Seafood Incident Response Plan 2012

Updated May 2012

Seafood Services Australia Ltd is the industry development 'service arm' of the Fisheries Research and Development Corporation and the Australian seafood industry

Company Mission

To enhance the profitability, international competitiveness, sustainability and resilience of the Australian seafood industry.

Functions of the Company

- In pursuit of its object the Company will seek to:remove or reduce impediments to seafood industry development that exist because of market failure[1] or institutional failure[1];

- deliver cost-effective and timely dissemination, adoption and commercialisation of research and development results and other relevant knowledge, processes, technology and material;

- promote and address seafood industry development opportunities;

- pursue regional, national and international strategies that secure supply of and markets for Australian seafood products;

- encourage continual improvement and uptake of best practice throughout the seafood supply chain.

Rapid Response to an Incident

Resources

- SP-1 Seafood Incident Form

- SP-2 Seafood Incident Response Plan Incident Running Sheet

- SP-3 Seafood Incident Response Checklist

Actions

1. Obtain all necessary details from the caller and fill in the SP-1 Seafood Incident Form (refer Appendix 1).

2. Commence recording details on SP-2 Seafood Incident Response Plan Incident Running Sheet.

3. Download SP-3 Seafood Incident Response Checklist.

4. Immediately inform the state SIRT Leader of the incident.

5. Determine the scope of the incident and the states involved in the incident.

6. Obtain the most recent list of seafood incident contacts from the SSA Server as detailed in Section Key Contact on Page 25.

7. Notify the National SIRT Coordinator of the existence of a seafood incident. (Seafood Services Australia 1300 130 321).

8. SSA will send a SMS to the SIRT with brief details of the existence of a seafood incident

Telephone Contact

In the event of a seafood incident your **initial response** should be by an SMS (including request to confirm receipt of message) or by **telephone to** the **peak seafood industry body** within **your state**.

SSA has created a SKYPE user account which can be used to send a SMS (including request to confirm receipt of message) to the Seafood Incident Response Team

The key telephone contacts are:

	Landline	**Mobile**
National Seafood Industry Alliance		
Katherine Sarneckis	08 8981 5194	0488 030 429
Northern Territory		
Northern Territory Seafood Council:	08 8981 5194	
Western Australia		
West Australian Fishing Industry Council:	08 9432 7777	
South Australia		
Wildcatch Fisheries South Australia:	08 8303 2717	
Tasmania		
Tasmanian Seafood Industry Council:	03 6224 2332	
Victoria		
Seafood Industry Victoria:	03 9329 5660	
New South Wales		
Master Fish Merchants Association:	02 9552 1611	
Sydney Fish Market Pty Ltd:	02 9004 1100	
Queensland		
Queensland Seafood Industry Association:	07 3262 6855	
Queensland Seafood Marketers Association:	07 3344 2055	
Where in doubt you should telephone:		
Seafood Services Australia Ltd:	07 3633 6777	

A complete list of industry and government agency contacts is provided at Section 7 of this Plan

Plan administration

Document Status

Title	Seafood Incident Response Plan
Major Processes	Seafood Incident Response Plan
Version	May 2012
Issue Date	
Authorisation and Responsible Officer	Ted Loveday
Position	SSA Managing Director
Distribution	National/State Seafood Incident Response Team Leaders

Record of Amendments

All changes to the Plan must be approved and authorised by the Seafood Incident Response Team Leader or delegate. When any part of the Plan is updated or amended, new pages covering the affected part(s) will be recorded. This Record is to be completed by the person making the amendment(s). Each new page will have an amendment number and date of issue printed on it. *The Record must be maintained for each copy of the Seafood Industry Response Plan.*

No.	Date Issued	Page(s) Amended	Amended by (print name and initials)	Date Amended	Approved by Team Leader (initials)
1.	March 2009	Page 3 inserted Pages 20-25, contacts updated	Bishop C J	18 March 2009	
2.	August 2009	Contacts updated and minor editorial changes	Bishop C J		
3.	October 2009	Contract updated and minor editorial changes	Bishop C J	22 October 2009	
4.	May 2010	Amended to reflect SIRP October trial assessment	Kimmins S M Snow A	4 May 2010	
5.	May 2012	Amendments as recommended from SIRP Trial Workshop in Melbourne	A Snow	31 May 2012	
6.					

