

INCIDENT RESPONSE PLAN

<i>Name of Business</i>	
Prepared by:	<i>Insert</i>
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Document Details

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To be revised on	

CRISIS RESPONSE

1

Assess the Situation

2

Emergency Response

3

Communicate

- COMMUNICATE & ENSURE YOU ARE IN CONTROL
- CALL *(INSERT NAME AND NUMBER)* OR
- CALL *(ALTERNATIVE NAME AND NUMBER)*

4

Evaluate

- ✓ COMPLETE THE EMERGENCY CHECKLIST
- ✓ MONITOR THE SITUATION AND COMMUNICATE

5

Re-Assess

- ✓ PROVIDE REGULAR FEEDBACK
- ✓ GAIN FEEDBACK FROM YOUR CONTACT TREE AND EXTERNAL AGENCIES

CRISIS RESPONSE CHECKLIST

Incident Response Checklist	✓ or ✗	Actions taken
Have you:		
• Assessed the severity of the incident?		
• Evacuated the site if necessary?		
• Accounted for everyone?		
• Identified any injuries to persons?		
• Contacted Emergency Services?		
• Implemented your Incident Response Plan?		
• Started an Event Log?		
• Activated staff members and resources?		
• Appointed a spokesperson?		
• Gained more information as a priority?		
• Briefed team members on incident?		
• Allocated specific roles and responsibilities?		
• Identified any damage?		
• Identified critical business activities that have been disrupted?		
• Kept staff informed?		
• Contacted key stakeholders?		
• Understood and complied with any regulatory/compliance requirements?		
• Initiated media/public relations response?		
•		
•		

1.0 Purpose

The purpose of this Incident Response Plan is to enable *(insert business)* to be able to respond and recover quickly from a crisis. Preparation of this plan will help to minimise the harm caused to the business from a crisis so we can continue to employ staff and welcome visitors.

2.0 Evacuation Plan

Insert a copy of your evacuation plan here

3.0 Go-Pack Contents List

	Item	Last Updated
1.	<i>Evacuation Plan</i>	<i>January 2009</i>
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		

Date
Updated: _____

Signature: _____

Contact List – External

	Key contacts	Contact number/s	Contact name
Emergency	Emergency Services (Police/Fire/Ambulance)	000	
	State Emergency Services	(07) 3247 8604	
	State Emergency Services – flood and storm hotline	132 500	
	Local Disaster Management Group (coordination centre)		
	24 Hour Medical Centre		
Regional Offices (non-emergency)	Police		
	Ambulance		
	Fire		
Government	Council Administration		
	DEEDI Regional Office		
Information and Reporting	Bureau of Meteorology	(07) 4035 9777	
	Crime Stoppers	1800 333 000	
	Latest Fire Threat Information	1300 369 003	
	Fire Bans & Permits	1800 020 440	
	National Security Hotline	1800 123 400	
Poisons Information Centre	131 126		
Business Contacts	Insurance company		
	Lawyer / solicitor		
	Phone Company		
	Suppliers		
Utilities	Water and Sewerage		
	Gas		
	Electricity		
Employment	Fair Work Australia	1300 799 675	
	Wageline	1300 369 945	
Other	Lifeline	131 114	
	Tourism Queensland	(07) 3535 5588 0424 151 684	Danielle Koopman
	QTIC	(07) 3236 1445	Daniel Gschwind

Date

Updated: _____

Signature: _____

Date
Updated: _____

Signature: _____

5.0 Roles and Responsibilities

Role	Designated Employee(s)	Alternate
	Name: Contact Information:	Name: Contact Information:
Emergency Responsibilities:		

Role	Designated Employee(s)	Alternate
	Name: Contact Information:	Name: Contact Information:

Role	Designated Employee(s)	Alternate
	Name: Contact Information:	Name: Contact Information:

Date
Updated: _____

Signature: _____

6.0 Contact Hierarchy

Draw your contact hierarchy here

Date
Updated: _____

Signature: _____

7.0 Media Communication

Media spokesperson: (insert name)

Contact phone number: (insert phone number)

Message Map

Scenario: *Leak at impoundment*

Stakeholder: *Members of the local community*

Concern: *Safety of drinking water*

KEY MESSAGE 1 →	KEY MESSAGE 2 →	KEY MESSAGE 3
<i>Safe drinking water being provided to the community.</i>	<i>We apologize for any concern on inconvenience caused by the situation</i>	<i>Working to control a possible leak.</i>
↓	↓	↓
Support Point 1.1	Support Point 2.1	Support Point 3.1
<i>Arranged for potable water supplies.</i>	<i>We immediately notified authorities.</i>	<i>Using information from monitoring wells.</i>
Support Point 1.2	Support Point 2.2	Support Point 3.2
<i>Worked with the local water authorities to provide drinking water</i>	<i>We'll continue to provide information</i>	<i>Working with local authorities.</i>
Support Point 1.3	Support Point 2.3	Support Point 3.3

Date
Updated: _____

Signature: _____

Will continue to provide drinking water until extent of leak determined

Additional information available from the town

We immediately examined the surrounding area.

7.1 Press Release Template

FOR IMMEDIATE RELEASE

Contact Name: _____

Contact Phone Number: _____

Contact Email Address: _____

Headline

One sentence, 7-10 words, that describes the major point of the release: _____

City _____, (Date) _____

Message of Empathy/Caring (if appropriate): _____

Main Paragraph

Quickly answers the Who, What, Where, When and Why of the story: _____

Date

Updated: _____

Signature: _____

Who (which mine) is affected: _____

What is going on: _____

Where is this taking place: _____

When did this occur: _____

Why is this important: _____

Quote (key points can be made within quotes)

From a pre-determined spokesperson. Quote should say what actions [insert company] is taking, telling people what actions they should be taking, or voicing compassion and concern.

Name of Spokesperson: _____

Spokesperson's title: _____

Quote: _____

Key Message 1: _____

Supporting Point 1.1: _____

Supporting Point 1.2: _____

Date
Updated: _____

Signature: _____

Supporting Point 1.3: _____

Key Message 2: _____

Supporting Point 2.1: _____

Supporting Point 2.2: _____

Supporting Point 2.3: _____

Key Message 3: _____

Supporting Point 3.1: _____

Supporting Point 3.2: _____

Supporting Point 3.3: _____

More Information

For more information, contact: **[Insert name and contact number]**

[Insert Business Name]

[Insert Phone Number]

[Insert Website]

Date
Updated: _____

Signature: _____

7.2 Frequently Asked Media Questions

1. What has happened?

2. When did this happen?

3. Were you at all prepared to deal with this incident? If yes, how?

4. How many people were on the property at the time of the incident?

5. How many casualties/injuries were there? What are their names?

6. How many escaped and where are they?

7. Is anyone trapped? If yes, how many, how will you rescue them, how long do you expect this will take and who is in charge of the rescue effort?

Date
Updated: _____

Signature: _____

8. Has the business been shut down? For how long?

9. Who is scoping the damage to your property?

10. What state and local authorities have been notified and when?

11. Has anything like this happened to your business before?

12. What is happening to other staff while the business is shut down?

13. What have your staff been trained to do in a situation like this?

14. How much is the rescue effort costing? Who is paying for it?

Date
Updated: _____

Signature: _____

In the event of death and injuries, there are numerous other questions the media will ask. These include:

1. Where were the injured/dead taken?

2. Who discovered them and when?

3. What is being done to rescue remaining dead and injured?

4. Who is assisting the families/ what have the families been told?

5. When was the last fatality/serious injury in the business?

Date
Updated: _____

Signature: _____

Date
Updated: _____

Signature: _____