



REPORTING OF INCIDENTS PROCEDURE

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1 PURPOSE

The Reporting of Incidents Procedure has been developed to ensure that Council has a process to respond and report an emergency situation that may involve staff, volunteers, contractors and communities. This will prepare Council for a timely response to incidents, this will reduce impact and assures the continuation of operations and restoration of normal activity as quickly as possible.

The procedure is designed to assist those with primary responsibility for the management of incidents to respond appropriately. It is designed to include response and reporting protocols to all incidents ranging from routine minor or negligible to major and catastrophic.

2 DEFINITIONS

Term/Abbreviation	Definition
Incident	Any unplanned event resulting in or having the potential for injury, ill health, damage or loss of new building.
Emergency Management	The overall approach preventing emergencies and managing those that occur.
Incident Response	Actions taken in order to stop the causes of an imminent hazard and/or to mitigate the consequences of potentially destabilizing or disruptive events.
Critical Incident	Critical incident is an event that occurs during a participation activity, which may cause or is likely to cause extreme physical and / or emotional distress to staff, contractors, volunteers or communities and which may be regarded as outside the range of the experience of the people affected.
Incident Response Team (IRT)	The team which responds to any unplanned event that has the potential for injury, ill health, damage or loss.

3 INCIDENT CLASSIFICATION

LEVEL 1 Negligible Incident

- Minor First Aid
- Minor incident involving damage to building or motor vehicle accident
- No impact or lost time
- Incident advised to Team Leader or Coordinator
- Reported via internal mechanism

LEVEL 2 Minor Incident

- Escalation of incident involving medical or safety issue
- Minor injuries involving Emergency medical services
- Incident resulting in lost time
- Manager informed
- Director informed

LEVEL 3 Moderate Incident

- Mandatory incident notification
- Fire or damage to major complex resulting in disruption to normal services
- Serious injury to staff member or public
- Incident escalated to Director, CEO and Media

LEVEL 4 Critical Incident / Major Impact

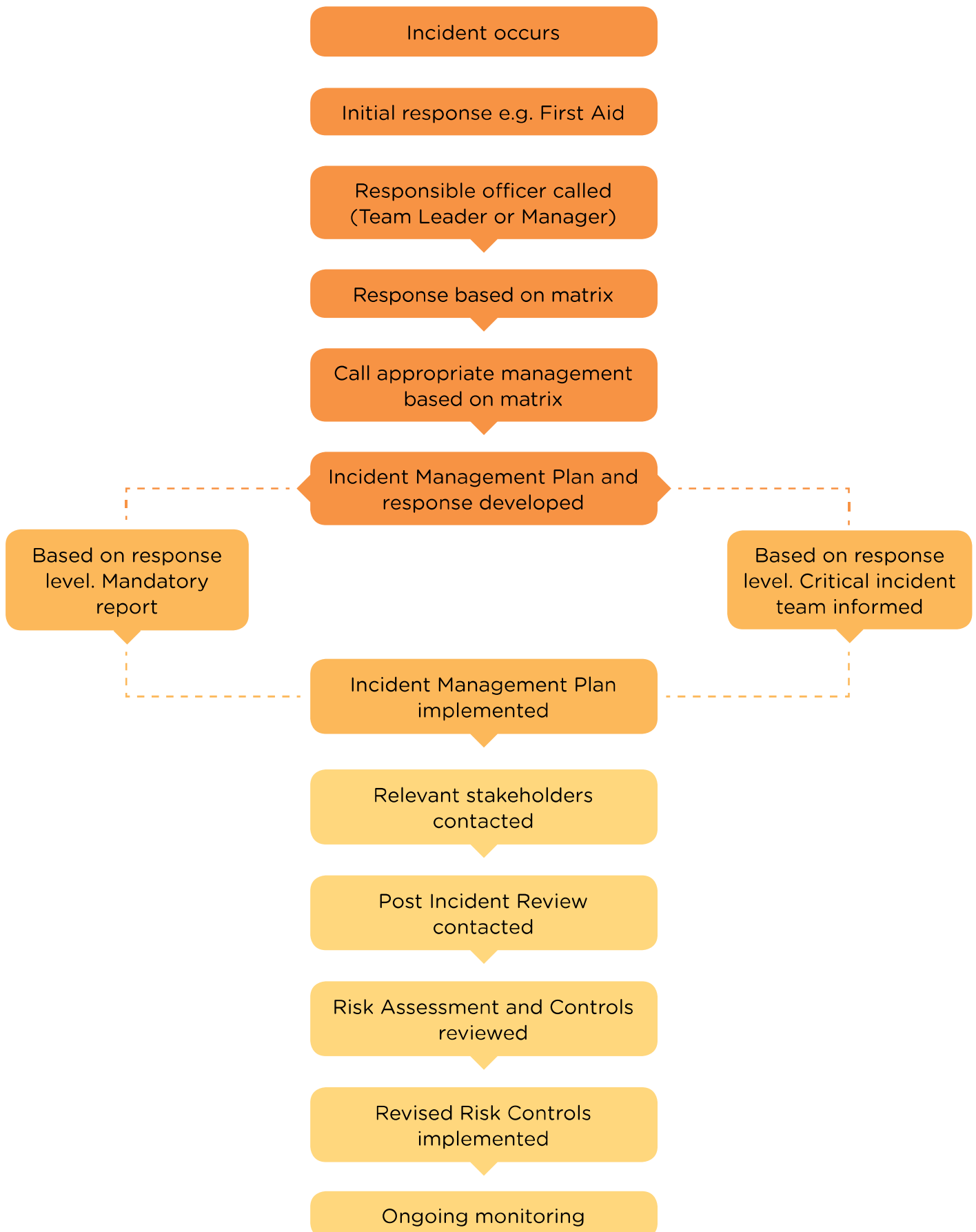
- Deaths to member of public or staff members
- Major impact and interruption to Council services <3 days
- Major reputational damage to Council
- Serious incident to staff resulting in permanent disability

