

EMERGENCY CONTACTS

FOR PILOTS INVOLVED IN AN ACCIDENT, INCIDENT OR OPERATIONAL EVENT

INITIAL CONTACTS

1. NOTIFY YOUR COMPANY

EXPRESS FREIGHTERS AUSTRALIA

Qantas IOC - see below for details

Chief Pilot and Head of Flying Operations

(Capt Richard Hardonin)

Tel: +61 (0)434 605 563 / +61 3 8336 4049

Deputy Chief Pilot (Allison Rafei)

Tel: +61(0)421 829 116

JETSTAR AIRWAYS

Jetstar Operations Control Centre (JOCC)

Tel: 1800 819 307 (*within Australia*)

Tel: +61 3 8628 3554 (*outside Australia*)

NATIONAL JET SYSTEMS

**Regional Operations Centre (ROC)
Operations Control**

Tel: +61 2 9691 2327

Head of Flying Operations/Chief Pilot (Peter O'Higgins)

Tel: +61 (0)419 889 946

NETWORK AVIATION AUSTRALIA

Regional Operations Control Centre

Tel: 1300 551 535

Option 2 *then* Option 1

Chief Pilot & General Manager Flight Operations
(Evan Bartlett)

Tel: +61 (0)417 746 468

QANTAS AIRWAYS

Qantas Integrated Operations Centre (IOC)

Tel: +61 2 9669 1132 (Hotline)

Tel: +61 2 9691 1964 (Domestic)

Tel: +61 2 9691 1961 (International)

IOC Dispatch Duty Manager

Tel: +61 2 9691 1320

Duty Security Controller

Tel: +61 2 9691 1818

Fleet Safety Captain (Capt Debbie Slade)

Tel: +61 2 9691 1342

QANTASLINK

During operational hours (0415 to 2100 AEST), contact:

**Regional Operations Centre (ROC)
Operations Control**

Tel: +61 2 9691 2327

Outside operational hours, contact:

ROC Supervisors (Duty Managers)

Tel: +61 2 9691 2326 (24 hours)

Head of Flying Operations & Chief Pilot (Nick Collie)

Tel: +61 (0)409 548 726

On-Call Duty Pilot

Tel: 1800 187 770

2. CALL THE HOTLINE

AIPA

+61 2 8307 7788 (24 hours)

Call AIPA immediately if you are involved in an aircraft accident or serious incident at any place to obtain advice and assistance.

If outside Australia and unable to reach AIPA, call IFALPA (below).

IFALPA

+44 1 202 653 110 (24 hours)

or the local IFALPA Member Association

If, for any reason, you are unable to make an international call, contact the nearest Australian Consulate (**see International Contacts**), advise them of the problem and ask them to contact AIPA.

INTERNATIONAL CONTACTS

CANADA

IFALPA Member Association

Air Line Pilots Association – Canada (ALPA-C)

Air Line Pilots Association, International

360 Albert Street, Suite 1715,

Ottawa, Ontario K1R7X7 Canada

Emergency: +1 202 797 4180 (24 hours)

Tel: +1 877 373 3131

Australian Consulate

Suite 2050 - 1075 West Georgia St,

Vancouver BC V6E 3C9 Canada

Tel: +1 604 694 6160

CHILE

IFALPA Member Association

Asociación de Pilotos de Chile (ASPOCH)

Padre Mariano 103 Oficina 405,

Providencia, Santiago de Chile, Chile

Emergency: +56 2 273 5948

Tel: +56 2 236 0419

Australian Embassy

Isidora Goyenechea 3621, 13th Floor

Las Condes, Santiago de Chile, Chile

Tel: + 56 2 2550 3500

CHINA

IFALPA Member Association (China)

China Airline Pilots' Association (ChALPA)

No. 157 Dong Si Street West, Office 905

Beijing 100010, China (People's Republic of)

Emergency: +86 139 060 180 84

Tel: +86 10 8400 1503

Australian Consulate-General (Shanghai)

Level 22, Citic Square, 1168 Nanjing West Road

Shanghai 200041, China (People's Republic of)

Tel: +86 21 2215 5200

IFALPA Member Association (Hong Kong)

Hong Kong Air Line Pilots Association (HKALPA)

5/F Daily House, 35-37 Haiphong Road, Tsim Sha Tsui,

Kowloon, Hong Kong SAR, China (People's Republic of)

Emergency: +852 2736 0491 (24 hours)

Tel: +852 2736 0362

Australian Consulate-General (Hong Kong)

23/F Harbour Centre, 25 Harbour Road, Wan Chai,

Hong Kong SAR, China (People's Republic of)

