airport, Hospital or accommodation to another, a driver's normal insurance arrangement should be satisfactory. We urge you, however, to discuss Angel Flight drives with your insurance representative.

### **Are there any other obligations as an Earth Angel?**

You will be expected to familiarise yourself with the Angel Flight Workplace Health and Safety and Child Protection Policies, copies of which will be provided to you and to adhere to these policies at all times. An Affirmation Form and Codes of Conduct Forms will also be sent to you for signature and return along with a copy of your current driver's licence (front and back).

### **Who Manages Angel Flight?**

As a non-profit corporation we have a minimum of paid personnel with six full time staff, everything else is contributed by volunteers.



**Contact Us:**

For More Information Contact:

Angel Flight Australia

Toll free: 1300 726 567

Tel: 07 3620 8300

Fax: 07 3852 6646

Email: [mail@angelflight.org.au](mailto:mail@angelflight.org.au)

Website: [www.angelflight.org.au](http://www.angelflight.org.au)

Address: PO Box 421, Fortitude Valley Qld 4006



## **CODE OF CONDUCT DRIVERS AND PILOT VOLUNTEERS:**

**As a volunteer (Driver and/or Pilot) for the organisation of Angel Flight Australia I agree that at all times when engaged on a volunteer mission I will:**

- Undertake tasks for Angel Flight in a safe and professional manner, ensuring adherence to the WHS & Child Protection policies and procedures. \*
- Document and report hazards and risks that I identify through the time I spend with Angel Flight.
- Not use mobile phones unless hands free whilst driving a vehicle through my mission as assigned to me.
- Refrain from alcohol or drug use while carrying out volunteer work for Angel Flight.
- Treat people with respect regardless of race, colour, sex, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- Not use language or behaviour that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Not engage children in any form of sexual activity or acts, including paying for sexual services or acts.
- Ensure that another adult is present when working in the proximity of children.
- Not invite unaccompanied children into my home, unless they are at immediate risk of injury or physical danger.
- Not sleep close to unsupervised children.
- Not use any computers, mobile phones or video and digital cameras inappropriately, and will never exploit or harass children, or access child pornography.
- Refrain from physical punishment or discipline of children, or any other person.
- Immediately report concerns or allegations of child/ or any other abuse in accordance with the Angel Flight Child Protection Policy.
- Comply with all relevant legislation in the respect of working safely and working with and dealing with children, persons with a liability or any other person.
- During the course both of my induction to Angel Flight, and throughout my service of volunteering, I acknowledge that I will be provided with Angel Flight company documents, including Handbooks, Affirmations, Waivers, Codes of Conduct, induction training materials, safety management system information and from time to time, emails relating to the operation of Angel Flight. I accept and



## **CODE OF CONDUCT DRIVERS AND PILOT VOLUNTEERS:**

warrant that this information and material is owned by Angel Flight, and is of a confidential nature,  
and agree that I will not copy, disseminate, electronically or digitally forward or distribute these  
materials or information in any way to any person or organization.

I have read and understood this Code of Conduct and know what is required of me to ensure that I will abide by them at all  
times while I am in the organisation of Angel Flight.

\_\_\_\_\_  
Name (Please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## *Angel Flight Volunteer Driver Questionnaire*

The following information from the Driver Handbook, Pilot affirmation and Code of conduct. You will to complete this questionnaire to be able to conduct your first Angel Flight drive.

### 1. Question

#### Passenger Screening

The coordination team handles the intake of requests for charitable flight, which come over the phone, on the website, through email and from social media sites. Flight may be requested by:

- ☐ A medical professional
- ☐ The passenger him or herself
- ☐ A friend of the passenger
- ☐ Any of the above

### 2. Question

#### Finding Available mission

Which of the following are ways of finding out about available missions in your areas?

- ☐ Check the upcoming mission billboard
- ☐ Call the office
- ☐ Reply to mission alerts
- ☐ All the above

### 3. Question

#### Cancelling a mission

Angel Flight will contact you the day before your mission to ensure that you have received all details for your drive and ensure that there are no current questions or concerns from your end. If on the day of your drive an unforeseen event has occurred, and you are no longer able to conduct the drive who do you contact?

- ☐ Call the Angel Flight office to inform the coordinator of the changes
- ☐ Wait for Angel Flight to call you once the passenger has informed them their driver has not arrived for a scheduled drive

### 4. Questions

#### Car insurance

What type of insurance should you hold to be a volunteer Angel Flight driver?

- ☐ Compulsory third-party insurance
- ☐ Full comprehensive insurance
- ☐ Insurance isn't required to be an Angel Flight driver

## *Angel Flight Volunteer Driver Questionnaire*

### 5. Question

#### Car seat

By law All states now require children under seven years old to be secured in an approved child safety seat. Who is to supply this safety seat?

- ☐ Angel Flight
- ☐ The passenger's carer or guardian
- ☐ The driver

### 6. Question

#### Time EnRoute

All flight and drive times should meet the requirements of the passenger and have been calculated by the flight coordinator. If you believe insufficient time has been allowed who should you contact?

- ☐ The passenger
- ☐ The Angel Flight office
- ☐ Don't tell anyone and arrive at the destination late

### 7. Question

#### Registration and Roadworthy

Is it mandatory to have a current Roadworthy and for your vehicle to be registered before you conduct an Angel Flight drive?



