

# STANDARD OPERATING PROCEDURE

## After Hours Notification and On-Call

February 2018

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## DOCUMENT CONTROL SHEET

### REVIEW

This Standard Operating Procedure must be reviewed every 36 months from the date of issue. However, this document must be immediately modified if practices and/or procedures change.

### Document Details

<b>Responsible Officer</b>	Executive Director, SafeWork SA
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### Change History

Previous		Change from previous version	Author
Version	Issue Date		
4	30 October 2012	To reflect WHS Act	Operational Support Team
5	February 2018	Current process	Corporate Services

### Contact Person

<b>Name</b>	[REDACTED]
<b>Position</b>	Principal Skills Support Officer – Resources, Corporate Services
<b>Telephone</b>	[REDACTED]
<b>Email Address</b>	[REDACTED]

### Endorsed

[REDACTED]  
 Executive Director  
 SafeWork SA  
 9 / 2 / 2018

## PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to describe the arrangements and processes SafeWork SA has in place to ensure an appropriate and timely response to any serious work-related accidents or incidents that occur outside of normal business hours.

## BACKGROUND

### The On-Call Team and hours of operation

SafeWork SA's normal business hours are from Monday to Friday 8.30am to 5.30pm. Outside of these hours (and on public holidays) an **On-Call Team** responds (as appropriate) to any:

- urgent and serious complaints;
- **notifiable incidents**; and/or
- **Critical events**.

The **On-Call Team** consists of:

- an **On-Call Duty Manager** - a Manager (or their proxy) from either the Investigation Team or one of the Industry Teams;
- An **On-Call Inspector** - an Inspector from one of the Industry Teams; and
- An **On-Call Investigator** – an Inspector from the Investigation Team.

The actual officers allocated to the **On-Call Team** changes at 8.30am every Wednesday, with their first On-Call shift starting at 5.30pm that day.

### The On-Call Roster

Below is an example of the On-Call Roster:

<b>AFTER HOURS CALL-OUT NOMINATIONS ROSTER July 20## to December 20##</b>					
<b>Start date Wed: 5:30pm</b>	<b>End date Wed:8:30am</b>	<b>Regulator Team</b>	<b>On-Call Inspector Name</b>	<b>On-Call Investigator Name</b>	<b>On-Call Duty Manager Name</b>
<b>July</b>					
28/06/20##	5/07/20##	PIRCCE*	██████████ (PIRCCE)	██████████	██████████ (Manager, PIRCCE)
5/07/20##	12/07/20##	CEBS	██████████ (CEBS)	██████████	██████████ (Team Leader, CEBS)
12/07/20##	19/07/20##	Construction	██████████ (Construction)	██████████	██████████ (Chief Adviser, Construction)
19/07/20##	26/07/20##	MWRTU	██████████ (MWRTU)	██████████	██████████ (Manager, MWRTU)
<b>August</b>					
26/07/20##	2/08/20##	Investigation	██████████ (PIRCCE)	██████████	██████████ (Manager Investigation Team)

\* The PIRCCE nominee must be one of their metropolitan-based Inspectors.

Note: The Dangerous Substances Team does not participate in the On-Call Roster – other than their Manager, who can be contacted after hours for any urgent DS related complaints or reports

When a team is allocated against a particular week on the roster it means that their Manager (or the Manager's proxy) will be the **On-Call Duty Manager** for that week, and the **On-Call Inspector** will also come from that Team.

The exception to this is where it is the Investigation Team's week – in which case an Industry Team Inspector will normally be rostered on as the **On-Call Inspector**.

Not every Inspector is able to or wants to undertake On-Call duties, so at least six (6) weeks before the end of the current **On-Call period**, the Industry and Investigation Team Managers will ask all eligible Inspectors in their team if they are willing to work On-Call as part of the next On-Call Roster.

Industry and Investigation Team Managers will confirm nominations at least four (4) weeks prior to the start of the new roster and enter them against the relevant weeks on the roster.

The Manager Construction is responsible for:

- finalising the On-Call Roster;
- distributing it at least a week before it commences; and
- making any necessary changes to the roster over the next six (6) months.

If after the roster has been released, an Industry Team Manager realises that either they or one of their nominees will be unable meet their On-Call obligations, that Manager will:

- find someone else from their team (or another) to cover the week/shift; and
- notify the Manager Construction accordingly so the roster can be amended.

If the Manager or **On-Call Inspector** from the Industry Team responsible for the week cannot for any reason go On-Call (e.g. due to pre-booked or sudden and unexpected leave), another Inspector from that team (and/or a proxy for the Team Manager) will be rostered on. If this is not possible an Inspector or Team Manager from another team will be rostered on.

