

Water Corporations & the Department of Environment, Land, Water and Planning (DELWP)

Incident Notification Protocol

Purpose

The purpose of this protocol is to provide:

- i. clarity and direction to water corporations regarding their obligation to notify DELWP's Water Duty Officer (WDO) of an incident;
- ii. a summary of the WDO's duties and support role to water corporations during incidents, including:
 - providing a line of communication to the DELWP's Water and Catchment's executive and the Minister for Water's office when appropriate; and
 - providing regular situation reports to the DELWP's State Agency Commander (SAC) to ensure that (a) appropriate command and control arrangements are in place in the event that incidents escalate and (b) that these incidents are adequately resourced.

This protocol is not intended to discourage nor restrict broader communication between water corporations and DELWP which may be desirable during incidents or at any other time.

Scope - authorising environment

The *Emergency Management Manual of Victoria (EMMV)* is prepared under S53 of the *Emergency Management Act 2013*. Part 7 of the EMMV details the roles that different organisations play in Victoria's emergency management arrangements. Roles assigned to DELWP's Water and Catchments Group reflect responsibilities under the *Water Act 1989* and obligations of portfolio agencies. They include control agency (*primary responsibility for responding to a specific form of emergency*) for:

- dam safety;
- blue-green algae blooms
- water and wastewater service disruption; and
- Non-hazardous Pollution of Inland Waters

A response plan for each of the above class 2 emergency is available on [EM-COP Library > EM Arrangements > State Plans](#). Each response plan outlines the arrangements to manage these types of incidents including the role of water corporations.

Under the *Water Industry Act 1994* a *Statement of Obligations* has been issued (20/12/2015) by the Minister for Water for all Victorian water corporations. *Part 5 Risk Management*, sets out the water corporations' responsibilities for managing incidents and emergencies including: the continuity of services; waste discharges into the environment; dam safety; Information and Communications Technology incidents; security risks; and water quality.

Out of scope

This notification protocol does not apply to incidents relating to water corporations' governance or financial arrangements (not immediately impacting on operations). Other reporting procedures are in place for these types of incidents.

This protocol does not replace or amend any reporting or notification requirements to other government departments or regulators which may be required to fulfill legislative obligations and/or establish appropriate emergency management controls in accordance with the EMMV.

Notification – what information is required?

Notification of an incident by phone or email will include the following:

- i. type and location of the incident;
- ii. an estimate of the time required to resolution if known;
- iii. likelihood of escalation;
- iv. incident management arrangements in place; and
- v. consequence or potential consequence including:
 - number of households impacted;
 - critical customers impacted including hospitals and industry;
 - risk to public health or safety; and
 - impact on assets, infrastructure or the environment.

- When must a water corporation notify the DELWP WDO of an incident?

What are the subsequent actions to be taken by the WDO and the water corporation?

Incident type and level					Roles, notification obligations and actions	
Control agency responsibilities	Other incidents					
- BGA - Dam Safety - Water and Waste Water Disruption - Non-Hazardous Pollution of Inland Waters	External threats to the corporation's assets or operations	Notification to other agencies including DHHS and EPA	Public safety and OH&S	Reputational	Water Corporation obligations to notify the DELWP WDO	DELWP Water Duty Officer (WDO) summary of duties
Level 1					- BAU – no notification required to DELWP	- No action
Level 2 <i>Refer to response plans for triggers</i>	Credible external threat or impact with potential regional consequence on the corporation including: - ICT attacks - malicious acts - terrorism - fire - flood etc.	Any notification to another agency triggering a regional response (ie: DHHS and Drinking Water Contamination).	Uncontrolled public safety risk.	Operational incidents of any level with the potential to have significant impact on the corporation's reputation.	- Notify WDO by phone of any incident (including an anticipated escalation from Level 1) within 30 minutes. - Email confirming details to be sent ASAP. - Provide ongoing sitreps at a frequency requested by WDO.	- Maintain state-wide situational awareness of external threats including: ICT attacks, fires and floods. - Monitor water corporation incidents. - Determine appropriate frequency/ timing of sitreps from water corporations. - Notify the SAC of any escalation potential. - Respond to information requests from the SAC. - Notify DELWP's executive by phone subject to the incident's likely consequence or potential to escalate. - Notify DELWP's executive by email report.
Level 3 – Class 2 Emergency <i>Refer to response plans for triggers</i>	Actual or imminent impact from above with potential state-wide consequence on the corporation.	Any notification to another agency triggering a state-wide response.	Serious injury, permanent disability or death of public or staff.	As above	- Notify WDO by phone immediately. - Email confirming details to be sent ASAP. - Provide ongoing sitreps at a frequency requested by WDO.	- Notify the SAC immediately. - Notify department's executive by phone immediately – post the SAC. - Support the SAC and/or State Controller in establishing the line of control. - Support filling resourcing requests (technical expertise) from the SAC. - Attend /monitor SCC to maintain situational awareness. - Provide ongoing updates to DELWP's executive