



CALL OUT RESPONSE POLICY | 16.17.01

1. BACKGROUND

Weddin Shire Council provides a critical public service to residents of the Weddin Shire through reactive and planned maintenance of roads, infrastructure, stormwater assets, and through the provision of support to Transport for New South Wales (TfNSW) and Emergency Services (ES) such as NSW Police.

The nature of these services necessitates the availability and coordination of Weddin Shire Council workers outside of standard working hours to ensure that roads, infrastructure and stormwater assets remain safe and usable for residents and other road users and to ensure that TfNSW and ES have appropriate assistance at any time of the day or night.

Infrastructure Services manage the out of hours availability and coordination of staff and resources through the Call out Response roster.

Call out response may also occur within business hours.

2. PURPOSE

To ensure the Weddin Shire Council has consistent and strong internal controls around responding to emergencies and to manage the expectations of staff and management involved in Call out Response. To ensure expedient, coordinated, appropriately resourced, and safe responses to road and road-related incidents across the Weddin Shire during business hours, outside of standard work hours, on weekends and public holidays.

3. POLICY OBJECTIVES

The objectives of this Policy are to:

- Establish principles around Weddin Shire Council's emergency situation(s) that are a result or will result in a direct impact on public health and safety and/or Council's infrastructure, where immediate action is required of Council.
- Apply principles of work health and safety (WHS) management and risk management when responding to emergencies to make safe hazards relating to council assets.
- Establish a Call out Response team to respond to hazards identified by service requests from the general public, council staff, TfNSW and emergency services.



- Establish a reasonably practicable timeframe for the treatment of identified hazards having regard to the resources available.
- Establish balance and equity between staff involved in the delivery of the service, whilst also ensuring that staff are appropriately trained and skilled to deal with the unique demands associated with the Call out Response function.
- Establish a system to record and document the hazards and remediation undertaken.

4. LEGISLATION

The Policy relates to the following legislation:

Work Health & Safety Act 2011

Roads Act 1993, section 163

Civil Liability Act 2002, sections, 42, 43 & 45 (Special non-feasance protection for roads authorities)

Companion Animals Act 1998

Local Government Act 1993

Local Government (General) Regulation 2021

Local Government State Award 2023

5. APPLICATION/SCOPE

This Policy applies at all times to Call out response activities within the Weddin Local Government Area. A Call out response situation is a result or will result in a direct impact on public health and safety and/or Council's infrastructure, where immediate action is required of Council.

6. POLICY

6.1. Roles and Responsibilities

The following table outlines the roles and responsibilities of personnel. Noting that the position titles may change, however, the responsibilities remain the same.



Roles	Responsibility
The Elected Council	The Elected Council must act in accordance with the Policy and abide by any determination made as a result of this Policy.
General Manager	The General Manager is responsible for the overall control and implementation of the Policy.
Director of Infrastructure Services	The Director of Infrastructure Services is responsible for management, monitoring and reporting. Depending on the situation, the Director of Infrastructure Services is Council's Local Emergency Management Officer.
Council Officer	Council Officers must act in accordance with this policy and abide by any determination made as a result of this policy.
Call out team	Council employees rostered onto Council's Call Out Team.
General Public	The general public must act in accordance with this policy and abide by any determination made as a result of this policy.

6.2. Defining emergency situation and response

A Call out response situation is a result or will result in a direct impact on public health and safety and/or Council's infrastructure, where immediate action is required of Council.

Council's Delegation Register provides the level of delegated authority to staff on Call out Responses to emergency situations. These include, but not limited to:

- Dangerous dog roaming or attacking.
- Damage to road network or Council infrastructure posing an immediate public health or safety issue.
- Fallen trees posing an immediate public health or safety issue.
- Natural disaster situation such as flooding or bushfire requiring traffic management and control.
- Traffic incident involving traffic management and control.

Council Officers are required to refer to the Council's Delegation Register.

6.3. Call Out Response Procedure

The Call out Response Procedure ('Procedure') will provide operational procedures for Council's Call out Response. The Procedure will set out:

- supervisory and management roles
- training and competency standards
- establishing the call-out roster and rostering
- performance expectations
- incident control
- Employee Assistance Program (EAP)
- reporting requirements



- and other such requirements.

