EMERGENCY RESPONSE & INCIDENT INVESTIGATION

DEPARTMENT FOR CORRECTIONAL SERVICES

JULY 2016

Government of South Australia
Department for Correctional Services

What happens in prison ?

https://www.youtube.com/watch?v=anOKr65EVWM

Yatala Labour Prison

- Approx 350 staff.

- South Australia's largest prison,

- Current delivery of a range of programs and services.

- Extensive prison industry program, providing employment and vocational opportunities in metal work, joinery and manufacturing.

What does a General Manager need to consider?

- Governance
- Culture
- Systems Management
- KPI's
- Service Delivery
- Command and control
- Incident management
- Response and recovery

- Program Delivery
- Out of cell hours
- Risk Management
- Security Systems
- Work Health & Safety
- Performance management
- Legislative requirements

EMERGENCY RESPONSE

- What type of incidents occur in Prisons & what is the difference between these?
  - ❑ Standard Local level Incident Management
  - ❑ High level incident Management at site
  - ❑ Major Disturbance and Multi Agency Approach

- What type of response is considered appropriate at these levels?

- What is the difference between these incidents, near misses and hazards? & Security versus Safety?

Local Incident

- Prisoner on Prisoner Assault
- Minor Self Harm
- Fire Alarm Activation – dealt with in house
- Medical emergency

How are these Managed and how do you know they are Managed Correctly?

High Level Incident

- Assault on Staff member

- Fire (attended by CFS / MFS)

- Dangerous Occurrence

- Immediately notifiable work related injury

Any Incident that requires introduction of outside agencies – CFS / MFS, SAFEWORK SA, Health.

Major Disturbance / Multi Agency Approach

- Prisoner Disturbance violent

- Death of an Offender

- Hostage

- Bomb Threat

- Explosion

Any Incident that requires the enacting of our Major Emergency Response and Recovery Plan.

Hazards & Near Misses – a system approach Security v's Safety - context

- SIMS / HIRMS System and Reporting

- Review of SIMS / HIRMS System through meeting structures and WHS Committees

- Corrective Actions and Risk Assessments

- Security V's Safety – giving context

How do we ensure that staff are prepared for these incidents

- Training – Certified and mandated

- Practice – Emergency Contingency Testing

- Operational Compliance

- Security and Emergency Management Standards

- Major Emergency Response and Recovery

Incident Review

How do we Review our Incidents?

- Local level
- High Level
- Major Disturbance

- Accidents, injury, Illness, Hazards and Near misses?

Injury Prevention
Building Safety Excellence

Values → Key Performance areas → DCS Programs/Framework → Safety Excellence → Outcomes

Planning

DCS has established plans and processes for achieving policy objectives, WHS&IM strategic planning:

- Governance Accountability and communication
- Hazard and risk management
- Incident reporting and investigation
- Injury Management
- Training

Implementation

Elements of the 'Implementation Phase of the DCS WHS Management System include:

1. Resources, Accountability and responsibilities are identified for the implementation, maintenance and improvement of the WHS System
2. Developing and implementing mandated training
3. Consulting, communicating and reporting
4. Document and data control
5. Hazard Identification, Risk Assessment and Control
6. Emergency Preparedness and Response

Injury Prevention
Building Safety Excellence

Values → Key Performance areas → DCS Programs/ Framework → Safety Excellence → Outcomes

Measurement and Evaluation

DCS has an internal WHS audit and evaluation program which monitors performance against policy directives and legislation.

Incident investigation, corrective and preventative action, implementing and maintaining procedures.

Maintaining documented procedures

Monitoring and measuring key operational activities that can cause illness and incident.

