



MANAGEMENT PROCEDURE

STATE EMERGENCY INFORMATION CALL CENTRE CAPABILITY



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SEICCC Management Procedures

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Confidentiality

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Description

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Circulation limit

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Associated Documents**Document**

SEICCC Frequently Asked Questions

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Contents

1	Glossary	4
2	Background.....	6
3	Scope	6
4	SEICCC Management Procedures Detail	6
5	Spoke Call Centre Operations	7
6	Hub Call Centre Operations.....	9
7	Operators	12
8	Protection from Liability.....	12
9	Approvals.....	12

1 Glossary

SEICCC

The SEICCC provides a call centre capability to provide vital emergency information to the community both during an incident and to assist in recovery after a major incident. This service is activated where the control agency is not able to manage the incoming call volumes from the community. These calls may be, but not exclusively, prompted by the sending of an Emergency Alert message. Calls to the SEICCC are handled by trained operators who will have access to specific emergency event information to provide meaningful response and recovery information to the caller.

SEICCC Coordinator and PIAW Team

Staff within the Public Information and Warning (PIAW) unit within the South Australian Fire and Emergency Services Commission (SAFECOM) conduct functional, administrative and training support for the SEICCC.

SEICCC Manager

A rostered on call SEICCC Manager Role is to activate and support the SEICCC. The SEICCC Manager ensures the capability's maintenance during activation during response and recovery incidents and a debrief occurs at the end of each shift. The SEICCC Manager will provide adequate refreshments and facilities for hub staff and ensure that rest breaks are taken.

SEICCC operator

An SEICCC operator is a public sector employee who has nominated themselves to support the SEICCC. The SEICCC uses temporarily reassigned Public Sector employees made available by their employing authorities as call centre operators to provide information to the public during an emergency event.

SEICCC supervisor

A supportive Supervisory role is in place during SEICCC activations to provide support to SEICCC operators.

SEICCC information officer

An information gathering and distribution role is in place during SEICCC activations to provide support to SEICCC operators.

Hub call centre

A dedicated location for SEICCC operations to operate from consisting of call taking facilities and IT connections. The SEICCC hub call centre is located at Level 8, SA Water House, 250 Victoria Square, Adelaide.

Spoke call centre

The SEICCC has agreements with a number of government agencies to provide call centre facilities and staff during the agency's normal business hours. These agencies include SA Water, Super SA and Service SA.

National Emergency Call Centre Surge Capability (NECCSC)

The SEICCC has an agreement with NECCSC to provide call centre facilities and staff during periods when the capacity of SEICCC is or is likely to be overwhelmed.

2 Background

- 2.1 The South Australian Government retains primary operational responsibility for preventing, preparing for, responding to and recovering from emergencies within its jurisdiction, including maintaining an appropriate information call centre capability.
- 2.2 At the Council of Australian Governments' Meeting in April 2009 it was agreed that each State and Territory jurisdiction would establish call centre surge capacity arrangements. As a consequence the South Australian Government has established the State Emergency Information Call Centre Capability (SEICCC).
- 2.3 The SEICCC uses temporarily reassigned Public Sector employees made available by their employing authorities as call centre operators to provide information to the public during an emergency event. SEICCC will provide overflow capacity to existing emergency information call centres for the duration of both response and recovery events at any time of day or night as required throughout the year.
- 2.4 The National Emergency Call Centre Surge Capability (NECCSC) is also available to take calls in the event that SEICCC cannot handle the volume of calls.

3 Scope

- 3.1 SEICCC Management Procedures (this document) have been developed to provide guidance for call operators, managers and supervisors in the event of any standby, activation, or exercise involving the SEICCC.
- 3.2 They have been developed to support compliance with existing human resource management processes in place.

4 SEICCC Management Procedures Detail

- 4.1 These procedures are designed to support the safety of the SEICCC operators whilst undertaking duties as part of the SEICCC during any significant emergency event or exercise, using control methods to avoid the over-working of personnel throughout the activation period.