Tel: +852 2827 8881

COOK ISLANDS

IFALPA Member Association

No IFALPA MA

Australian High Commission

1st floor, Philatelic Bureau Building, Takuvaine Rd,

Avarua, Rarotonga

Tel: +682 73379

FIJI

IFALPA Member Association

Fiji Air Line Pilots Association (FALPA)

Lot 6, Queens Road, Martintar, Nadi, Fiji

Emergency: +679 672 5605

Emergency (Mobiles): +679 943 3134/867 3014

Tel: +679 672 5605

Australian High Commission

37 Princes Rd (Tamavua), Suva, Fiji

Tel: +679 338 2211

INDIA

IFALPA Member Association

Airline Pilots' Association – India (ALPA-India)

c/o IPG 1st Floor, Old Transport Building, Near Operations

Department, Old Airport, Kalina, Santacruz-East, India

Emergency: +91 80 6999 0237

Tel: +91 22 2615 7428

Australian High Commission (New Delhi)

No. 1/50 G Shantipath (Gate 1), Chanakyapuri,

New Delhi, India 110021

Tel: +91 11 4139 9900

Australian Consulate-General (Bengaluru)

The Ritz-Carlton, 99 Residency Road, Bengaluru,

Karnataka 560025 India

Tel: +91 11 4910 5960

INDONESIA

IFALPA Member Association

Ikatan Pilot Indonesia (APG)

Gedung Garuda Sentra Operasi,

Soekarno-Hatta Intl. Airport, Jakarta 19110 Indonesia

Tel: +62 21 559 0447

Tel: +62 21 550 1717 x 2102

Australian Embassy (Jakarta)

Jalan Patra Kuningan Raya Kav. 1-4

Jakarta Selatan 12950 Indonesia

Tel: +62 21 2550 5555

Australian Consulate-General (Bali)

Jalan Tantular, No. 32,

Renon, Denpasar, Bali 80234 Indonesia

Tel: +62 361 2000 100

ITALY

IFALPA Member Association

Associazione Nazionale Professionale Aviazione Civile (ANPAC)
Via A. Mantegna, 8
00054 Fiumicino, Rome, Italy
Emergency: +39 347 782 8228 / +39 392 681 6695
Tel: +39 066 519 151

Australian Embassy

Via, Antonio Bosio 5
Rome 00161, Italy
Tel: +39 06 852 721

JAPAN

IFALPA Member Association

Air Line Pilots' Association of Japan (ALPA Japan)
Phoenix Bldg. 5-11-4 Haneda
Ota-ku, Tokyo 144-0043 Japan
Emergency: +81 (0)3 5735 5061
Tel: +81 (0)3 5705 2770
Tel: +81 (0)90 4932 9503 (Capt. Tateno)

Australian Embassy (Tokyo)

2-1-14 Mita, Minato-ku
Tokyo 108-8361 Japan
Tel: +81 3 5232 4111

Australian Consulate General (Osaka)

Twin 21 MID Tower, 16th Floor, 2-1-61, Shiromi, Chuo-ku
Osaka 540-6116 Japan
Tel: +81 6 6941 9271 (switchboard)
Tel: +81 6 6941 9448 (Consular Section direct number)

KOREA

IFALPA Member Association

Air Line Pilots' Association of Korea (ALPA-K)
11th Floor, 294 Banghwa-daero
Gangseogu, Seoul, Republic of Korea 07599
Emergency: +82 10 2282 2297
Tel: +82 2 2262 2297

Australian Embassy

19th Fl, Kyobo Building, 1 Jongro-1-Ga, Jongro-Gu
Seoul 110-714 Korea (Republic of)
Tel: +82 2 2003 0100

NEW CALEDONIA

IFALPA Member Association

Syndicat National des Pilotes de Ligne (SNPL)
Roissypole Le Dôme, 5, rue de La Haye
CS 19955 Tremblay in France, 95733
Roissy Charles De Gaulle Cedex
Emergency: +33 1 4989 24 00
Tel: +33 1 49 89 24 00

Australian Consulate-General

Immeuble Norwich, 2nd floor
11 rue Georges Baudoux, Artillerie, 98800
Noumea, New Caledonia
Tel: +687 272 414

NEW ZEALAND

IFALPA Member Association

New Zealand Air Line Pilots' Association (NZ-ALPA)
14 Amelia Earhart Avenue, Auckland Airport 2022,
Mangere, New Zealand
Emergency: 0800 692 572 (24 hours) / +64 9255 1500
Tel: +64 21 974 779

Australian High Commission (Wellington)

72-76 Hobson Street, Thorndon
Wellington, New Zealand
Tel: +64 4 473 6411

Australian Consulate-General (Auckland)

Level 7 HSBC Tower, 186-194 Quay Street
Auckland, New Zealand
Tel: +64 9 921 8800