Review

Audit findings and monitoring of statistical performance determines the effectiveness of the DCS WHS&IM system and provides opportunity for changes/review to:

Strategy
Policy
Processes
Plans
Reporting

Building Safety into Incident Investigations

Key Focus Area	Objective
Risk Management	Risk Management is systematic and in built into all activities of the department

Risk Management is systematic and proportionate. • **Identify and manage significant risk.** • **Ensure that risk control measures remain effective.** • **Control Risks impacting the return to work of injured workers**	**Ongoing Supports** **Policy 19 Hazard Management** **SOP 093 Assessing Controlling and monitoring Risks** **SOP 062 WHS Internal WHS&IM Audit** **SOP 101 Bushfire Risk Management / Extreme Heat** **SOP 059 Rehabilitation and Return to Work for injured employees** **SOP 004 Incident Reporting** **SOP 071 SIMS/HIRM Reporting**

INJURY MANAGEMENT FOCUS

- Early Intervention

- Rehabilitation

- Retention at Work

- Providing Safe and Suitable Work

- Treatment Integrated with Work

- Return Employees to pre-injury duties, hours, working pattern and fitness

Injury Management Timeline

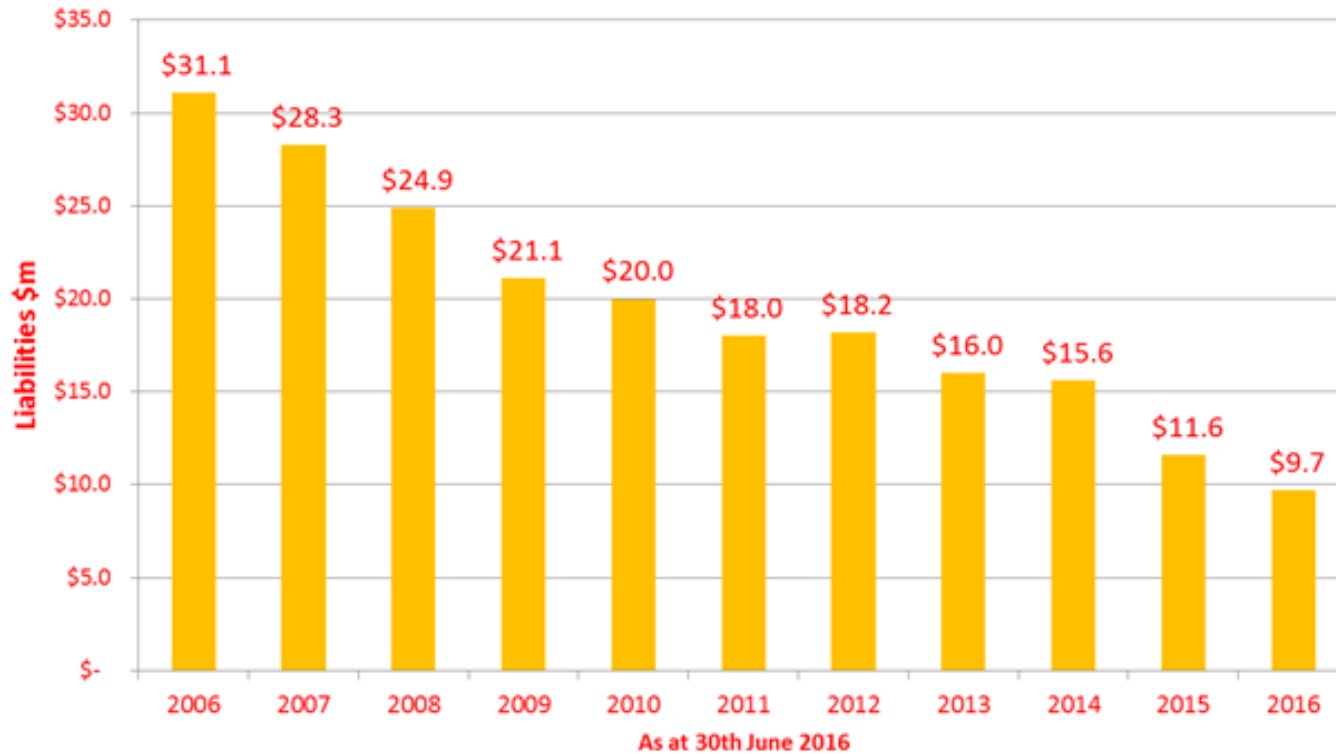| DAY 1	WITHIN 24 HOURS	WITHIN 48 HOURS	WITHIN 3 DAYS	WITHIN 5 DAYS	EVERY 7-14 DAYS
Workplace injury or illness occurs	Notify Site Manager Complete HIRMS Attend medical treatment if required	Assessment made for RTW Services by Claims Administrator	All claim documents are to be sent to the Injury Management Team: RTWSA Claim Form Work Capacity Certificate Medical Accounts	Return to Work Services to commence	Worker contacted by Director, Supervisor, Manager or Delegate

