

Critical
Incident
Response
Plan
Template

# **Critical Incident Response Plan Template**

**ISSUE 1** 

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#### **Acknowledgements**

The CMPA would like to acknowledge those who contributed to the development of this Critical Incident Response Plan (CIRP) Template.

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Safe Mix model WHS Management System



#### Disclaimer

This Critical Incident Response Template has been prepared by the Construction Material Processors Association (CMPA). The guidelines here may not apply in all circumstances and should not replace a quarry manager's considered assessment of a particular situation before them.

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Attachments to this Incident Response Plan Template:

- Attachment A) Notifiable Incidents
- Attachment B) Supporting Family and Workers
- Attachment C) Internal and External Investigations
- Attachment D) Evacuation Trial Review Checklist

# Introduction to the Critical Incident Response Plan Template

## **Objective**

The objective of this Critical Incident Response Template is to assist CMPA members in ensuring that procedures are in place and that responsibilities are defined and understood to ensure a rapid and well-structured response to a critical incident.

## **Relevant Legislation**

- Occupational Health and Safety Act 2004
- Mineral Resources (Sustainable Development) Act 1990
- Mineral Resources (Sustainable Development) (Extractive Industries) Regulations 2019
- Emergency Management Act 2013

## Scope

This template outlines a process for Site Evacuation and Immediate Response Actions for the following critical incident types:

- Serious Injury or Medical Emergency
- Chemical Spill
- Gas Cylinder Fire
- Embankment Failure, Slides or Collapse
- Slimes Dam Rescue

- Electric Shock to Person
- Vehicle Fire
- Tyre Fire
- Water Rescue

These immediate response actions are intended to be generic in nature and must be reviewed and amended to suit site specific requirements and the workplace environment.

This template does not include immediate response actions for Bushfires or Explosive Misfires

## Responses to Bushfires or Explosive Misfires are listed within the following CMPA publications:

- Bushfires CMPA Bushfire Response and Readiness Plan Template
- Explosive Misfires Blast Management Plan Template

#### There are four attachments to this Template:

- Attachment A) Notifiable Incidents; defines what incidents are notifiable to regulators and how to report those incidents as well as preserve the site of the incident.
- Attachment B) Supporting Family and Workers; provides guidance in how to notify and support the family and workmates of a severely injured or deceased worker
- Attachment C) Internal and External Investigations; provides guidance specific to dealing with WorkSAFE Inspectors, Company Lawyers interviews, statements, internal reports/investigations and third party investigations

• Attachment D) Evacuation Trial Review Checklist

**Note:** Within this template contractors shall be referred to as workers.

# How to use this Critical Incident Response Template

CMPA members can use this template as guide to establishing a site specific Critical Incident Response Plan.

To do so, follow the prompts provided by the coloured text:

- Black text is proposed headings/text that may be left as is or amended to suit your site specific requirements
- Blue text describes what text should be included and must be removed before finalisation
- Red text is sample text that would require customisation before finalisation

The following pages are the basis of the template for you to populate with your site specific information.



Site Contact Details		
Site Name	{Company or Trading name}	
Site Manager	{Name and phone number}	
Deputy Emergency Co-ordinator	{Name, position and phone number}	
Site Address/Directions	{Name, phone number, specific directions}	
UHF Channel	{UHF channel number}	
Emergency Assembly Area	{Location/s of emergency assembly areas}	
Emergent Services (ES) Arrival	{Where you meet ES to escort onto site}	
Other	{#######}	
Other	{#######}	
Emergency Contact Details		
Emergenc	y Contact Details	
Emergency Services	y Contact Details 000	
Emergency Services	000	
Emergency Services  Gas authority	000 {Name and phone number}	
Emergency Services  Gas authority  Electricity authority	{Name and phone number}  {Name and phone number}	
Emergency Services  Gas authority  Electricity authority  Water authority	Name and phone number}  {Name and phone number}  {Name and phone number}	
Emergency Services  Gas authority  Electricity authority  Water authority  Poisons Information Centre	Name and phone number}  {Name and phone number}  {Name and phone number}  13 11 26	
Emergency Services  Gas authority  Electricity authority  Water authority  Poisons Information Centre  Earth Resource Regulator	Name and phone number}  {Name and phone number}  {Name and phone number}  13 11 26  {Name and phone number}	
Emergency Services  Gas authority  Electricity authority  Water authority  Poisons Information Centre  Earth Resource Regulator  WorkSAFE (Victoria)	(Name and phone number) {Name and phone number} {Name and phone number}  13 11 26 {Name and phone number}  13 23 60	
Emergency Services  Gas authority  Electricity authority  Water authority  Poisons Information Centre  Earth Resource Regulator  WorkSAFE (Victoria)  Employee Assistance Provider	{Name and phone number}  {Name and phone number}  {Name and phone number}  13 11 26  {Name and phone number}  13 23 60  {Name and phone number}	

# Responsibilities

## Site Manager

The {Site Manager} or his/her representative is the nominated Emergency Co-ordinator, i.e. the person responsible for enacting the Critical Incident Response.