LEVEL 5 Catastrophic Incident

- Multiple fatalities to staff or member public
- Major impact and interruption to Council services <3 days
- Major impact and long term interruption to Council services
- Serious and long term reputational damage to Council

4 COMMUNICATION PROCESS CHART

Reporting of Incidents Process



5 REPORTING OF INCIDENTS RESPONSE PROTOCOL

The purpose of this Protocol is to guide actions and communication, in event of an emergency situation.

5.1. Level 4 & 5 Catastrophic/Major Incident

Staff Members	Responsibilities	Reporting/Communications
Staff Member	• Report incident immediately • If after hours contact duty officer to make safe site • Contact Emergency services • Ensure support systems are established on ground	Person injured report incident to Team Coordinator/ Team Leader  Team Leader and / or Coordinator Report incident to WorkSafe 
Team Leader/ Coordinator/ Contract Supervisor & Duty Officer after hours	• Contact Health and Safety team to initiate contact with Worksafe • If after hours ensure Duty Officer contacts WorkSafe • Determine level of incident based on consequence matrix	Manager sign/off Reporting to the Health and Safety Unit is required within 24 hours of the incident occurring (including all near misses)
Risk & OHS Team	• Contact EAP • Liaise with WorkSafe & other Agencies • Establish support systems • Contact Insurer • Provide specialist advice	
Manager	• Contact next of kin • Ensure support systems such as EAP are made available • Liaison with external stakeholders • Review risk control procedures	Inform Media and reporting to the Director the circumstances of the incident 
Director	• Ensure CRT team is established and Chairperson of CRT is contacted.	Inform CEO 

5.2. Level 3 Moderate Impact /Significant Event

Staff Members	Responsibilities	Reporting/Communications
Staff Member	• Report incident within 24 hours • Make safe site by contacting duty officer • Move to top of this square	If injured report incident to Team Coordinator/ Team Leader ▼ Reporting to the Health and Safety Unit is required within 24 hours of the incident occurring (including all near misses)
Team Leader and/or Coordinator	• Contact Health and Safety team to initiate contact with Worksafe • If after hours ensure Duty Officer contacts WorkSafe	Inform Media and report to Director the circumstances of Incident ▼
Risk & OHS Team	• Review risk control procedures • Liaise with WorkSafe and other agencies	
Manager	• Determine level of incident based on consequence matrix • Contact next of kin • Ensure support systems such as EAP are made available • Liaison with external stakeholders	Inform Director ▼
Director	• Ensure CRT team is established and Chairperson of CRT is contacted.	Inform CEO ▼
CEO	• Overview of process	

5.3. Levels 1-2 Low impact Minor or Negligible incident

Staff Members	Responsibilities	Reporting/Communications
Staff Member	• Report incident within 24 hours • Make safe site • Contact Emergency services	If injured report incident to Team Coordinator/ Team Leader ▼ Reporting to the Health and Safety Unit is required within 24 hours of the incident occurring (including all near misses)
Team Leader and/or Coordinator	• Contact Health and Safety team to initiate contact with Worksafe • If after hours ensure Duty Officer contacts WorkSafe	Report incident to Risk and OHS team within 48 hours
Manager	• Sign off on incident report and agreed corrective actions	Review risk control procedures ▼

6. IMMEDIATE RESPONSE TO AN INCIDENT NOTIFICATION

When notifying of an incident involving a Council operated service or infrastructure occurs, the staff member or volunteer involved is to obtain as much information of the incident as possible including:

- Nature of the incident
- Exact location
- Present situation and ongoing danger
- Time of incident
- Callers details

The Initial contact checklist (Attachment

2) should provide guidance to ensure all information is recorded.