PAPUA NEW GUINEA

IFALPA Member Association

Papua New Guinea Air Pilots Association (PNGAPA)
Tel: +61 7 4661 3020
Tel: +61 (0)447 787 900

Australian High Commission

Godwit Road (Waigani), Port Moresby NCD
Papua New Guinea
Tel: +675 7090 0100

PHILIPPINES

IFALPA Member Association

No IFALPA MA
Australian Embassy
Level 23-Tower 2, RCBC Plaza, 6819 Ayala Avenue
(Makati City), Manila, Philippines
Tel: +63 2 7757 8100

SAMOA

IFALPA Member Association

No IFALPA MA
Australian High Commission
Beach Road, Apia, Samoa
Tel: +685 23 411

SINGAPORE

IFALPA Member Association

Air Line Pilots Association Singapore (ALPA-S)
SIA Training Centre, SIN-CCB-AX1,
720 Upper Changi Road East, Singapore 486852
Emergency: +65 9072 5727
Tel: +65 6540 3400
Tel: +65 6545 0207
Tel: +65 6542 3844

Australian High Commission

25 Napier Road, Singapore 258507
Singapore
Tel: +65 6836 4100

SOLOMON ISLANDS

IFALPA Member Association

No IFALPA MA
Australian High Commission
Cnr Hibiscus Ave & Mud Alley
Honiara, Solomon Islands
Tel: +677 21 561

SOUTH AFRICA

IFALPA Member Association

Airline Pilots' Association – South Africa (ALPA-SA)
Emergency: +27 83 801 6571

Australian High Commission

292 Orient Street, Arcadia,
Pretoria 0083, South Africa
Tel: +27 12 423 6000

TIMOR-LESTE

IFALPA Member Association

No IFALPA MA
Australian Embassy
Rua Martires da Patria, Dili
Timor-Leste
Tel: +670 3322 111

THAILAND

IFALPA Member Association

Thai Pilots' Association (THAIPA)
3rd Floor, 5th Building, Thai Airways Int'l Head Office,
89 Vibhavadi Rangsit Road, Bangkok 10900 Thailand
Emergency: +66 88 858 8825
Tel: +66 2 545 4046
Tel: +66 81 813 5968

Australian Embassy (Bangkok)

181 Wireless Road, Bangkok 10330 Thailand
Tel: +66 2 344 6300

Australian Consulate-General (Phuket)

6th Floor, CCM Complex,
77/77 Charlermprikat Rama 9 Road (Bypass Road)
Phuket Province, 83000 Thailand
Tel: +66 76 317 700

TONGA

IFALPA Member Association

No IFALPA MA
Australian High Commission
Salote Road, Nuku'Alofa, Tonga
Tel: +676 23 244

UNITED KINGDOM

IFALPA Member Association

British Airline Pilots Association (BALPA)
BALPA House, 5 Heathrow Boulevard, 278 Bath Road
West Drayton, United Kingdom
Emergency: +44 (0) 208 476 4099 (24 hours)
Tel: +44 (0) 208 476 4000

Australian High Commission

Australia House, The Strand
London WC 2B 4LA United Kingdom
Tel: +44 20 7379 4334

UNITED STATES OF AMERICA

IFALPA Member Association

Air Line Pilots Association, International (US-ALPA)
1625 Massachusetts Avenue, NW
Washington DC 20036 United States of America
Emergency: +1 703 892 4180 (24 hours)
Tel: +1 703 689 2270

Australian Consulate-General (Honolulu)

Penthouse, 1000 Bishop Street
Honolulu 96813 United States of America
Tel: +1 808 529 8100

Australian Consulate-General (Houston)

3009 Post Oak Blvd, Suite 1310
Houston TX 77056 United States of America
Tel: +1 832 962 8420

Australian Consulate-General (Los Angeles)

Century Plaza Towers - 31st Floor, 2029 Century Park
East, Century City,
Los Angeles CA 90067 United States of America
Tel: +1 310 229 2300

Australian Consulate-General (New York)

150 East 42nd Street, 34th Floor
New York NY 10017-5612 United States of America
Tel: +1 212 351 6500 (24 Hours)

Australian Consulate-General (San Francisco)

575 Market Street, Suite 1800 (18th Floor)
San Francisco CA 94105-2815 United States of America
Tel: +1 415 644 3620

VIETNAM

IFALPA Member Association

No IFALPA MA
Australian Consulate-General
20th Floor, Vincom Center, 47 Ly Tu Trong Street,
District 1, Ho Chi Minh City, Vietnam
Tel: +84 28 3521 8100

FOR MORE INFORMATION ON MEMBERSHIP:

+61 2 8307 7777
members@aipa.org.au
aipa.org.au or scan the code