The {Site Manager} has nominated {Add name and position} as the Deputy Emergency Co-ordinator.

#### The Site Manager shall ensure that:

- All potential critical incidents arising from {Add company name} activities both on and or off site are identified and emergency responses are established to respond to these incidents
- All workers and visitors are aware of the requirements of the Critical Incident Response Plan as applicable
- Safe emergency assembly areas are identified and signposted
- All emergency response equipment is maintained in working order and easily accessible
- A Hazardous Chemical Register inclusive of all Safety Data Sheets is available on site
- All workers have a reasonable understanding of how these Critical Incident Responses are under taken through training awareness sessions and inductions
- A copy of the Critical Incident Response Plan is displayed in the office, weighbridge and general amenities, areas as applicable
- The {Add emergency alarm/siren/air horn/UHF Notification} is tested on a weekly basis
- A trial of one or more of these Critical Incident Response are conducted on a {Add frequency of time} basis
- A review of each trial is undertaken in consultation with workers to identify improvements to this Critical Incident Response Template
- The required services, e.g. gas, electricity are isolated post critical incident to ensure a safe Critical Incident Response
- Emergency services are notified where required and someone is sent to the site entrance to guide the emergency vehicles and ensure that no unauthorised persons enter the site
- The relevant regulator, e.g. WorkSAFE, Earth Resource Regulator, EPA are notified where required
- The family of any injured worker is notified where applicable and as required
- An investigation of all critical incidents is undertaken to establish contributing factors and root causes
- A review of the Critical Incident Response Plan and its enactment is undertaken post incident

#### **Workers & Contractors**

All persons on site, including workers, visitors and contractors shall:

- Comply with the requirements of this this Critical Incident Response Plan
- Comply with directives from Emergency Service personnel as required

## **Pandemics**

A pandemic is the worldwide spread of a new disease, such as a new influenza virus or the coronavirus, COVID-19.

An epidemic, on the other hand, is when many more cases of a health condition occur than expected in a certain region, but it does not spread further.

If a pandemic is declared the {Site Manager} shall follow all instructions as directed by WorkSAFE Victoria and or the Department of Health and Human Services Victoria inclusive of establishing a site specific pandemic response plan.

# Media inclusive of Social Media

If the media approaches a site during or after a response to a critical incident the following persons are the only persons authorised to speak with the media.

{Add name and position}

{Add name and position}

Workers shall not liaise with media representatives or post articles onto social media accounts in regards to critical incidents and or the emergency responses to these incidents without the authority of {Add name and position}

# **Emergency Response Equipment**

The following emergency response equipment is stored on this site.

This table {does or does not} include firefighting extinguishers and hydrants or first aid kits}.

Emergency Response Equipment	Location
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}
{Add equipment name}	{Add storage location}

{Response equipment may be inclusive of but not limited to visitors book, siren, air horn, hazardous chemical register, towing slings, tripod, winch, harness, ropes, throw rope bag, boat hook, long pole, stretcher, automatic external defibrillator, ladders, spill kits, gas detectors, personal flotation device, life buoys, insulated piece of material, e.g. dry wood, rubber or plastic pole}

Ambulance Victoria has established an online public register of publically accessible Automatic External Defibrillators (AEDs) where you can register your AED or identify the locations of AEDS in proximity to your site.

https://registermyaed.ambulance.vic.gov.au/

Location of publically accessible AEDs	Contact Details
{Add location and directions}	{Add contact details}
{Add location and directions}	{Add contact details}
{Add location and directions}	{Add contact details}
{Add location and directions}	{Add contact details}

# **Isolation of Services**

The following services may need to be isolated post critical incident to ensure a safe emergency response.

Emergency Response Equipment	Location
{Add service name}	{Add service location}
{Add service name}	{Add service location}
{Add service name}	{Add service location}
{Add service name}	{Add service location}
{Add service name}	{Add service location}
{Add service name}	{Add service location}
{Add service name}	{Add service location}

{Services may be inclusive of electricity, water, gas, isolation points on plant and equipment}

## Site Evacuation

- 1. Notice to evacuate is indicated by {add means e.g. siren, air horn, UHF etc.}
- 2. Contact Emergency Services if required
- 3. If safe to do so, plant and equipment should be turned off and made safe
- 4. Leave your area in an orderly manner and take visitors with you
- 5. Assemble in the nearest nominated assembly area and wait for further instructions
- 6. Do not leave the area unless told by an Emergency Co-ordinator
- 7. Obey the instructions of the Emergency Co-ordinator at all times
- 8. The Emergency Co-ordinator shall check everyone has assembled in the nominated assembly area
- 9. The Emergency Co-ordinator shall check the {add means e.g. visitors book, clock cards, cars in car park} and if safe, and where possible with a co-worker, check the site
- 10. The Emergency Co-ordinator shall check any other access points to the site are secure