Out of Hours Incidents

Level 3, 4 and 5 incidents that occur out of hours should be notified via the Out of Hours Contact number, and to the appropriate officer.

All (Levels 1 & 2) incidents must be reported to the Team Leader and Coordinator as soon as practicable.

7. INCIDENT RESPONSE TEAM BY RISK AREA

(this is a prompt for possible contacts)

Financial Impact	Assets and Infrastructure	Environment	Public Safety	People	Reputation	Business Continuity / Business Interruption
CEO (Chairperson)	Director Engineering (Chairperson)	Director City Planning Design & Amenity (Chairperson)	Director Community Services (Chairperson)	Director Corporate Services (Chairperson)	Director Corporate Services (Chairperson)	Director Engineering (Chairperson)
Director Corporate Services	Manager Building Services	Manager Infrastructure Services	Manager Infrastructure Services	Manager People & Procurement Services	Manager Communication & Customer Service	Team Leader Risk Management & OHS
Manager Financial Services	Manager City Improvement	Manager Planning & Design Services	Emergency Management Coordinator	Team Leader Organisational Development	Senior Media & Communications Coordinator	Manager Regulatory Services
Manager Governance & Commercial Property	Manager Infrastructure Services	Environmental Planner	Manager Regulatory Services	Team Leader Risk Management & OHS	On-Line Communications Coordinator	Manager Information Services
Financial Management Accountant	Services Unit Leader Works, Fleet & Developments, Service Unit Leader Parks & Waste and Team Leader Transport		Services Unit Leader Works, Fleet & Developments, Service Unit Leader Parks & Waste and Team Leader Transport	Departmental Manager	Departmental Manager	Manager Financial Services
	Business Unit Leader Building Maintenance		Manager Community Care			Manager People & Procurement Services
	Team Leader Risk Management & OHS / Risk Management Coordinator		Manager Community Arts, Culture & Library			Risk Management Coordinator
	Department Manager Contract Superintendent		Emergency Services			Department Manager Contract Superintendent

8 RESPONSE TEAM EACH TYPE OF INCIDENT

The team will meet regularly throughout the period of response to ensure that all members of the team have up to date information about the situation, understand their respective roles and responsibilities and have the opportunity to debrief each other with support on an ongoing basis.

The senior appointee of the IRT will ensure that contact is made with the CEO and other stakeholders so they are aware of the situation and informed of major developments.

9 MANAGEMENT AND RESPONSE CHECKLIST

Below is a list of tasks which may need to be performed in event of an incident. The order of tasks is not chronological and the number of tasks is not limited. Tasks will be determined by the specific circumstances of a critical incident.

Actions	Make contact with
☐ Form the Incident Response Team	☐ Next of kin
☐ Gain a clear understanding of the known facts	☐ Staff who witnessed the incident
☐ Plan an immediate response	☐ Contractors
☐ Plan ongoing strategies	☐ Employment Assistance Program
☐ Allocate individual roles and responsibilities	☐ Hospital
☐ Keep careful records throughout the process	☐ Media
☐ Arrange debriefing	☐ Union
☐ Make arrangements regarding possessions	
☐ Offer follow up support	
☐ Follow up insurance claim	
☐ In a case death refer to	

10. RESPONSE TEAM EACH TYPE OF INCIDENT

The team will meet regularly throughout the period of response to ensure that all members of the team have up to date information about the situation, understand their respective roles and responsibilities and have the opportunity to debrief each other with support on an ongoing basis.

The senior appointee of the IRT will ensure that contact is made with the CEO and other stakeholders so they are aware of the situation and informed of major developments.

11 INCIDENT REPORTING

All incidents occurring are to be reported as soon as practicable to the identified persons and stakeholders contained within this procedure.