***What if the On-Call Inspector is unable to work an On-Call shift (or part thereof) due to unforeseen circumstances (e.g. sickness)?***

- In such circumstance the Investigator will take over as the **On-Call Inspector** until a replacement **On-Call Inspector** can be arranged.
- If the **On-Call Investigator** who has assumed the role of the **On-Call Inspector** requires assistance while On-Call they should contact the **On-Call Duty Manager**.

## **On-Call Resources and equipment**

Both the [On-Call Folder](#) in the C:\ drive and [On-Call section of the Toolbox](#) on the SafeWork SA Intranet contain information that may be of assistance to member of the **On-Call team**, including:

- the On-Call Roster – this also lists contact details of the relevant Directors, Team Managers and specialist staff; and
- a list of Comcare employers.

The On-Call team will also need to access systems such as InfoNET and Joget and will therefore need to be competent in the use of Citrix and have the necessary tokens.

## **Work Health and Safety for the On-Call Team**

Some notifications will require members of the On-Call Team to travel reasonable distances, possibly late at night, and/or in unpredictable weather conditions. To minimise the risk to personal safety in these conditions, the following responsibilities apply.

The **On-Call Duty Manager** is responsible for:

- Providing directions regarding attendance at an incident.
- Ensuring that all the necessary background checks and assessments have been done to identify and address any risks to the health and safety of the attending Inspector/Investigator.
- Having in place a system of check-in phone calls between themselves and the **On-Call Team** - taking into account distances, arrivals, departures, weather and location-based factors.
- Maintaining regular 'welfare check' contact with the Inspector at intervals of no more than 30 minutes unless another time interval is agreed to (on a case-by-case basis).
- Advising the relevant Team Managers of any matters that have occurred during the On-Call shift (like multiple and/or lengthy call outs) that mean the **On-Call Inspector** and/or **Investigator** will be in later than usual.

The **On-Call Inspector** and **Investigator** must:

- Make initial contact with the **On-Call Duty Manager** if a report is received of an incident or complaint that may require attendance and thereafter act on their directions in relation to security and safety.
- If required to attend an incident/complaint discuss with the **On-Call Duty Manager** travel details such as: their estimated departure time; the destination address; the route to be taken; and the estimated time of return. (NOTE: Attendance of a country-based Inspector may be discussed as an appropriate alternative during this conversation).
- Contact the **On-Call Duty Manager** and advise them of their safe arrival at the scene and when back at home.
- Comply with all other SafeWork SA and AGD risk assessment and remote and isolated work policies and/or procedures.

## PROCEDURE

### Start of the On-Call Week

Every Wednesday morning, the Manager of the team that is taking over On-Call duties that day, must email the name and contact details of each member of the new **On-Call Team** to:

- the Manager Customer Services and all Help Centre staff;
- all CAED Managers (and Team Leaders);
- the Manager Communications and Education Services;
- the Chief Inspector; and
- the Director Investigations.

When the On-Call week starts, each member of the **On-Call Team** should ensure they have all the standard equipment they may need, to go straight to the site of a **Critical Event** without having to call into the office first. Such equipment includes:

- the 'On-Call Folder' (hard-copy);
- a Government vehicle;
- a Citrix token to access the required electronic files and programs such as Joget;
- their laptop or tablet so they can access the On-Call Resources in the C:\ drive; and
- their full complement of field equipment including: PPE, at least one extra field note book, fully charged camera, evidence bags

### The On-Call shift

During the On-Call shift, each member of the **On-Call Team** must:

- keep their phone well charged, switched on, off 'silent' and with them at all times;

- stay within an hour of their Government vehicle; and
- refrain from drinking alcohol or taking any other substance or medication that may inhibit their ability to drive and/or perform their duties as an Inspector while at a workplace.

### Receiving calls

At 5.30pm each business day, calls to SafeWork SA's 1800 Emergency line for the reporting of serious incidents or situations are automatically diverted to the **On-Call Inspector's** mobile phone.

### Recording Info

During the On-Call period the **On-Call Inspector** will use Joget (or the current hard-copy notification form) to record the details of the caller and the incident.

All calls will be recorded using the [Register of Calls](#) form available in the On-call folder.

### Prioritising Complaints and Notifications

The **On-Call Inspector** who receives notification of a work-related fatality or other type of **critical incident** must immediately notify the **On-Call Duty Manager** of the details.

For less serious notifications, that may nevertheless require attendance, it is the responsibility of the **On-Call Inspector** to contact the **On-Call Duty Manager** for advice.