No.	Date Issued	Page(s) Amended	Amended by (print name and initials)	Date Amended	Approved by Team Leader (initials)
7.					
8.					

Contents

Table of Acronyms and Abbreviations

AQIS	Australian Quarantine Inspection Service
FRDC	Fisheries Research and Development Corporation
FSANZ	Food Standards Australia and New Zealand
NFIRP	National Food Incident Response Protocol
SIR	Seafood Incident Response
SIRP	Seafood Incident Response Plan
SIRT	Seafood Incident Response Team
SSA	Seafood Services Australia Ltd

1. about the Seafood Incident Response Plan

1.1 Purpose of this plan

This Seafood Incident Response Plan (SIRP) was developed by Seafood Services Australia Ltd (SSA) in consultation with the seafood industry and relevant agencies to:

• provide a proactive, easy-to-follow response to adverse incidents in the seafood industry

• maintain Australia's reputation as a provider of safe, high-quality seafood to its customers

• strengthen consumer confidence in Australian seafood.

SSA in conjunction with industry, the Seafood Incident Response Team, relevant government agencies, and other stakeholders will test and review the plan on an annual basis to ensure that the plan remains up to date and relevant to industry needs.

1.2 Using the SIRP

The SIRP provides a framework for management teams at National and State levels to respond to an incident, and create clear and defined objectives for recovery.

This plan has been developed as a reference for the Seafood Incident Response Team to ensure that, in the event of an incident, all issues are addressed properly.

The plan gives clear guidelines for seafood incident trigger points as well as team and members' active roles in addressing an incident and bringing the incident to resolution.

Finally, the Plan, through the SP-3 Seafood Incident Response Checklist, lays down the appropriate audit trail and administrative processes that must be followed to ensure that the incident is managed.

1.3 What is a seafood incident?

An incident for the purposes of this Seafood Incident Response Plan (SIRP) will be interpreted as

"Any actual or potential event or occurrence which may affect the operations and reputation of the Australian seafood industry. These situations may be real or perceived and have a consequential impact on public health, public perception, domestic markets and international trade." A seafood related incident can be caused by any occurrence including the following:

• biological contamination of a product causing severe illness or death (e.g. microbial contamination or presence of a naturally occurring toxin)

• chemical residue violations in aquaculture

• false or misleading labelling (e.g. seafood substitution)

• external impact on marketing and trade perhaps stemming from an international food safety incident

• where a perceived incident or incident is reported by the media

• where seafood is incorrectly identified as being the cause of an incident such as food borne illness

- water contamination

- threats of extortion or sabotage

- biotechnology sensitivity

- physical contamination (e.g. glass discovered in product, etc.)

1.4 Context of the SIRP

The Seafood Incident Response Plan is not the only process to be invoked in the case of a seafood related incident. Other processes which will be invoked include:

Company Based Food Recall[1]

Standard 3.2.2 of the Australia New Zealand Food Standards Code requires all food businesses to have a documented system to recall food including seafood in the case of an incident due to contamination, etc.

Food businesses will have systems in place to undertake a voluntary withdrawal of product or where public health is involved, either a trade level or consumer level food recall.

Where a voluntary food recall is invoked, the relevant health authorities are advised and companies are required to liaise with Food Standards Australian and New Zealand (FSANZ).

Approved Export Procedures (AA) for seafood exporters

In addition to the requirements above, AQIS require all seafood exporters to have a documented food recall system in place and to test the plan at least once per year to ensure that product can be identified and removed from the chain.

Regulatory Food Recalls – Health Authorities

Most food recalls will be voluntary recalls by companies. On rare occasions, the health authorities' will invoke their statutory powers and conduct a mandatory food recall. All health authorities have very well documented and tested food recall protocols for such an occasion.

National Food Incident Response Protocol

The Australia and New Zealand Food Regulation Ministerial Council endorsed the National Food Incident Response Protocol (NFIRP) in May 2007. The NFIRP formalises current arrangements between government food regulatory agencies for responding to food incidents and defines expectations and obligations of members during the response to a national food incident. The NFIRP does not override existing response protocols of individual agencies or jurisdictions; rather it provides a link between the protocols of Australian Government and State and Territory agencies responsible for food safety and food issues. The Protocol is consistent with the Australasian Inter-service Incident Management System. It recognises the value of notifying a food incident early in its course, perhaps even before the extent of the problem is really known, so that all jurisdictions and industry are aware of events as they occur and can be prepared if the problem were to spread, or media interest were to suddenly peak. In addition, pre-emptive information sharing, coordination

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1 Food Safety Standards - Food recall systems for unsafe food – information available at
http://www.foodstandards.gov.au/newsroom/factsheets/foodsafetyfactsheets/foodrecallsystemsfor104.cfm

and early action may prevent the incident escalating and help reduce the potential industry and political impact.