12 POST INCIDENT REVIEW PROCESS

Post incident review, including response and communications, is undertaken using the following steps:

1. Debriefing is provided (where required) to the staff involved in the incident
2. The Incident Team will compile a report of the incident and submit to the Risk Management Committee. If the incident is related to a breakdown of Health and Safety (People) the matter shall be referred to the Corporate OHS Committee
3. The Risk Management Committee/Corporate OHS Committee will meet to discuss the incident and actions
4. A summary report will be provided to the Executive Management Team
5. Feedback is provided to the Incident response team, to inform the Incident Response Plan and future incident responses.

ATTACHMENT 1: INCIDENT INITIAL CONTACT LIST

Officer	Role	Contact Number
CEO	Oversight and Chairperson of Financial Impact	0408 409 331
Director Engineering Services	Chairperson of Assets, Security and Infrastructure, Business Continuity Crisis Management Committees	0400 584 120
Director Corporate Services	Chairperson of Financial Impact, Reputation and People Impact Committees	0427 235 800
Director City Planning Design and Amenity	Chairperson of Environmental Impact Committee	0414 015 910
Director Community Services	Chairperson of Public Safety Crisis Management Committee	0418 375 855
Manager People and Procurement	Member of People Impact Committee	0413 565 911
Manager Financial Services	Member of Financial Impact Committee	0414 226 844
Manager Governance & Commercial Property	Member of Reputation Impact Committee	0448 557 250
Manager Building Services	Member of Public Safety and Business Continuity Committees	0419 144 968
Manager Communications & Customer Service	Member of Reputation Impact Committee	0417 475 870
Manager Community Development Facilities and Recreation	Member of Public Safety Committee	0417 329 832
Manager Community Care	Member of Public Safety and Business Continuity Committees	0439 114 084
Team Leader Risk Management and OHS	Member of People, Business Continuity and Assets and Infrastructure Committees	0478 493 095
Manager Planning & Design Services	Member Environmental Impact Committee	
Team Leader Organisational Development	Member of People Impact Committee	0478 880 678
Risk Management Coordinator	Member of Business Continuity Committee Assets and Infrastructure Committees	0417 116 014

ATTACHMENT 2:

INCIDENT INITIAL CONTACT CHECKLIST

1. Details

Name
Position
Phone number

2.	Local
----	-------

3. Exact Location

Indicate the nearest reference points surrounding the place of the incident (buildings, roads, natural sights):

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4. Nature of the incident / Type of danger (tick √)

☐ People (injuries)	☐ Reputation	☐ Financial
☐ Assets or Infrastructure	☐ Business Continuity	☐ Public Safety
☐ Environment		

5. Emergency Services (tick √)

Are they required?	☐ No	☐ Yes (if yes, tick below)
		☐ Police Time _____
		☐ Ambulance Time _____
		☐ Fire Time _____

6. Time of incident? _____

7. Contact relatives or next of kin _____

8. Assessment using Consequences Table (Page 18)

☐ Completed

☐ Financial Impact

Rating _____

☐ Public Safety

Rating _____

☐ Business Continuity

Rating _____

☐ Assets & Infrastructure

Rating _____

☐ People

Rating _____

Rating

5 = Catastrophic

4 = Major

3 = Moderate

2 = Minor

1 = Negligible

9. Responses as per Contracts Table (Page 14)

☐ Completed

10. Has Incident Form been filled out?

☐ Yes

☐ No

Initial Tasks of IRT

- 1) Create a clear understanding of the known facts
- 2) Plan an immediate response
- 3) Plan an ongoing strategies
- 4) Allocate individual roles and responsibilities for tasks