# **Critical Responses**

## Serious Injury or Medical Emergency

- 1. If it is safe to do so, move quickly and calmly to the scene
- 2. If it is safe to do so, do not leave the injured person
- 3. If it is safe to do so, move the injured person to safe area
- 4. Do not disturb the incident scene
- 5. If the incident is a vehicle crash or rollover, ensure the vehicle is stable and energy sources isolated prior to attending to injured person
- 6. If the injured person is entangled in equipment ensure the equipment is stable and energy sources isolated prior to attending to injured person
- 7. Contact a First Aider. Advise the type of injury, where you are and the number of people injured
- 8. Contact Emergency Services if required
- 9. Stay and wait for the First Aider/Emergency Services to arrive and direct them to the area

If you are the first person on the scene of a medical emergency (for example: heart attack, collapse, serious injury) your immediate actions are to:

- 1. Ensure the area is safe for you, others and the injured person;
- 2. Make contact with a First Aider/send for help;
- 3. Attend to the injured person;

## The following procedure will then apply:

- 4. First Aider attends injured person;
- 5. Notify Site Manager/Supervisor;
- 6. If possible and safe to do so, do not disturb the incident scene.

#### Electric Shock to Person

- 1. If safe to do so, turn off or disconnect the power supply (for example switch off or remove leads free from plugs with an insulated piece of material)
- 2. If you cannot turn off the power, DO NOT touch the injured person or anything touching them
- 3. Attempt to remove the live electric equipment with an insulated piece of material (for example dry wood, rubber or plastic pole)
- 4. Contact a First Aider
- 5. Contact Emergency Services if required
- 6. Ensure a medical assessment that includes a 12 lead ECG is conducted prior to the person returning to work

## **Chemical Spill**

- 1. If safe to do so, move the people away from the chemical or fumes into a safe area and notify neighbours if there is a risk of the spill moving outside the workplace
- 2. If possible stay up wind to avoid toxic fumes
- 3. Identify the dangerous chemicals, gases or substances
- 4. Contact Emergency Services if required
- 5. Advise the {Add position Site Manager/Supervisor}
- 6. Don minimum personal protective equipment i.e. gloves, face mask or check containers and or Safety Data Sheets for additional PPE
- 7. If safe, stop chemical leaking by closing valves etc.
- 8. Contain any spilt or loose chemicals by using spill kits, sand or soil
- 9. Bund or barricade off any storm water drains to avoid contamination
- 10. If required initiate site or area evacuation
- 11. Remove all potential ignition sources including mobile phones
- 12. Implement firefighting procedures of required

#### Vehicle Fire

- 1. If safe to do so, park the vehicle away from buildings and other flammable items such as fuel tanks
- 2. Shut down the engine
- 3. If fitted, activate automatic fixed foam fire protection equipment
- 4. Exit the vehicle and if safe fight fire with appropriate fire extinguisher/hydrant (utilise a fire extinguisher on hot tyres to avoid explosion)
- 5. If possible stay up wind of the fire avoiding toxic fume (toxic fumes can come from burning tyres, cabins, etc.)
- 6. Contact Emergency Services if required
- 7. Advise your {Add position Site Manager/Supervisor},
- 8. If required, barricade or block off the area around the vehicle (be aware of the chance of burning tyres exploding)
- 9. Avoid being in Line of Fire from the side of the Tyres/Rims as they may Explode

## **Gas Cylinder Fire**

- 1. Clear the immediate area and surrounds
- 2. Contact Emergency Services if required
- 3. If safe to do so, remove any other unaffected cylinders away from the fire
- 4. For a gas cylinder fire allow the gas to burn temperatures in a fire may cause cylinders or pressure vessels to rupture and pressure relief devices to be activated, ruptured cylinders may rocket
- 5. Leave affected gas cylinders for the Fire Brigade to extinguish and control
- 6. Cylinders that have been subject to a leak or fire must inclusive of heat be tagged Out of Service and returned to the supplier for inspection prior to any further use

## Tyre Fire

- 1. If driving a vehicle with a suspected tyre fire or where excess heat has been applied to the tyre (for example vehicle has hit powerlines) as far as practicable move to a safe area in case of tyre explosion
- 2. Establish an exclusion zone around the vehicle
- 3. Contact Emergency Services if required
- 4. Vehicles with the potential for tyre explosion should be isolated for 24 hours after the removal of the heat source
- 5. Avoid being in Line of Fire from the side of the Tyres/Rims as they may Explode