A TEAM APPROACH FOR RTW
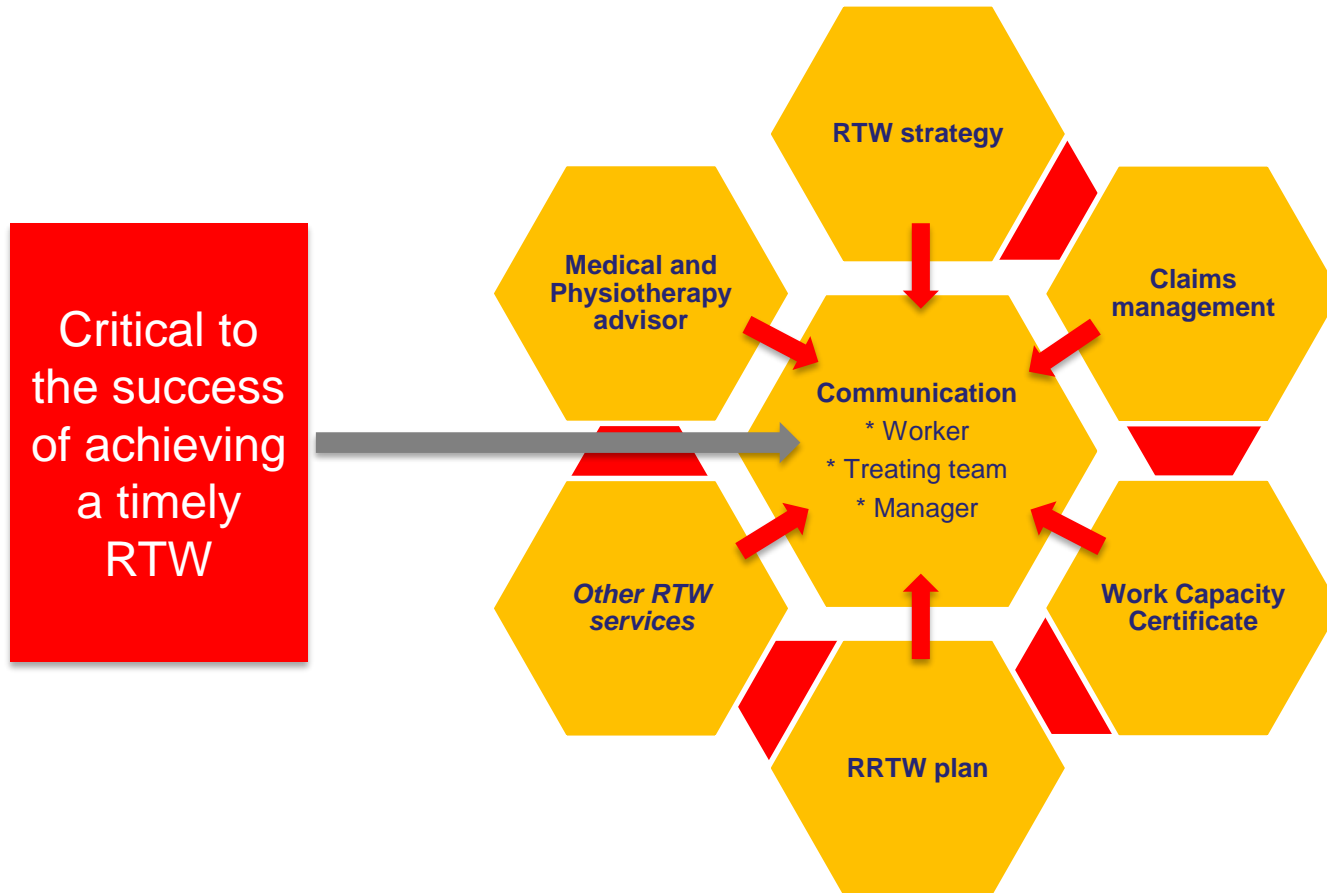
The Impact of Work Injury - New Claim Numbers & Total Cost