- 4.2 Public Sector employees performing work for SEICCC are doing so as part of their normal role and at the direction of their Chief Executive, employing authority or delegate and are required to follow these procedures.
- a) Public Sector employees will work under the terms and conditions of their existing employment.
 - b) The Crown is the person conducting a business or undertaking (“PCBU”) for the purposes of the Work Health Safety Act 2012 (“WHS Act”). Practically, the employing authority of the employees performing work for SEICCC and the management of the SEICCC are jointly responsible for discharging the obligations of a PCBU under the WHS Act.
 - c) All claims for payment by the Public Sector employees performing work for SEICCC will be made through their employing authorities, as per the provisions of the appropriate industrial instruments(s) applicable to the employee.
 - d) All personnel performing work for the SEICCC will receive training including activation and deactivation protocols, call centre operations, responding to enquiries and associated information dissemination and procedures. Flexible training opportunities during business hours, supported by the employee’s workplace, are made available.
 - e) In addition, personnel will receive a briefing prior to taking up any role when the SEICCC is placed on stand-by or is activated, and may participate in a debrief session following their shift.

5 Spoke Call Centre Operations

5.1 Spoke Call Centre

- a) The SEICCC have agreements with a number of government agencies to provide call centre facilities and staff during the agency’s normal business hours. These are known as ‘spoke call centres’.

5.2 Rosters

- a) It is the responsibility of each manager or supervisor within a spoke call centre to develop a roster for their agency's operators once SEICCC has been placed on stand-by or is activated.
- b) Rosters will cover normal business hours and will provide an agreed minimum level of operators plus a Manager or Supervisor at each location for each shift.
- c) Once rosters have been developed, they should be emailed to each operator appearing on the roster, and their respective manager. Each operator is to ensure that their manager is aware of the times they will be available for normal work and when they are rostered on to the SEICCC. A copy must also be sent to the PIAW team and SEICCC Manager.

5.3 Time records

- a) Records for all hours worked by operators are to be completed at the end of their shift. The manager or supervisor within the spoke call centre is responsible for ensuring this occurs. The record must include each team member's commencement and finishing times (shown in 24 hour clock format) along with breaks taken within each period of time worked.
- b) The SEICCC member must sign the completed time sheet and the manager or supervisor within the spoke call centre must certify the completed time sheet is correct. This should be processed using the agency's normal payroll procedures to ensure timely processing and payment. A copy of the completed time sheet must be sent to the SEICCC Team.

5.4 Payment and Time Off in Lieu (TOIL)

- a) Payment of salary, overtime and/or expenses relating to activation will be made in accordance with the employee's appropriate industrial instrument(s). Evidence of expenses may be required.
- b) If an operator is entitled to Time Off in Lieu (TOIL) under the industrial instruments(s) applicable to the employee, the taking of TOIL must be agreed between the operator and their employing authorities in accordance with the provisions of that industrial instrument(s) applicable to the employee.

5.5 Spoke Call Centre Managers and Supervisors responsibilities

- a) Managers and supervisors within a spoke call centre have a direct responsibility to ensure all operators are aware of and follow all the requirements and conditions set out in this document.
- b) During any call centre stand-by period, activation or exercise, managers and supervisors should ensure that other agency staff are aware that personnel are participating in the SEICCC.
- c) Managers and supervisors within a spoke call centre should ensure adequate refreshments and facilities are available and that rest breaks are taken by operators.
- d) Personnel involved in the SEICCC should also be aware that staff continuing their normal duties should not be given any unreasonable directions, requests or demands.
- e) Managers and supervisors within a spoke call centre should ensure that a debrief occurs at the end of each shift.
- f) The final deactivation debrief processes will be coordinated by the SEICCC team.

6 Hub Call Centre Operations

6.1 Hub Call Centre

- a) The SEICCC has a hub call centre located at Level 8, SA Water House, 250 Victoria Square, Adelaide. The SEICCC maintains a list of Public Sector employees who have agreed to operate from the hub call centre as required.

6.2 Rosters

- a) It is the responsibility of the SEICCC team to maintain a contact list of available hub operators.
- b) When SEICCC has been placed on stand-by or is activated, the SEICCC Manager will be responsible for contacting hub operators to check their availability and organise the staffing of the SEICCC to the required level.
- c) If it is anticipated that the emergency event will last more than a few hours the SEICCC Manager will be responsible for contacting hub operators to create an operational roster which will cover the anticipated duration of the event.
- d) No person on the hub staffing list will be forced to work in the SEICCC.

