



Aviation Client Case Study

VIRGIN AUSTRALIA

2025

CLIENT PROFILE

Virgin Australia (Virgin) is Australia's second biggest airline, with flights serving multiple domestic and international destinations. Headquartered in Queensland, Virgin is known for its diverse operations, serving 33 Australian destinations from fleet hubs in Brisbane, Melbourne, and Sydney.

In 2024, Virgin and Presage Group Inc. (Presage) engaged in an agreement to launch a go-around decision-making and execution (GADM&E™) study to **research and analyze the psychology behind why flight crews may or may not decide to execute a go-around** per Company policy.



Working with the Presage team has been a great experience. Their deep understanding of both Flight Operations and human behavior is unquestionable.

- Luke Van Dongen, Base Manager/Senior Training Captain



OVERALL GOAL

To optimize pilot risk and safety awareness by enhancing policies, procedures and training.

OBJECTIVES:

- 1 Examine differences in pilot decision-making for two distinct groups those who continued to land those who executed a go-around
- 2 Examine pilots' "mental model" of what defines a lower decision gate to safely initiate a go-around
- 3 Examine pilots' and flight operations managers' knowledge of and agreement with their airline's GA policy



METHODS

The GADM&E™ questionnaire designed for Virgin collected both quantitative and qualitative data, leveraging Presage IP, which includes an in-depth assessment of pilots' situational awareness and risk management, and evaluation of organizational culture and engagement. The six phases of the project are outlined below:

Phase 1	Develop and deploy GADM&E questionnaire to VA pilots
Phase 2	Data analysis and report of findings delivered
Phase 3	Operationalize recommendations through working groups
Phase 4	Simulator trials for validation testing
Phase 5	Training program development and implementation
Phase 6	Post-fleet implementation testing



KEY THEMES





RESULTS

Leveraging Presage IP regarding the nine facets of situational awareness related to pilots' risk assessment and decision-making, we evaluated two groups of pilots: those who elected to continue to land and those who executed a go-around manoeuvre. Results showed differences between the two groups across elements of situational awareness, informing policies and Standard Operating Procedures moving forward.

OTHER FINDINGS



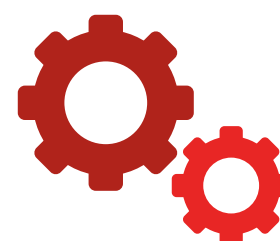
CREWS SUPPORTED
IN DECISIONS



CREWS HELD
ACCOUNTABLE



LOGITUDINAL LANDING
ACCURACY GOOD



HEALTHY AUTHORITY
GRADIENT



BELIEF IN POLICIES
& PROCEDURES



LTP
ESTABLISHED

CLIENT TESTIMONIAL



The particular element that has been a highlight of our program of work is the direct input and engagement of our Flight Crew. The approach of understanding them and recognizing their experience and valuable contribution to the process is critical in returning the ownership of our procedures to the practitioners. We look forward to continuing our partnership with Presage as we move into the implementation phase."

- Luke Van Dongen, Base Manager