

31 October 2024

Ms Abigail Smith
Senior Solicitor to his Honour Judge Cain, State Coroner
Coroners Court of Victoria
65 Kavanagh St
SOUTHBANK VIC 3006

By email: cpuresponses@coronerscourt.vic.gov.au

Dear Ms Smith

Mangalore Aircraft Accident - Coronial Inquest LC COR 2020 000950

1. I refer to his Honour Judge Cain's Finding with inquest into the Mangalore Aircraft Accident dated 31 July 2024. The finding included six recommendations made under section 72(2) of the *Coroners Act 2008* (Vic) (**the Act**). Recommendations 2 and 3 were directed to Airservices Australia (**Airservices**).
2. Pursuant to section 72(3) of the Act, Airservices is required to provide a written response to the recommendations. In accordance with section 72(4) of the Act, the response must specify a statement of action that has been, is, or will be taken in relation to the Coroner's recommendations.
3. Under the subheadings below, we have outlined the actions in respect of the Coroner's Recommendation 2 and 3.

Recommendation 2

4. The Coroner's Recommendation 2 is as follows:

'Airservices, in anticipation of harmonisation of operating requirements for Brisbane ATSC and Melbourne ATSC, provide additional training to ATCs on managing and responding to STCAs within 5 nautical miles of aerodromes with similar aircraft movements to Mangalore.'

5. Airservices has implemented a series of actions that respond to Recommendation 2 and is undertaking further actions as set out below.
6. Following the accident, Airservices undertook a series of actions to strengthen the training of air traffic controllers (**ATCs**) in managing similar situations. The actions included:
 - (a) Creating a Focus Area on Safety Alerts and Traffic Avoidance advise during any subsequent Unit Review. A Focus Area is where Airservices Air Traffic Management Standards Team focuses on specific areas in training which the organisation considers an increased risk and require monitoring.
 - (b) Including the *Human Performance Model* as part of our 2020/21 Financial Year Mandatory Training. The *Human Performance Model* provides a framework that articulates the interplay between cognitive processes, memory, technology and risk management in air traffic control service delivery;
 - (c) including a Focus Area in all assessments on an ATCs response to a STCA. ATCs undergo assessments within six months of their last assessment or when obtaining an endorsement or to regain currency;
 - (d) including a unit on *Effective Scanning* in the ATS Mandatory Training Plan for Financial Year 2020/21.

7. In addition to the above, the further action Airservices is undertaking is a current project to standardise STCA's to lower the STCA floor to the surface and extending it to F999, and enabling inhibition areas around specific aerodromes which will be between the surface and 1500FT AGL and 10NM radius. Airservices expects that the changes will be implemented in March 2025.

Recommendation 3

8. The Coroner's Recommendation 3 is as follows:

'Airservices should consider providing additional training to current and prospective Air Traffic Controllers on the use of velocity vectors in Class G airspace. It is a matter for Airservices to determine how this training is developed and facilitated.'

9. Airservices has implemented actions that respond to Recommendation 3 and is undertaking further actions as set out below.
10. The use of velocity vectors in Class G does not vary from the way it's used in Controlled Airspace. Trainee (prospective) controllers are taught how to use these system tools as part of initial training. Specifically, this is covered within *Phase 1b HMI Surveillance* of initial training.
11. When trainee controllers progress to in the field training, they are taught how to use these tools again. The initial and renewal assessments observe the ATC's use of these tools to ensure it is appropriate.
12. In addition to the above, Airservices will implement the Coroner's Recommendation 3 by assigning Mandatory Training on the use of System Tools to all Active Air Traffic Controllers. Mandatory Training is a regulatory requirement which is to be conducted annually to cover "knowledge and skills which are essential, but infrequently or rarely used (e.g. abnormal and emergency operations, degraded equipment modes, contingency plan implementation)".
13. As set out in paragraph 1.3 of the Report, the investigation examined:
- (a) the decision making in relation to the provision of traffic information;
 - (b) whether service provision was consistent with documented procedures, local and national practices; and
 - (c) whether pilot broadcasts were in accordance with the requirements of AIP.
14. In accordance with the requirements of clause 13.5.2 of the Investigation Procedure, interviews were conducted with relevant personnel within Airservices, including other Alpine Group air traffic controllers.
15. Further, as required by clause 14.2.1 of the Investigation Procedure, the draft report is required to be provided to relevant subject matter experts and stakeholders for comment prior to the draft report being finalised. This was completed as required by the Investigation Procedure and further details regarding the subject matter expert and stakeholder analysis is set out below.

Yours sincerely,

Terry Fulton
Head Airspace Services
Airservices Australia