The Seafood Incident Response Plan

It is not the intention that this plan will replace these existing processes but will rather co-exist and support the existing processes which have been specifically developed to protect public health and safety and recall product quickly. The aim of the Seafood Incident Response Plan in the event of an adverse seafood related incident is to minimise bad publicity to the whole seafood industry and ensure that consumer confidence is not eroded.

1.5 Role of SIRP in context of Other Incident Response Protocols

To be developed

2   Role of SIRP Custodian in an Incident

Note – This function is currently provided by Seafood Services Australia

Resources

- SP-7 SSA Checklist in the Event of an Incident

Actions

SSA will coordinate the initial meeting of the National Seafood Incident Response Team and provide leadership and assistance to the State Seafood Incident Response Team(s).

In the event of an incident:

1. SSA will convene the initial meeting of the SIRT.
2. The SIRT will agree on the appropriate SIRT leader and team members as per Section 5.
3. If required, SSA will continue to provide the secretariat and will be available to provide technical information and advice.

Incident involving more than one state

The Managing Director of SSA or his nominee will perform the function of National Seafood Industry Response Team (SIRT) coordinator.

1. When SSA becomes aware of a seafood related incident, the National SIRT coordinator will immediately contact the affected state SIRT leader(s).

2. SSA will provide ongoing assistance as required to the national SIRT leader during the incident.

3. If required, SSA will also provide the secretariat and develop and provide the necessary technical advice as required for the National SIRT.

Incident constrained to a single state

Where an incident is constrained to a single state, the relevant State SIRT Leader will manage the incident and keep the National SIRT coordinator advised of progress. All members of the National Seafood Incident Response Team will be kept advised of progress by e-mail.

Where necessary, SSA will provide the secretariat and technical advice to all State SIRT Leaders.

3. Seafood Incident Classification and Response

The three phases in the SIRP are consistent with the three phases developed in the National Food Incident Response Protocol. The key points of the three phases are outlined.

Alert Phase

- The SIRT is made aware of the incident
- The National SIRT coordinator and the relevant state SIRT Leaders mobilize the SIRT's in preparation for escalation of the incident
- Background information about the incident and the risks are gathered

Action Phase

- The SIRP is invoked as per the procedures outlined in this Plan
- The full SIRT and relevant technical advisors are mobilised
- The risk and the appropriate response to the incident are evaluated and instigated

Stand-down Phase

- The actions taken and the responsiveness of the seafood industry and the SIRP are reviewed
- Continual improvement of the SIRP is instigated as a result of the review of the incident
- A new version of the SIRP is released

Phase	Response		
Alert Phase	SIRT Leader is advised of a Seafood Incident National SIRT coordinator is advised of the incident SIRT coordinator advises relevant Seafood Incident Response Teams of incident		
Action Phase	One State Affected	More than one State affected	National Industry affected
	State SIRT involved State SIRT Leader coordinates Advises National SIRT coordinator	Relevant state SIRT's involved National SIRT coordinator liaises	National SIRT involved National SIRT coordinator liaises
Stand down Phase	Response and actions reviewed Seafood Incident Response Plan and procedures updated where necessary		

3.1 Incident severity impact matrix

(This matrix can be used as a guide to determining the severity of an incident)