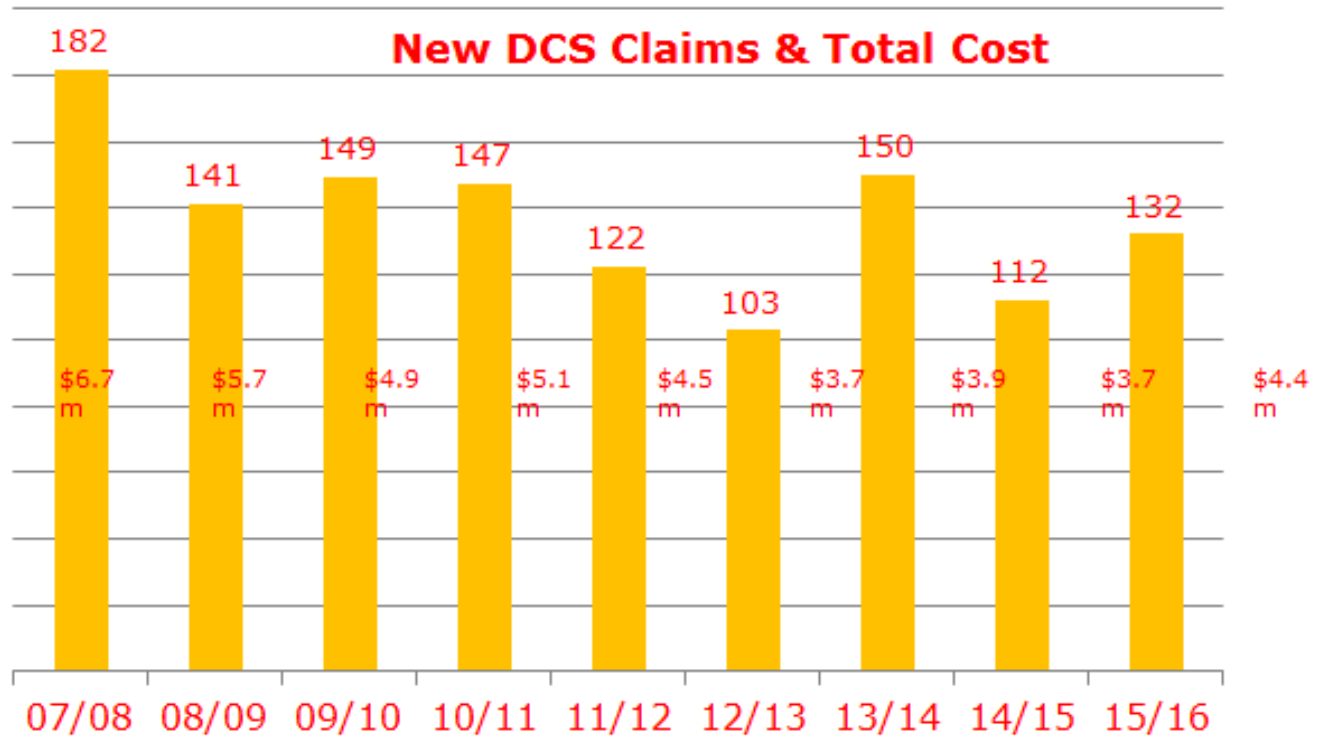
Actuarially Estimated Liabilities

Liabilities estimated as at 30th June of each year

Questions?