ATTACHMENT 3: CONSEQUENCE TABLE

Description	Rating	Financial Impact	Assets and Infrastructure	Environment	Public Safety	People	Reputation	Business Continuity
Catastrophic	5	Financial loss of the government. Curbng of programs required due to significant shortfall in revenue or blow out on expenditure leading to project failures. Liquidation/ receivership due to insolvency, viability threatened. Damage in <\$20,000,000	Complete destruction/ collapse and denial of access to asset or infrastructure	Long term harm with major irreversible damage Widespread severe impact or loss of ecosystem functions across species and landscapes	Council unable to manage the event. Disordered public administration resulting in community being unable to support itself. Widespread public safety issues and loss of social cohesion. Long term failure of safety infrastructure	Multiple deaths of public and persons number of employees/ volunteers	Failure of government funded project or service leading to probe or investigation Widespread press coverage extending international boundaries	Long term failure of significant infrastructure Critical system failure, bad policy advice or ongoing non-compliance. Business severely affected with interruption exceeding 1 month in duration.
Major	4	Major changes in business strategy required to cover loss leading to significant disruptions across service. Damage in <\$500,000	Partial destruction/ collapse and denial of access to asset or infrastructure	Significant harm requiring restorative work Severe impairment to the environment	Council absorbed with managing the event. Council struggles to provide merely critical service resulting increased cases of public safety being compromised	Loss of key member of management team Serious health impact on multiple members of staff/ volunteers/public and contractors	Serious breach of legislation leading to Council being charged and subsequently receiving fine.	Mid to long term failure of significant infrastructure. Critical service loss for up to one month
Moderate	3	Adjustment to business strategy required to cover losses. Financial impact in <\$250,000	Part of infrastructure creates a danger to employees/ members of public in immediate vicinity	Transient environmental impact requiring clean up work	Council manages the event with considerable diversion from policy, public administration limited by focus on critical services Cases of public safety are increased.	Serious health impact on a member of the public More than 10 days rehabilitation required for injured staff/volunteer, public or contractor	Negative impact brief loss resulting in negative community industry feedback	Mid term failure infrastructure. Critical service loss for more than one week Key accountability requirements not met. Inconvenient but not service delivery threatening
Minor	2	Minor impact to business	Failure of infrastructure and asset creates slight inconvenience to users	Transient environmental impact with minimal cost to restore	Council manages the event under emergency regime. Isolated cases of public safety resulting in repairable damage	Injury to staff member/volunteer/ public or contractor results in lost time	Slight breach of regulation/law leading to minor fine and senior management involvement	Localised loss of service for up to one day. Services do not fully meet needs.
Negligible	1	Minimal or no impact Financial impact <\$5,000	Infrastructure or asset is subject to failing causing insignificant delays and is subject to routine maintenance	Minor environmental impact that is contained within a short time frame	Event is managed within normal parameters. Public safety is not compromised and managed within existing resources.	Minor First Aid required Temporary, minor healthy impact on staff , member of public or contractor	Minor breach leading to warning and/or notice of compliance, and resolved in day to day management	Negligible impact. Brief loss of service Minor errors in systems or processes requiring corrective action, or minor delay without impact.

ATTACHMENT 4: ESCALATION AND RESPONSIBILITY TABLE

Description	Rating	Financial Impact	Assets and Infrastructure	Environment	Public Safety	People	Reputation	Business Continuity
Catastrophic	5	Officer Team Leader Manager Director Council External Authority (Local Govt Inspectorate/IBAC) CEO	Officer Team Leader Manager Director Council External Authority (EPA)	Officer Team Leader Manager Director & MERO Council External Authority (WorkSafe/Energy Safe Victoria Emergency Services)	Officer Team Leader Manager Director & MERO Council External Authority (WorkSafe/Police)	Officer Team Leader Manager Director, Media & MERO Council External Authority (WorkSafe/Energy Safe Victoria Emergency Services)	Officer Team Leader Manager Director, Media & MERO Council External Authority (WorkSafe/Energy Safe Victoria Emergency Services)	Officer Team Leader Manager Director, Media & MERO Council External Authority (WorkSafe/Energy Safe Victoria Emergency Services)
Major	4	Officer Team Leader Manager Director CEO Council	Officer Team Leader Manager Director Council External Authority (EPA)	Officer Team Leader Manager Director & MERO Council External Authority (WorkSafe Energy Safe Victoria Emergency Services)	Officer Team Leader Manager Director & MERO Council External Authority (WorkSafe/Police)	Officer Team Leader Manager Director, Media & MERO Council External Authority (WorkSafe/Police)	Officer Team Leader Manager Director Media & MERO CEO External Authority (WorkSafe/Energy Safe Victoria Emergency Services)	Officer Team Leader Manager Director Media & MERO CEO External Authority (WorkSafe/Energy Safe Victoria Emergency Services)
Moderate	3	Officer Team Leader Manager Director CEO Council	Officer Team Leader Manager Director CEO Council	Officer Team Leader Manager Director CEO Council	Officer Team Leader Manager Director CEO External Authority (WorkSafe)	Officer Team Leader Manager Director CEO External Authority (WorkSafe)	Officer Team Leader Manager CEO Director Media & MERO	Officer Team Leader Manager CEO Director Media & MERO
Minor	2	Officer Team Leader Manager/Director	Officer Team Leader Manager/Director	Officer Team Leader Manager/Director	Officer Team Leader Manager/Director	Officer Team Leader Manager/Director	Officer Team Leader Manager & Media/ Director	Officer Team Leader Director
Negligible	1	Officer Team Leader	Officer Team Leader	Officer Team Leader	Officer Team Leader	Officer Team Leader	Officer Team Leader	Officer Team Leader

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