## **Vehicle Touching Power Lines**

- The driver should sit still and remain calm not touching the vehicle cabin and if possible radio or phone for help
- 2. Isolate power if possible
- 3. If you cannot isolate power and it is safe, the driver should stay in the vehicle
- 4. Contact Emergency Services if required
- 5. Contact the Electricity supply company
- 6. If safe to do so, the driver should attempt to drive the vehicle out of the power lines
- 7. If it is not safe to do so, the Driver should remain in the vehicle without touching the vehicle cabin
- 8. If escape from the vehicle is absolutely necessary, it's critical that the driver jumps clear ensuring no contact with the vehicle and ground at the same time.
  - When jumping, ensure that you land with your feet together and if required, take another one or two jumps with your feet still together, ensuring that you do not touch the vehicle, fall forward or backwards or allow your feet to step apart.
  - You must jump/shuffle with your feet together until you are at least 8 metres
    clear of the vehicle, power lines or anything else in contact with them. Avoid
    being in the line of fire with the side of the tyres/rims as they may explode
- 9. Barricade or block off the area around the vehicle to protect others
- 10. Be particularly aware of the risk of tyre explosion and if needed leave the vehicle standing for 24 hours before moving it
- 11. Avoid being in Line of Fire from the side of the tyres/rims as they may explode

## Embankment Failure, Slides or Collapse

- 1. Assess the situation in particular the stability of the slide or collapse and the identification of any potential or actual engulfed persons or mobile equipment
- 2. If required phone Emergency Services
- 3. If the operator can be seen, determine if they're in immediate danger
- 4. Assess whether driving out may enhance the collapse or slide
- 5. If possible and safe to do so, encourage the operator to self-rescue, e.g. safely exiting the machine on foot or driving the machine out of the slumped materials

If self - rescue is not safely achievable, implement a rescue plan that may or may not be undertaken in conjunction with emergency services.

### The plan should include the following:

1. The area is made safe for rescuers as far as is practicable and is restricted to others

#### If safe to do so:

- 2. Material is stabilised, including any overhanging materials
- 3. Trapped mobile equipment is stabilised
- 4. Material around the trapped or engulfed mobile equipment is removed
- 5. The engulfed mobile equipment is towed out

In summary initiate rescue procedures and any required first aid treatment, but only if safe for rescuers and first aiders, otherwise wait for Emergency Services.

#### Water Rescue

- 1. Assess the situation and if required contact Emergency Services
- 2. If the person can be seen, determine if they are in immediate life-threatening danger or are temporarily safe
- 3. Ensure area is made safe as possible, e.g. cease activities that may place the victim or the rescuer in further danger, such as excavation, or pumping
- 4. Assess the hazards associated with the water e.g. temperature, debris, potential contamination
- 5. If possible and safe to do so encourage the person to self-rescue e.g. swimming to shore or climbing back into dingy or onto dredge

#### Reach-Throw-Row-Go Rescue

- 1. **REACH:** If possible, reach the victim with whatever means possible, e.g. boat hook, pole
- 2. **THROW:** If the victim is too far away to reach, throw the victim a throw rope bag or something with positive flotation e.g. personal flotation device, life buoy. The victim should grab the rope, but not tie it around themselves, and the rescuer will pull them to shore
- 3. **ROW:** If the victim cannot be reached by means of Reach or Throw, rowing a boat to the victim is the next rescue option
- 4. **GO:** If it is not possible to row a boat to the victim consider putting a rescuer in the water to reach the victim. The rescuer shall never be attached to a life line without the benefit of a quick-release mechanism. The rescuer should take something with positive flotation personal flotation device e.g. personal flotation device, life buoy. Rescuers shall not dive in an attempt to locate a victim beneath the surface of the water.

#### Slimes Dam Rescue

#### **Self-Rescue**

- 1. Try to remain calm, panic will exhaust your energy, therefore hinder your self-rescue
- 2. Shed excess weight, e.g. remove jacket, and or boots if possible
- 3. Keep as still as possible until your feet touch solid ground
- 4. If you start sinking further than your thighs, attempt to lay back or forward as close to horizontal to enhance floating. Spread your arms and legs far apart to increase your surface area. Note that laying back keeps face above water but laying forward assists in initiating a swim stroke
- 5. Swim out with slow, deliberate motions
- 6. Work toward the last known bit of solid ground
- 7. Once you've reached solid ground, pull yourself out

#### Reach-Throw-Row-Go Rescue

- 1. **REACH:** If possible, reach the victim with whatever means possible, e.g. boat hook, pole
- 2. **THROW:** If the victim is too far away to reach, throw the victim a throw rope bag or something with positive flotation e.g. personal flotation device, life buoy. The victim should grab the rope, but not tie it around themselves, and the rescuer will pull them to shore
- 3. **ROW:** If the victim cannot be reached by means of Reach or Throw, rowing a boat to the victim is the next rescue option
- 4. GO: If it is not possible to row a boat to the victim consider putting a rescuer in the water to reach the victim. The rescuer shall never be attached to a life line without the benefit of a quick-release mechanism. The rescuer should take something with positive flotation personal flotation device e.g. personal flotation device, life buoy. Rescuers shall not dive in an attempt to locate a victim beneath the surface of the water

# Notifiable Incidents/Reportable Event

The Site Manager shall be aware of what constitutes a Notifiable Incident or Reportable Event and ensure these incidents are reported to the relevant regulatory authority within the required time frame.