For any notification not attended, the Inspector shall record the justification for non-attendance on the [Register of Calls](#) form.

The **On-Call Manger** will consider various factors before deciding whether or not to tell the **On-Call Inspector** to attend including:

- How urgent it is that the matter be addressed or whether it can wait until normal business hours.
- Whether directions can be given over the phone then followed up the next day by the relevant Industry Team.
- Whether the Manager PIRCCE should be contacted to organise attendance/advice from specialist staff (e.g. for mining-related incidents).
- The time of day and health and safety of the **On-Call Inspectors** (especially if they are likely to be fatigued from earlier call-outs).
- In the case of reports from the regional areas, the availability of more local Inspectors and the need to ensure on-going coverage in the metropolitan area.

If the matter would typically require a "same-day service" during a regular business day, then in most cases the **On-Call Inspector** should be instructed to attend.

In the unlikely event that the **On-Call Duty Manager** is unable to respond to the **On-Call Inspector**, the **On-Call Inspector** will make a decision on whether to attend in consultation with the **On-Call Investigator**.

The **On-Call Duty Manager** should be notified as soon as possible after this decision is made. Once the **On-Call Duty Manager** has been notified it is their decision as to whether the **On-Call Inspector** and/or Investigator attend.

### Dealing with a Critical Event while On-Call

If the **On-Call Duty Manager** declares a notification as a **Critical Event** they will contact the **On-Call Investigator** and direct them to attend. The **On-Call Duty Manager** will also decide:

- if they and/or the **On-Call Inspector** should attend the scene to assist; and

- if any technical or specialist expertise is required.

If travel costs (like flights) are likely to be incurred due to the distance that must be travelled in order to attend (i.e. outside of Metro response area or the Lower Yorke Peninsula and Kangaroo Island); or where any other expenses are to be incurred, this will be discussed with the **On-Call Duty Manager** prior to initiating any travel arrangement.

The **On-Call Investigator** should check InfoNET before attending a workplace for any history of:

- complaints and/or notifications;
- interactions SafeWork SA; and/or
- warnings regarding aggressive clients or other hazards at the workplace.

If for any reason the **On-Call Investigator** is unable to conduct such a check e.g. because an immediate response is required and/ or they are already out of the office, the **On-Call Inspector** or **On-Call Duty Manager** will check InfoNET and phone through any relevant results to the attending Investigator.

The Investigation or **On-Call Duty Manager** will supply the agency's Employee Assistance Provider (EAP) with the names and contact details of those who have been sent to attend so that they can be contacted at an appropriate time and offered access to the EAP services.

If the **Critical Event** is so serious that the **On-Call Duty Manager** deems it necessary for them to also attend in person, once at the scene their role is to provide overall incident control and logistical support so that the **On-Call Team** can undertake their primary tasks.

In such instances the type of tasks the **On-Call Duty Manager** would take responsibility for include:

- ensuring the PCBU is contacted prior to scene attendance with the estimated arrival time and number of SafeWork SA inspectors that will be attending;
- assisting with the assessment and preservation of the scene by the **On-Call Investigator**;
- being the principal point of contact for PCBUs/witnesses/other responding organisations at the scene;
- ensuring compliance and investigation activities are undertaken;
- managing up information to SafeWork SA Executives and any other relevant person; and
- ensuring the welfare of all SafeWork SA staff on-site.

If special assistance is required to transport or guard an exhibit, the Investigation Team Manager should be contacted.

### Media Enquiries while On-Call

The primary contact point (24/7) for all media enquiries is the Attorney-General's Department Media Unit via:

- [REDACTED]; and
- [REDACTED]

If a member of the media asks for information or comment on a SafeWork SA-related matter:

- be calm and courteous
- don't say "no comment", but rather explain that they can obtain more information on the matter by contacting the AGD media line on [REDACTED].

For example

*We are assessing an incident and any potential breaches of the Work Health and Safety Act.  
For more information about this incident please speak with the media advisor at the Attorney-General's  
Department.  
They can be contacted 24/7 on [REDACTED]*

## End of the On-Call Shift

The expectation is that where an Inspector takes a notification from a caller during the On-Call period they will not retain ownership of the notification and the subsequent InfoNET File. For example, where an Inspector from the Manufacturing, Wholesale, Retail and Utilities Team (MWRTU) takes a notification over the phone, the matter will be initially addressed by the **On-Call Inspector**. If the notified incident falls into the remit of another team the InfoNET file will be referred to the relevant team for completion.