Impact Type	Level of Severity		
	Level C	**Level B**	**Level A**
	Incident - State SIRT	*Escalating Incident State SIRT National SIRT on Alert*	*Major Incident National SIRT*
Biological Contamination	NA	**Single state** Serious Illness / Death	**Multiple states, risk of interstate contamination, export** Serious Illness / Death
Exotic Pest and Disease Incursion	**Local /regional** Domestic Impact trade	**Local /regional** Domestic impact trade, Health Threat	**Local/regional/multi-site** International impact trade Health threat
Extortion, Sabotage, Threats, etc	Minor Threat	**Local** Single victim Confined to state, region or locality	**National** Multiple victims Widespread interstate exposure/impact
Labelling Issues **Community Reaction**	False and misleading Minor industry impact	**Local/ state media** Community/state, False and misleading Resulting health issues Negative perceptions / impact post harvest sector	**National/International publicity** National / International False and misleading Resulting Health Issues Serious threat to national consumer confidence Major impact on export
Environmental Natural resources **Chemical residues**	Low level contamination	Obvious pollution Escalating media / community attention	Serious pollution High involvement of authorities – intense media attention
Negative media	No media involvement	Local media escalating with state involvement	National or international involvement
Marketing and Trade	Slight downturn Product specific Minor impact on specific industry supplier	Significant downturn Loss of consumer confidence Serious damage to local product / industry's reputation	Significant reduction in national & international consumption downturn in export sales Major damage to industry reputation and loss of product confidence through association
Government Involvement	Industry in control	Industry in control but Government monitors closely	Government likely to assume command

4. Response to an Incident – What to do first

Description of role

SIRT members will become aware of an incident by any of a number of different methods. These could include

- Direct call to Seafood Services Australia from affected parties or government representatives;

- Direct call to state industry body from affected parties or state government representatives;

- Media reports or enquiries;

- Other

In all cases, it is important that the initial contact person obtains sufficient information to allow the relevant SIRT Leader to make informed decisions.

Resources

- SP-1 Seafood Incident Form

- SP-2 Seafood Incident Response Plan Incident Running Sheet

- SP-3 Seafood Incident Response Checklist

Actions

1. Obtain all necessary details from the caller and fill in the SP-1 Seafood Incident Form (refer Appendix 1).

2. Commence recording details on SP-2 Seafood Incident Response Plan Incident Running Sheet.

3. Download SP-3 Seafood Incident Response Checklist.

4. Immediately inform the state SIRT Leader of the incident.

5. Determine the scope of the incident and the states involved in the incident.

6. Obtain the most recent list of seafood incident contacts from the SSA Server as detailed in Section Key Contact on Page 25.

7. Notify the National SIRT Coordinator of the existence of a seafood incident. (Seafood Services Australia 1300 130 321).

8. SSA will send a SMS to the SIRT with brief details of the existence of a seafood incident

5. Seafood Incident Response Team

Essentially the national seafood industry is divided into the Catching, Aquaculture and Post Harvest Sectors including importers, with the Post Harvest Sector being most vulnerable to large-scale and long drawn out incidents or emergencies, with particular reference to public health and safety issues.

The Seafood Incident Response Plan is based upon the principles of immediate response and in the first instance; any incident will be managed in the state of origin with assistance and advice coordinated by Seafood Services Australia as the national SIRT coordinator.

In the event that an incident should affect several states simultaneously, the states' respective SIRT Leaders and teams will be mobilised and their containment strategies co-ordinated by the National Seafood Incident Response Team Leader.

As the industry in each state is constituted of different representative bodies, organisations and structures, the formation of a state SIRT embracing industry knowledge and strategic management capability, is the responsibility of the nominated state SIRT Leader.

The SIRT in each state will need to be drawn from the representative entities that constitute the industry, with candidates being appointed for their capabilities and diverse experience rather than for reasons of affiliation.

Candidates should be sourced from industry bodies and business. It is important that each team member who is responsible for co-ordinating an aspect of the incident response, has identified and documented contact details of an alternate for their role, in the national register of seafood incident contacts.

The constitution of the SIRT will change depending on the nature of the incident and the skills and experience needed to respond.

In all cases, Seafood Services Australia will coordinate the initial meeting of the affected parties after which the relevant SIRT will be formed as per Section 2.