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# Critical Incident Response Template - Attachment A) Notifiable Incidents WorkSafe Notifiable Incidents

Employers, occupiers and people who are in control of workplaces and high risk equipment are required by law to notify WorkSafe about incidents (Notifiable Incidents) involving workplace health and safety and dangerous goods.

#### Notification is required where an incident at a workplace results in:

Death or serious injury

#### Serious injuries include, but are not limited to, incidents that result in a person requiring:

Medical treatment within 48 hours of exposure to a substance,

Immediate treatment as an in-patient in a hospital.

Immediate medical treatment for,

- o Amputation
- Serious head injury
- Serious eye injury
- o Separation of skin from underlying tissue (for example de-gloving or scalping)
- Electric shock
- Spinal injury
- o Loss of bodily function
- Serious lacerations

## Other Notifiable incidents are as follows:

Any releases of dangerous goods (e.g., gas leaks or spills of liquids)

Incidents involving equipment which expose a person in the immediate vicinity to risk referred to as 'dangerous occurrences

## **Dangerous occurrences include:**

The collapse, overturning, failure or malfunction of, or damage to, certain items of plant (set out below); and,

An implosion, explosion or fire.

## **Critical Incident Response Template - Attachment A) Notifiable Incidents**

## Items of plant are defined as:

Boilers categorised as hazard level A, B or C according to the criteria identified in AS 4343, Pressure Equipment – Hazard Levels

Pressure vessels categorised as hazard level A, B or C according to the criteria identified in AS 4343, Pressure Equipment – Hazard Levels, other than – Gas cylinders, to which AS 2030

Gas Cylinders applies

Liquefied petroleum gas fuel vessels for automotive use to which AS 3509 -

LP Gas Fuel Vessels for Automotive Use applies

Serially produced vessels to which AS 2971 – Serially Produced Pressure Vessels applies Lifts

#### **Site Preservation:**

The site of a notifiable incident must not be disturbed until a WorkSAFE inspector arrives or until directed by an inspector except to protect the health and safety of a person; or provide aid to an injured person involved in the incident; or to take essential action to make the site safe or prevent a further incident.

## How to notify WorkSafe:

Telephone (notifiable incidents only)	Call WorkSafe on 132 360 to log the incident and receive an incident number prior to completing the online or PDF copy incident notification. (Written Notification)
Written Notification to WorkSafe within 48 hours	An online or printable PDF Incident Report Form is accessible at the following address.  www.worksafe.vic.gov.au/safety-and-prevention/health-and-safety- topics/incident-notification  PDF printed copies are dispatched by either:  Post to GPO Box 4306, Melbourne 3001,  Facsimile to (03) 9641 1091,  Delivery to WorkSafe at 222 Exhibition Street, Melbourne 3000

#### Critical Incident Response Template - Attachment A) Notifiable Incidents

## **Work Authority Reporting Events**

#### Overview:

The Mineral Resources (Sustainable Development) (Extractive Industries) Regulations 2019, Part 4— Reporting, Regulation 20 provides information relating to reportable events at quarries when working under a Work Authority.

# Regulation 20: Information relating to reportable events at quarries

- (1) For the purpose of section 77KA(1) of the Act—
  - (a) a report of a reportable event must be made either orally or in writing and must
    - include— (i) the date, time and place of the event; and
    - (ii) a description of the event; and
    - (iii) the steps taken to minimise the impact of the event; and
  - (b) if the Chief Inspector so requests, a written report of a reportable event must be given to the Chief Inspector as soon as practicable after the request and must include all of the following—
    - (i) the date, time and place of the event;
    - (ii) the details of the event, including the impact, or likely impact, of the event on public safety, the environment or infrastructure;
    - (iii) any known or suspected causes of the event;
    - (iv) details of the actions taken to minimise the impact of the event;
    - (v) details of actions taken or to be taken to prevent a recurrence of the event.
- (2) For the purpose of section 77KA(2) of the Act, the following events arising out of work under an extractive industry work authority are prescribed as reportable events—
  - (a) an explosion or outbreak of fire;
  - (b) slope failure, unexpected slope movement, progressive slope collapse or failure of slope stability control measures;
  - (c) an injury to a member of the public caused by the carrying out of the extractive industry or associated operations;
  - (d) an uncontrolled outburst of gas;
  - (e) an unexpected or abnormal inrush of groundwater, other water or other fluid;
  - (f) blasting that results in an ejection of fly rock outside the work plan area of the approved work plan for the extractive industry work authority;
  - (g) an escape, spillage or leakage of a harmful or potentially
    - harmful— (i) substance; or
    - (ii) slurry; or
    - (iii) tailings;
  - (h) a breach of a condition of the extractive industry work authority, or non-compliance with the approved work plan for the extractive industry work authority or the work plan conditions, that results or is likely to result in a risk to—
    - (i) the environment; or
    - (ii) any member of the public; or

Critical Incident Response Template - Attachment A) Notifiable Incidents (iii) property, land, or infrastructure in the vicinity of the work under the



## Critical Incident Response Template - Attachment A) Notifiable Incidents

extractive industry work

authority; (i) an abnormal event;

(j) an event that results, or may result, in significant impacts on public safety, the environment or infrastructure.