## DRIVER AFFIRMATION

I undertake not to act as Driver for any request referred to me by Angel Flight Australia unless at the time of each such request:

1. I:

- A) hold a valid and current Australian State/Territory open motor vehicle drivers' licence for the type of vehicle I will use for the Angel Flight request;
- B) have not been convicted, nor found guilty of, a criminal offence;
- C) have not ever been convicted of, nor found guilty of, any offence relating to a child.
- D) Hold a valid and current Working with Children Check enabling me to work with children and young people in the State of New South Wales. I have notified the NSW commission for Children and Young People that I will now be undertaking volunteer drives on behalf of Angel Flight using my existing Working with Children Check, OR I have applied for a Working with Children Check enabling me to work with children and young people in the State of New South Wales stating I will be undertaking volunteer drives on behalf of Angel Flight.

To update your details call the NSW commission for Children and Young People on 02 9286 7276 or edit your details online <https://wwwcheck.ccyp.nsw.gov.au/Applicants/ChangeOfDetails>

\*\*Apply for a working a Working with Children Check <https://wwwcheck.ccyp.nsw.gov.au/Applicants/Application#>

2. The motor vehicle I intend to drive:

- A) is registered;
- B) is roadworthy;
- C) has Compulsory Third Party Insurance to the minimum required within the State of operation;
- D) can legally carry the number of passengers required for the Angel Flight request.

3. I undertake to observe all traffic rules and regulations and operate the vehicle safely during Angel Flight requests.

4. As far as permitted by law, I agree that I will not hold Angel Flight Australia, its officers, employees or agents liable for any loss or damage (including personal injuries or death) I may suffer in connections with any request referred to me by Angel Flight Australia, including any such loss or damage as may arise out of the negligence of Angel Flight Australia, its officers, employees or agents.

5. I agree to advise Angel Flight Australia of any change in my circumstances that may affect my ability to safely drive.

6. 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.

7. During the course both of my induction to Angel Flight, and throughout my service of volunteering, I acknowledge that I will be provided with Angel Flight company documents, including Handbooks, Affirmations, Waivers, Codes of Conduct, induction training materials, safety management system information and from time to time, emails relating to the operation of Angel Flight. I accept and warrant that this information and material is owned by Angel Flight, and is of a confidential nature, and agree that I will not copy, disseminate, electronically or digitally forward or distribute these materials or information in any way to any person or organization.

Driver Name

Drivers Licence Number

Expiry Date

Signature

Date



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Drivers Licence Number \_\_\_\_\_

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- C) have not ever been convicted of, nor found guilty of, any offence relating to a child.
- D) Hold a valid and current Working with Children Check enabling me to work with children and young people in the State of South Australia. I have notified the Department of Human Services South Australia that I will now be undertaking volunteer drives on behalf of Angel Flight using my existing Working with Children Check, OR I have applied for a Working with Children Check enabling me to work with children and young people in the State of South Australia stating I will be undertaking volunteer drives on behalf of Angel Flight.

☐ Call the Department of Human Services South Australia 1300 321 592 to advise you are volunteering for Angel Flight OR  
☐ Apply for a Working with Children Check <https://screening.sa.gov.au/applications/application-information-for-individuals>

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Drivers Licence Number \_\_\_\_\_

Expiry Date \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_



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- B) have not been convicted, nor found guilty of, a criminal offence;
- C) have not ever been convicted of, nor found guilty of, any offence relating to a child.
- D) Hold a valid and current Working with Children Check enabling me to work with children and young people in the State of Victoria. I have notified the Department of Justice Victoria that I will now be undertaking volunteer drives on behalf of Angel Flight using my existing Working with Children Check, **OR** I have applied for a Working with Children Check enabling me to work with children and young people in the State of Victoria stating I will be undertaking volunteer drives on behalf of Angel Flight.

Call the Department of Justice Victoria 1300 652 879 to advise you are volunteering for Angel Flight or edit your details online at <http://www.workingwithchildren.vic.gov.au/home/cardholders/update+your+details/>

Apply for a Working with Children Check <https://online.justice.vic.gov.au/wwwccu/onlineapplication.do>

- When asked about **organisation details** "Do you know which specific organisation(s) you will be doing paid and/or volunteer child-related work for?" please select 'yes' and submit the details for Angel Flight.
- When asked about **occupational work codes** "List the area(s) of child-related work in which you do, or intend to, work and/or volunteer in" please select **code 40** (Counselling or other support services for children)

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Driver Name: .....

Working with Children Check Card No: ..... Expiry Date: .....

Driver Licence Number: ..... Expiry Date: .....

Signature: ..... Date: .....

## **CONFIDENTIAL HAZARD REPORT**



This form is a **confidential** means of reporting any concerns you may have about safety within Angel Flight. If you feel that you experienced or witnessed an event that was or was potentially unsafe, please complete the form and send it to the Safety Officer. By submitting a report, you will help identify unsound practices or facilities that may compromise the safety of our employees, volunteers or passengers. If you have any questions regarding this reporting system, please contact the Safety Officer.

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_ **LOCATION:** \_\_\_\_\_

**Describe the hazard:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Recommended corrective actions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**In your opinion, what is the worst possible outcome if this occurrence happened again?**

Catastrophic

Hazardous

Major

Minor

**In your opinion, what is the likelihood of this occurrence happening again?**

Probable

Unlikely

Remote

Extremely improbable

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)

**Name:** \_\_\_\_\_

(Your name will be kept confidential save as is required under compulsion of law)

Please provide your name so we can clarify any information you have submitted. Once the Safety Officer has investigated the report, this tear off strip will be returned to you with a brief report on what remedial action has been taken to prevent recurrence of this event. **No record of your name will be kept. Use the identification number for all communications with the Safety Officer.**

**Identification Number:** \_\_\_\_\_ (Assigned by the Safety Officer)