5.1 Seafood Incident Response Team Structure
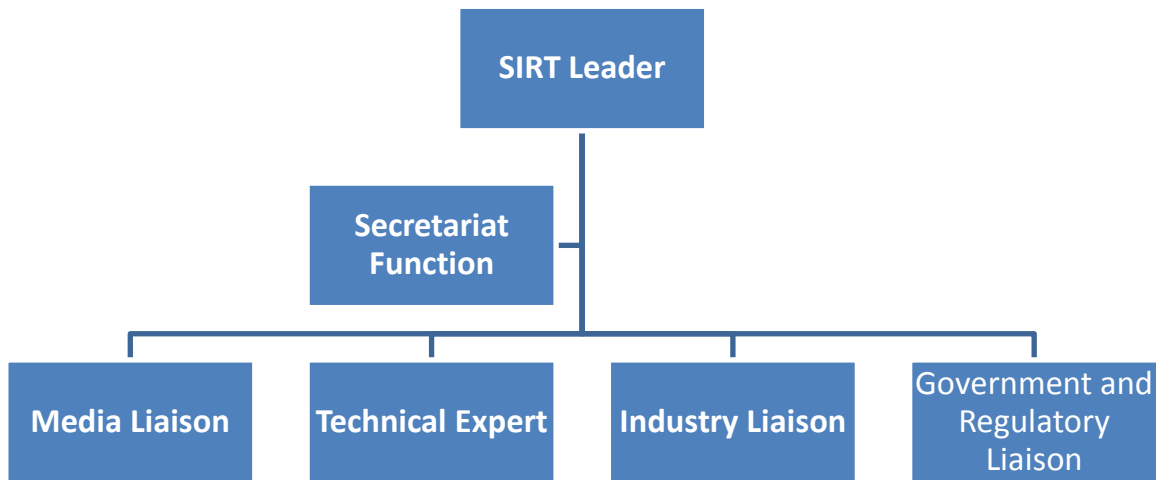
Figure 1 - Structure of SIRT Functions

This is the basic structure of the different functions which comprise the Seafood Incident Response Team.

Depending on the scope of the incident, many of these functions can be performed by the same person – e.g. the Team Leader may also act as the Media Liaison.

There are generally only two persons who are constant in the event of an incident, the SIRT Leader and the Secretariat. All other functions will vary depending on the nature and scope of the incident and the expert advice that is needed at the time.

5.2. Seafood Incident Response Team Roles

Seafood Industry Response Team leader

The Seafood Incident Response Team Leader is responsible for the overall performance of the team. In particular the role and key responsibilities are to:

- Ensure effective management of the Seafood Incident Response Team;
- In necessary, create an emergency centre with appropriate communications mechanisms (telephones, videoconferencing, etc)
- Determine the phase of the incident and when to declare the incident at Stand down phase;
- Act as liaison interface with all affected seafood Industry bodies;
- Allocate appropriate resources to manage the incident at all phases;
- Call meetings of the SIRT as appropriate using the most appropriate vehicle for meeting;
- Brief the SIRT members and provide updates at regular intervals.

The SIRT Leader may on occasions also fulfil the role of media liaison in relation to the incident.

SIRT Secretariat

The SIRT Secretariat will maintain the Seafood Incident Response Plan in the intervening periods when the plan is not implemented as per SP-4 Seafood Incident Response Plan Maintenance Checklist.

This ongoing maintenance role will include:

- Ensuring contact lists are maintained, up to date, and available at all times;

- Ensuring that any changes to the SIRP are documented;

- Ensuring that the SIRP is representative of the needs of the seafood industry.

When a seafood incident eventuates, the secretariat will:

- Ensure that all details of the incident are initially recorded;

- Immediately commence and ensure that a Seafood Incident Running Sheet is maintained.

Media Liaison

Media management and liaison is a key part of the SIRP strategy. It is important that key messages are given from one well briefed source or a consistent message is being conveyed.

Key responsibilities of this function are:

- To participate in meetings of the SIRT and assist in the development of a media strategy including key messages to be conveyed;

- To liaise with the SIRT Leader to determine the media strategy;

- To act as the spokesperson for the Seafood Industry in relation to the incident;

- To develop a database of good news articles for the seafood industry that can be quickly distributed if needed;

- To develop contacts with media outlets to be used in the event of an incident;

- To undertake regular and comprehensive media training.

Industry Liaison

Industry Liaison is important where a voluntary trade level recall or a voluntary consumer level recall is involved.

Key responsibilities of this function include:

- Liaise with the company or companies involved in the recall and offer advice and assistance if required;

- Organise and coordinate other specialist assistance that the company may request;

- Act as liaison between the company affecting the food recall and the Seafood Incident Response Team.

- Brief the Seafood Incident Response Team on any additional assistance that is required by the company;

- Monitor industry product recall procedures.

Government & Regulatory Liaison

The purpose of this role is to ensure that the messages being conveyed by the seafood industry are in harmony with the messages being conveyed by the agencies involved in the incident.

The person fulfilling this role will:

- Have an understanding of the current broad political, commercial and legal frameworks governing the Seafood Industry's markets and jurisdictions etc.

- Have a highly developed knowledge of the various agency and regulatory bodies' powers and accountabilities.