## Earth Resources Regulation (ERR) Notification Process:

In the first instance, ERR requests that you should telephone the relevant ERR District Manager. If you are unable to get in contact with the District Manager, or it is after business hours, call the afterhours number - 0419 597 010.

## National Heavy Vehicle Accreditation Scheme (NHVAS) Notifiable Occurrence

A **significant or major** accident or incident that involves NHVAS nominated vehicle and or driver operating under an Advance Fatigue Management (AFM) or Basic Fatigue Management (BFM) accreditation that has, or could have, caused significant property damage, serious injury or death and may include any of the following:

An accident or incident involving a NHVAS-nominated vehicle or driver in which a person is injured\* or killed;

An accident or incident involving a NHVAS-nominated vehicle, or a driver operating under an AFM or BFM;

A fire in a NHVAS-nominated vehicle;

Medical emergency involving the driver of a NHVAS-nominated vehicle or a driver operating under an AFM or BFM accreditation.

Note: Workplace slips, trips and falls are not notifiable occurrences.

\*An injury requiring hospitalisation.

#### Difference between significant and major

A **significant** accident or incident involves injuries requiring hospitalisation and/or damage to property which presents a significant risk that requires considerable effort to avoid escalation of the impact during recovery

A major accident or incident involves a fatality and/or damage to property with a major impact on life, property or the environment generally accompanied by a high-level emergency response and clean-up and recovery operation.

#### **Reporting a Notifiable Occurrence**

By using the NHVR Portal's Accreditation section to notify the regulator about the accident or incident.

https://www.service.nhvr.gov.au

# Critical Incident Response Template - Attachment A) Notifiable Incidents Required details must be in the report

Only details relating to the NHVAS-nominated vehicle or drivers under AFM or BFM accreditation.

Personal details relating to drivers are not requested or recorded.

Choose from answers provided for the pre-formatted questions for the body of the report.

Vehicle registration numbers are matched where possible using the NHVAS vehicle database.

For vehicles not matched, vehicle details will need to be reported.

#### Time after an incident that the report needs to be submitted

Incident Category	Submitted	
Significant – Involving dangerous	Within 48 hours	
Significant – any other	Within 7 days	
Major – involving dangerous goods	Within 24 hours	
Major – any other	Within 48 hours	

## **Electrical Notifiable Incidents**

Notification is required where an electrical incident at a workplace causes or has the potential to cause:

Death or injury to a person; or

Significant damage to property; or

Serious risk to public safety; or

Involves accidental contact with any electrical installation; or

Electric shock as a result of direct or indirect contact with any electrical installation

To report an electrical incident call Energy Safe Victoria on 1800 000 922.

#### Critical Incident Response Template - Attachment A) Notifiable Incidents

#### **Environmental Incidents**

#### Report a pollution incident

General pollution incidents from unlicensed sites are to be reported by calling the EPA on 1300 372

842.

#### Report a breach of an EPA license

Businesses must report pollution they cause that does not comply with their EPA licence. The business's EPA licence may include the condition 'G2 Licence non-compliance and notification'.

This means you must tell EPA right away if you do not comply with a licence condition. This includes:

any discharge to air, water or land the licence does not cover an immediate threat to the environment or human health any event that may affect neighbours or cause them to complain any other breach of the licence.

Report licence non-compliance to EPA by:

<u>registering</u> for and using the <u>EPAInteraction Portal</u> emailing <u>contact@epa.vic.gov.au</u> calling our pollution hotline on <u>1300372842</u> (24 hours).

If you do not have a Portal account, you must register for one. It will take up to three business days for your account to activate. You will need to give EPA:

your EPA licence number
your site's details
any licence condition that you have breached
details of the incident and size of the issue
the name and number of an onsite contact person.

## **Attachment B) Supporting Family & Workers**

#### **Contents**

Communicating to the Family:	1
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## Communicating to the Family:

The family of a severely injured or deceased person must be advised of the incident as soon as possible. This task should preferably be performed by the Police accompanied by a senior representative of the company as well as a trauma counsellor.

In the case of contract workers, the employer of the contract worker should be immediately advised. Arrangements shall then be made to how and by whom the contract workers family is advised.

Always take another person with you when contacting the family. If possible, one person should be first aid trained in case of shock, fit or collapse. If children are present when you arrive to deliver the news, have the extra person escort them away from where you will deliver the news.

Try to arrange that the person to whom the news is being given is seated, in case of shock, fit or collapse.