6.3.1. Road Maintenance Council Contract (RMCC) with TfNSW

Noting that where Call out Response is carried out on a state highway such as HW07 – Newell Highway or HW16 Mid Western Highway, the TfNSW documentation regarding incident response will prevail. However the Procedure will assist in ensuring council's general management of Call out Response for all areas of operations are continually monitored and reviewed. At a minimum, the Procedure should be reviewed with the call out team, the WHS and Staff Consultative Committee and senior management on an annual basis.

6.3.2. Call Out Response in neighbouring Councils

There may be instances where NSW Police or TfNSW or a neighbouring Council calls for assistance in dealing with a Call out Response. Approval to carry out those activities will be done in accordance with the procedure.

6.4. Safety

- All workers to undertake a risk assessment of the site prior to starting work
- All workers will follow safe work method statements (SWMS), safety procedures and safe operating procedures relating to the task they are undertaking and the plant and equipment that they are operating.
- All workers will undertake training as specified in the SWMS or other safety document relating to the task.
- All workers will adhere to the work and rest periods as detailed in the Call out Response procedure.
- All workers will adhere to the incident control arrangements as detailed in the Call out Response procedure.

6.5. Training and Development

Council is obliged to ensure staff who form part of the Call out Response (Call out Team) are provided adequate training and development.

The training and competency standards are set out in the Procedure.

6.5.1. Call Out Toolbox and Meetings

As a result of the development of this Policy, Council's employees who form part of the Call out team will be required to attend any Call out toolboxes or meetings called on by Council's management team. A performance expectation relating to attendance will be set out in the procedure.



6.6. Establishment of Roster

Council is required to establish an on-call roster for Call out Response. The establishment of such a roster should be in line with the Local Government Award 2023 provisions. This includes the 'call out' and 'call back' function outlined in the Award which is further described in the procedure.

6.7. Performance expectations

Council should establish performance expectations that are clear and transparent to Council employees. The performance expectations should outline the requirements and outcomes related to performing the Call out Response and detailed in the procedure.

The performance expectations should set out Call out Response during business hours and after hours.

6.8. Documentation

All workers will complete the required documentation to record attendance at site and rectification or other remediation of the hazard.

6.9. Rostering

All workers will adhere to the rostering arrangements as detailed in the Call out Response procedure.

6.10. Delegation Authority (Procurement)

All workers will adhere to the delegation authorities relating to procurement as detailed in the Call out Response procedure.



7. DEFINITIONS

Key Terms	Meaning
Council Officer	Council's permanent and temporary employees, contractors, volunteers and all others that perform work on behalf of Council and whose tasks include Call Out Response
Call Out Response	Preplanned reaction to an event that has the potential to endanger workers or members of the general public that causes damage or disrupts the operation of an asset eg: chemical spill, fallen tree or motor vehicle accident.
Emergency situation	<p>An emergency situation is a result or will result in a direct impact on public health and safety and/or Council's infrastructure, where immediate action is required of Council. This includes, but not limited to:</p> <ul style="list-style-type: none"> • Dangerous dog roaming or attacking. • Damage to road network or Council infrastructure posing an immediate public health or safety issue. • Fall trees posing an immediate public health or safety issue. • Natural disaster situation such as flooding or bushfire requiring traffic management and control. • Traffic incident involving traffic management and control.
Site	Council asset eg: road, stormwater or infrastructure
Standard Working Hours	In line with the Local Government Award 2023
Worker	Council's permanent and temporary employees, contractors, volunteers and all others that perform work on behalf of Council and whose tasks include Call out Response



Title: Call Out Response		
Department: Infrastructure Services		
Version	Date	Author
0.1 (New Policy) Draft	December 2023	WHS Advisor
0.2 Draft	January 2024	WHS Advisor
0.3 Draft	February 2024	WHS Advisor
0.4 16.17.01 Adopted 012/24	8 February 2024 15 February 2024	WHS Advisor
<p>This policy may be amended or revoked at any time and must be reviewed at least three (3) years since its adoption (or latest amendment). The Director of Infrastructure Services will be responsible for the review of this policy. Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guideline.</p>		
Review Date: TBC		
Amendments in the release		
Amendment History	Date	Detail
Annexure Attached:		
Noreen Vu General Manager		