All notifications taken by the **On-Call Inspector** during the On-Call period will be handed over to the relevant Regulator Team Manager or Team Leader by no later than 10.00am on the next business day.

If a **Critical Event** has occurred during the On-Call period the **On-Call Duty Manager** and all those who attended the scene are required to attend the:

- **Critical Event** de-brief;
- **Assessment Panel**;
- any other meeting to discuss the incident or SafeWork SA's response as required.

The **Assessment Panel** will determine the course of action to be followed in relation to the **Critical Event** and allocate responsibility for subsequent actions to a team. Actions arising from the **Assessment Panel** will be recorded on InfoNET by the relevant **CAED** team and communicated to all the relevant parties.

## FURTHER INFORMATION

For further information see the:

- [Investigations SOP](#)
- [Evidence Management SOP](#)
- [Use of Expert Witness SOP](#)

## APPENDIX A: Glossary of Terms

<b>After hours</b>	5.30pm to 8.30am Monday to Friday and all day Saturdays, Sundays and Public Holidays.
<b>Assessment Panel</b>	The Assessment Panel is a meeting of Managers and Team Leaders from each of the CAED and Investigations Teams and when necessary the Chief Inspector and Director Investigations.
<b>CAED</b>	Means Compliance and Enforcement Directorate that reports to the Chief Inspector.
<b>Critical Event</b>	Means any <b>critical incident</b> other matter reported to SafeWork SA that is deemed a ' <b>Critical Event</b> ' by: <ul style="list-style-type: none"> <li>• a <b>CAED</b> Team Manager</li> <li>• the Investigation Team Manager</li> <li>• the <b>On-Call Duty Manager</b></li> <li>• the Chief Inspector</li> <li>• the Director Investigations</li> <li>• the Executive Director.</li> </ul>
<b>Critical Incident</b>	Means a <b>notifiable incident</b> or other serious safety-matter reported to the Help Centre that they have rated as a 'Category 1- High Priority: ' <b>Critical Incident</b> '. The following type of incidents are always be coded by Help Centre as 1 – High Priority: <ul style="list-style-type: none"> <li>• Death of a person</li> <li>• <b>Serious Injury or illness</b></li> <li>• <b>Dangerous Incident</b></li> <li>• High Profile Public Event/Incident that may attract Media Attention</li> <li>• Minister or MP including any incident/injury in their building</li> <li>• Entry Permit Holder notification/complaint</li> </ul>
<b>Dangerous incident</b>	Under section 37 WHS Act <i>means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to—</i> <p>(a) an uncontrolled escape, spillage or leakage of a substance; or</p> <p>(b) an uncontrolled implosion, explosion or fire; or</p> <p>(c) an uncontrolled escape of gas or steam; or</p> <p>(d) an uncontrolled escape of a pressurised substance; or</p> <p>(e) electric shock; or</p> <p>(f) the fall or release from a height of any plant, substance or thing; or</p> <p>(g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or</p> <p>(h) the collapse or partial collapse of a structure; or</p> <p>(i) the collapse or failure of an excavation or of any shoring supporting an excavation; or</p> <p>(j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or</p> <p>(k) the interruption of the main system of ventilation in an underground excavation or tunnel; or</p> <p>(l) any other event prescribed by the regulations, but does not include an incident of a prescribed kind.</p>
<b>Normal business hours</b>	Monday to Friday 08.30am to 5.30pm
<b>Metropolitan Area</b>	Means a place that is inside an 80 kilometre radius from Adelaide GPO (excluding Kangaroo Island and the Lower Yorke Peninsula)

<b>On-Call Inspector</b>	Is the primary call out Inspector and will be the first person to receive any after-hours call out notifications The nominated Regulator Team Inspector
<b>On-Call Call Register</b>	Means the Microsoft Excel based form located on Inspector laptops at <a href="C:\Resources\On-Call information">C:\Resources\On-Call information</a>
<b>On-Call Shift</b>	Wednesday 5.30am to the following Wednesday 8.30am All Day Saturday, Sunday and any Public Holiday.
<b>On-Call Investigator</b>	The nominated Investigation Team Investigator. This Inspector is the first Inspector that is called on to assist the <i>On-Call Inspector</i> . This person also assumes the position of <i>On-Call Inspector</i> should the On-Call Inspector be unavailable due to illness or other issues.
<b>On-Call Team</b>	The nominated Duty Manager, Inspector, and Investigator
<b>On-Call Duty Manger</b>	The nominated manager of the designated On-Call Regulator Team. Note: During ordinary business hours there is no designated Duty Manager as each Regulator Team will have a permanent manager or Team Leader available to manage a safety incident that is within their team's industry remit.