The news should be delivered as soon as possible after arrival and be sympathetic but factual. Where able, attempt to leave out injury and incident details.

Expect a range of emotions, which may be inclusive of anger and hysteria; be supportive but not defensive.

Do not administer or suggest alcohol after the news is given as this will hinder the treatment of shock, fit or collapse which may later occur.

In some cases it is appropriate to refer to any deceased person in a 'living context' as the receiver of the news will not immediately recognise death.

Do not deliver personal items of the severely injured or deceased person at the same time as the delivery of this news.

Stay with the person until someone the person wants arrives to assist. Do not assume a neighbour or family member is wanted. Ask the person whom they would like you to contact and make those arrangements.

## **Attachment B) Supporting Family & Workers**

The circumstances of the family should be discreetly ascertained so as to provide required immediate and ongoing assistance.

#### These circumstances are inclusive of but not limited to:

Counselling assistance and referrals, particularly in the case of a fatality



## **Attachment B) Supporting Family & Workers**

Practical assistance e.g. transport and accommodation

Financial assistance - any outstanding wages/sick leave to be remitted to the family, benefits payable to the worker or family under superannuation or company policy

Immediate cash provision to support family until the above entitlements are remitted

Funeral expenses

Domestic support

Workers Compensation information, claim forms, workers compensation contacts Ensure that all that should be done for the family is done and the support is ongoing see <a href="https://www.worksafe.vic.gov.au/family-support-after-workplace-death">https://www.worksafe.vic.gov.au/family-support-after-workplace-death</a>.

Do not make promises you cannot keep.

## **Communicating to the Workforce:**

It is recommended that site personnel be briefed at a meeting as soon as possible after the severely injured or deceased person has been taken from the site.

The objective of the consultation is to provide factual information only, answer any questions, discuss what happens next and most importantly support the workforce and understand their concerns.

On Site Trauma Counselling:

Some people will be traumatised by the incident and will require support. These people should first be removed from the vicinity of the incident and secondly be offered trauma counselling. Trauma counselling must always be considered, particularly in cases where the injuries were graphic or the worker has deceased.

Appropriate counsellors should be briefed and called in so that a quick response may be arranged, ideally before people leave the site.

Counselling should be provided immediately after the incident and as required on an ongoing basis, particularly in the case of a fatality.

#### People potentially requiring trauma counselling may include the following:

Witnesses to the incident

Workplace friends of the injured or deceased

Supervisors who may have directed the processes that led to the incident

Other workers who may be totally or partially involved in the processes that led to the incident

First Aiders or persons responding to the incident

People affected who choose to leave the site before the trauma counselling begins should be debriefed before leaving the site and given the contact details for trauma counselling services.

## **Attachment C) Internal and External Investigations**

#### **Contents**

Reporting to WorkSafe:	
WorkSafe Inspectors:	
WorkSafe Inspectors Powers:	
WorkSafe Inspectors Activities:	
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## Reporting to WorkSafe:

Notifiable incidents including fatalities must be reported to WorkSafe as per the Attachment A) Notifiable Incidents.

Notification is generally required immediately upon a workplace fatality and within a very short period of time in the case of a severe injury. It is recommended that verbal notification be given initially with the written report to be provided at a later date but within the prescribed time. This will allow the opportunity for the document to be properly considered by the Company Lawyers.

The police will typically arrive on site before the WorkSafe Inspectors and may ask some questions in the interim period. Once WorkSafe Inspectors arrive, police will generally hand the right of investigation over to them.

## **WorkSafe Inspectors:**

WorkSafe Inspectors are likely to immediately visit the site after receiving notification of a severe injury or fatality and should be accompanied at all times and be provided with all required assistance and cooperation.

The site is not to be disturbed until an inspector arrives at the site; or an inspector directs otherwise at the time of notification. However, if it is necessary to disturb the site to protect the health and safety of any person, to aid any injured person or to prevent the recurrence of any further action the site can be disturbed.

The inspector is generally required to consult the employer and take the employer's representative on any inspection conducted.

## **Attachment C) Internal and External Investigations**

## **WorkSafe Inspectors Powers:**

#### Typical WorkSafe Inspectors powers include the following example from Section 39 of the OHS Act:

- Enter, inspect and examine at all reasonable times (day or night) any workplace which the inspector deems necessary to inspect in order to fulfil his/her obligations under the OHS Act;
- Take such materials, equipment as required;
- Make all inquiries necessary to ascertain whether the OHS Act has been complied with;
- Examine any plant, substance or other material whatsoever;
- Take possession of any plant for further examination, testing or use as evidence;
- Take photographs, measurements, create sketches or recordings;
- Copy or take any documents;
- Direct that the workplace or any part of it be left undisturbed for as long as the inspector considers necessary.

