

Incident Response Management Plan

This Incident Response Management Plan summarises the rationale and approach undertaken by Bellingen Shire Council to manage any incidents involving our assets, the environment, customers or staff.

Incidents involving our assets may include water or sewer system failures or damage to our infrastructure caused by natural or malicious hazards.

What to do in the Event of an Incident

1. If an incident has occurred involving a Bellingen Shire Council asset and / or activity and the situation is potentially life threatening you should call 000 in the first instance.
2. Any persons wishing to report an incident involving our assets and / or activities must call the Council Office on (02) 6655 7300 during office hours or (02) 6655 6073 after hours or on a public holiday.
3. The operators will:
 - During business hours put you call through to the appropriate staff member.
 - After business hours collect your details and have a staff member contact you as soon as possible.
 - Designated operational staff will then be dispatched to attend the incident or advise of a course of action based on the prioritisation assessment.
4. We will escalate the incident when necessary and notify relevant stakeholders based on information we receive from our field resources.
5. We adhere to NSW State Emergency Management Arrangements meaning that key emergency service organisations such as NSW Police, Fire and Rescue NSW and the SES may be the controlling authority depending on the nature of the incident.