During an incident, they will:

- Act as the interface and manage the communications between the Seafood Incident Response Team and the appropriate Federal and State Governments' agencies and regulatory bodies.

- Liaise and provide advise to the SIRT Team Leader on Government response and regulatory implications.

- Advise the SIRT on national and international trade issues and implications.

- Develop and maintain government relations, with specific focus on raising awareness of the Seafood Incident Response Plan, the SIRT, its purpose, and its role during a declared incident.

Figure 2 outlines were the SIRT may be requested to provide support in an emergency response which is being controlled by a government agency (State or Federal).
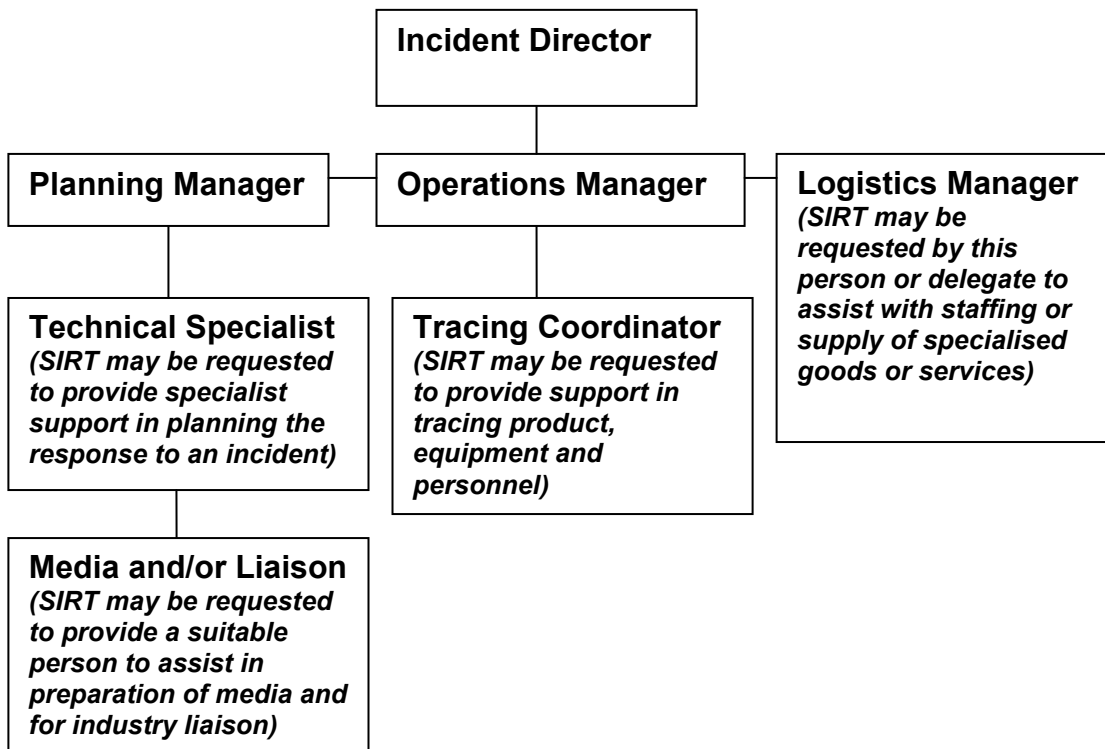

Figure 2 – Basic government emergency response structure and where SIRT may be involved.

Technical Advice Function

An effective response to an incident depends on having expert and factually correct information available at all times.

The type of advice which is required will be dependent on the nature and scope of the incident but would normally be:

- **Technical advice** – food safety and quality - will provide the relevant technical expertise and advice required by the SIRT Team to mount a precise, informed and dynamic response.
    - o Provide strategic technical advice including fact sheets, etc;
    - o Liaise with appropriate external laboratories, technical resources etc;
    - o Provide technical procedures and systems required by SIRT.

- **Environmental advice** –may be needed where the impact is on natural resource and environmental issues. Environmental advice may be needed to offer strategic counsel whilst liaising with environmental bodies and responsible agencies.
    - o Provide the SIRT Team with information and advice on environmental aspects of an incident;
    - o Ensure that the SIRT is able to develop and implement appropriate environmental incident response plans;
    - o Establish and maintain contacts with government agencies relating to the environment.