## **WorkSafe Inspectors Activities:**

#### WorkSafe Inspectors will usually undertake all or some of the following activities:

- Undertake a physical examination of the scene;
- Require the incident scene be left undisturbed until he/she has examined the scene;
- Take photographs;
- Identify relevant witnesses for interviewing;
- Interview witnesses;
- Request documents;
- Return to the site to conduct formal interviews;
- Issue Prohibition/improvement notices.

## **Communication Process to WorkSafe Inspectors and Police:**

If Police or Investigators seek to obtain formal statements from management or workers including witnesses (Interviewees) or record an interview in writing or taped, advice should be immediately obtained from the Company Lawyers.

Interviewees are required to answer questions, unless they have a reasonable excuse not to do so and have the right to have a legal representative, manager or safety representative present at the interview.

Company lawyer representation is recommended for all severe incidents or fatalities, in particular for all statements taken from Interviewees.

Company Lawyers can request that the questions that are to be asked are put in writing so the questions are answered appropriately and have been screened prior to their release.

# CMPA Critical Incident Response Template Attachment C) Internal and External Investigations

#### Interviewees should be given the following advice about answering questions:

- Your answers should be strictly confined to the questions;
- Only provide information that is within your knowledge;
- Opinions, in particular, as to why the incident occurred and who is responsible, should not be offered.

A "Record of Interview" or "Statement" will be prepared at the time of interview. Any statement prepared should be carefully assessed and if it includes any statement or answers that the interviewee is not happy about, then the interviewee should refuse to sign the document until it is correct. Interviewees should ensure they obtain a copy of any statement.

An employer must not encourage or influence a worker to refuse to answer questions of a WorkSafe Inspector. This may constitute an offence under the OHS Act.

#### Role of WorkSafe in the Interview:

The WorkSafe Inspector must ensure that the interviewee comprehends his/her obligations to answer the inspector's questions unless he or she has a reasonable excuse to refuse to answer questions.

At the commencement of an interview the WorkSafe Inspector should advise the interviewee of the following matters. A company lawyer will always ensure that these matters are covered:

- The purpose of the interview;
- The inspector's source of appointment and authority for taking the statement;
- The possible claim for privilege against self-incrimination in respect of any answers provided. A privilege clause should be included on the written statement and if it is not, the witness should ask for this to be included and should not answer any questions until it is;
- Whether the interview is to be taped/digitally recorded and if so, the purpose of such a recording;
- Whether a formal record of interview is to be prepared and if so whether the record must be signed;
- Whether any statement or record of interview is able to be amended after being prepared;
- The ability to obtain a copy of the record of interview or tape recording.

## **Attachment C) Internal and External Investigations**

# **Internal Investigation or Reports:**

No documents should be produced relating to the incident without first obtaining advice from the Company Lawyers. Generally the Company Lawyer will engage an investigator on behalf of the employer.

Internal reports should contain facts and not opinions. Written reports issued to company management should be by way of the company's internal Incident Notification procedure.

Any other reports produced should avoid any conclusions being drawn but should clearly identify facts only i.e.:

- That a fatality or a severe injury has occurred;
- Details of the injured worker;
- Details as to the circumstances of the incident (time and location).

All written company records relating to an incident may have to be produced in any subsequent court hearing for damages or prosecution. Therefore, the test before something is internally recorded and reported should be "is it fact"?" Opinions, theories, assumptions, suspicions and the like should not be recorded.

If there are doubts as to what should be included in any report which is produced, then the matter should be discussed with the Company Lawyers.

# **Investigations Undertaken by Third Parties**

If a solicitor/investigator representing a third party or plaintiff is conducting an investigation, the site manager should ensure that all employees are briefed and advised not to communicate with the investigator/solicitor without the advice and presence of the Company's Lawyers or their own legal representative, whilst also advising that employees may speak to whomever they wish.

# **Attachment D) Evacuation Trial Review Checklist**

Site	Date	Reviewed By	Signature

Emergency Response Trial Review	N/A	Yes	No
Did the person discovering the emergency alert the Emergency Co-Ordinator?			
Was the alarm activated?			
Was the alarm heard by all workers?			
Did the Emergency Co-Ordinator state what the emergency type was?			
Did the Emergency Co-Ordinator nominate the designated evacuation point?			
Did all workers/visitors arrive at the evacuation point in a timely manner?			
Did all workers /visitors follow instructions as required?			
Was a roll call undertaken using the visitor's book and a list of workers on site?			
Were all workers and visitors present at the roll call?			
Was a search required to find any missing workers or visitors?			
Were they found in a timely manner?			
Did anyone attempt to or leave the evacuation point prior to being given permission?			

Timeliness	Times
Time Emergency Coordinator notified of emergency	
Time all workers and visitors arrived at evacuation point	
Minutes from alarm activation to arrival of workers or visitors using roll call	
Time in minutes from alarm activation to arrival of any missing persons from initial roll call	

Improvement Opportunities and Actions	Whom	When

# **Attachment D) Evacuation Trial Review Checklist**

Improvement Opportunities and Actions	Whom	When