- e) Staff on sick leave from their regular work place cannot work in the SEICCC during this time. Staff on annual leave or flexi time that are willing to attend the SEICCC during an activation may negotiate with their employer to revert back to working hours for the period of time spent assisting the SEICCC.
- f) No hub operator will be expected to work for more than 8 hours in any 24 hour period.
- g) Once rosters have been developed, hub operators will be contacted by the SEICCC Manager (or their delegate) advising them of any changes to their rostered requirements.

6.3 Time records

- a) Records for all hours worked by hub staff are to be completed at the end of each shift. The SEICCC Manager is responsible for ensuring this occurs. The record must include and record each team member's commencement and finishing times in a 24 hour format along with breaks taken for each shift undertaken.
- b) Hub staff must sign completed time sheets and the SEICCC Manager must certify the time sheet is correct. This time sheet should then be provided to the staff member's workplace manager prior to claiming the working hours via the usual workplace payroll procedure. A copy of the completed time sheet must be retained by the PIAW team.

6.4 On-Call Allowance/Recall to Work

- a) There may be instances where the SEICCC is asked to be on standby due to heightened risk of incidents occurring. In this instance, the SEICCC Manager will contact staff and establish a team of operators to be on-call.
- b) SEICCC staff may be eligible for on-call allowances in accordance with the employee's applicable industrial instrument(s) and/or contract of employment if placed on call by the SEICCC Manager.

6.5 Payment, Time Off in Lieu (TOIL) and travel expenses

- a) Payment of salary, overtime and/or expenses relating to activation will be made in accordance with the industrial instrument(s) applicable to the employee and via their usual payroll procedure by their employer. The employer will subsequently be contacted by SAFECOM and provided with the opportunity to raise an invoice to receive a reimbursement for the associated costs. Evidence of expenses may be required.
- b) If an operator is entitled to Time Off in Lieu (TOIL) under an industrial instrument(s) applicable to them, the taking of TOIL must be agreed between the operator and their employing authorities in accordance with the provisions of that industrial instrument(s).
- c) SEICCC staff should note the appropriate industrial instrument(s) to understand what travel and other expenses can be claimed. Evidence of the expense may be required.

6.6 Public Information and Warning (PIAW) Team Responsibilities

- a) The PIAW unit has a direct responsibility to ensure personnel who have joined the SEICCC operational team are aware of and follow the requirements and conditions set out in this document.
- b) The final debrief following the call centre deactivation will be coordinated by the PIAW Unit.

6.7 Reimbursement Procedure

- a) Should an agency wish to claim a reimbursement, the following information should be noted prior to arranging an invoice:
- b) Cost recovery for salaries + wages, superannuation and payroll tax may be claimed
- c) Invoices are to be GST exclusive as per [ATO ID 2002/1052](#) and [ATO ID 2013/54](#) (including time related to travel and on-call costs where applicable)
- d) The invoice should display the staff member's name, event name, shift dates and identify the relevant agency for which the calls were taken.
- e) If an employee was placed 'on-call' they may have been entitled to an allowance under their relevant enterprise agreement
- f) Reimbursements for 'on-call SEICCC Managers' rostered on-call expenses are processed annually with an invoice issued at the end of each financial year.

7 Operators

- 7.1 Personnel who participate in the SEICCC during any standby, activation or exercise, must ensure they are familiar with all requirements set out within this document and be prepared to comply with all conditions contained within these procedures.
- 7.2 Personnel must also follow safe and healthy work practices consistent with Government OHS Policies and Procedures to ensure that they do not put themselves or others at risk.
- 7.3 Operators should also be aware that all calls will be recorded.

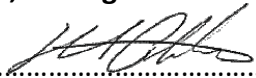
8 Protection from Liability

- 8.1 Personnel are protected under the Public Sector Act 2009 and other legislation as appropriate. Section 74 of the Act provides that no civil liability will attach to a person to whom the section applies and liability will instead attach to the Crown. Section 74 (4) does not prevent the Crown or a public sector agency taking action against an employee in respect of an act or omission of a person not in good faith.

9 Approval

This document is approved by (Signed for and on behalf of SA Fire and Emergency Services Commission):

Matt Aitchison, Manager Public Information and Warning, SAFECOM

Signature:

Date: 08/11/2018