- **Legal advice** - the SIRT may need to examine the legal implications that threaten the industry or members thereof. To assist in mitigating escalation of the incident, legal advice may be needed.
    - o Understand and offer legal advice on incident implications as and when required;
    - o Develop consistent legal responses with relation to taking witness statements, preservation of evidence, recording of incident and post incident investigations;
    - o Establish and maintain effective specialist legal advisors relating to Seafood Service's identified threats.

All of these functions will be filled on an as needs basis, determined by the nature of the incident.

5.2 Seafood Incident Response Team communications

In general, meetings of the SIRT will be held by teleconference.

Other methods which may be implemented will include the use of videoconferencing software. (to be investigated).

If necessary, an Incident Centre will be created for the duration of the incident.

6. Seafood Incident Response Plan Resources

A range of resources and templates have been developed to assist in the management of an incident.

These resources can be used irrespective of the scope of an incident. They are therefore relevant for the state SIRT as well as the National SIRT.

SP-1 Seafood Incident Form

This form is used to immediately capture all details of the incident. As much detail as possible is to be captured from the caller. This form will assist the SIRT to determine the scope and the magnitude of the incident.

SP-2 Seafood Incident Response Plan Incident Running Sheet

As the incident escalates, the various events which occur will determine the actions to be taken. To create an accurate audit trail, it is important that dates and times are recorded for each action throughout the incident through the use of the Incident Running Sheet.

This form is one of the most valuable records of the conduct of an incident. All information, irrespective as to how trivial it might seem, should be recorded. After recording some information, do not re-edit the information – even if it proves to be incorrect.

The running sheet also provides a useful tool when conducting a post-mortem after the incident is over.

SP-3 Seafood Incident Response Checklist

This checklist is used to provide guidance to key members of the SIRT during the three phases of an incident.

Each checkpoint should be considered and either deleted as not relevant for this incident or actioned. The checklist assists to allocate responsibilities.

The role of maintaining the checklist will be determined at the start of an incident but would normally be fulfilled by the SIRT secretariat or the team leader.

SP-4 Seafood Incident Response Plan Maintenance Checklist

This checklist gives guidance to the National team leader as to ongoing maintenance of the SIRP. Continual monitoring of the points raised in this checklist will ensure that SIRT's are continually prepared for an incident.

SP-5 Checklist – Trial of the SIRP

The SIRP needs to tested on a regular basis (at least bi-annually) for a number of reasons.

1	To ensure that SIRT members are aware of their expectations in the event of an incident;

2   To ensure that new SIRT members are aware of and trained in the operations of the SIRP;

3   That the SIRP continues to be relevant and up to date.

This checklist will give guidance to the National and State team leaders on the conduct of a trial of the SIRP.

SP-6 Seafood Incident Response Plan Product Recall Checklist

As discussed previously, all seafood businesses are required to have a food recall plan in place.

The SIRT will not normally be involved in a recall. This checklist will only be required where an industry recall involving a number of companies is involved.

Seafood Incident Response Contacts

The Seafood Incident Response contacts will change from time to time.

An electronic listing is generated and can be downloaded from the Seafood Incident Response web site at http://www.seafood.net.au/sep/ as per the procedures outlined in Section Key Contact on Page 25.

7. Key Threats and Responses

An industry of the nature and size of the Seafood Industry can face a number of potential incidents.

This Section identifies ahead of time some of the major threats to public safety, employees, assets, earnings and reputation that might be faced by the SIR Team. It offers optimal strategic responses and broad guidelines for managing the incident and recovering effectively. These response plans will be added to the integrity and robustness of the SIRT process.

The following provides an overview of the key threats in the Seafood Industry as identified by key management personnel. These should be fine-tuned and continually added to as new threats are identified. Each identified threat has been classified according to its likelihood of occurring, and its potential impact. Each of these criterion are rated as either "High", "Medium" or "Low", and a pro-active response has been developed for those threats considered medium or high.

Particular emphasis has been placed on the likelihood of the threat escalating into an incident, which would in most cases lead to mobilisation of the SIRT Team.

The responses in this Section will be developed through stakeholder consultation and after regular testing of the responsiveness of the Seafood Incident Response Plan.

7.1 Identified key threats (for ongoing development)

Key Threats Identified	High	Medium	Low
Corporate Scandal / Workplace Issue			
Extortion / sabotage			
Investigative media			
Bomb threat			
Chemical / toxic leak			

Note: All threats with "high" and "medium" classification should be analysed and a specific response developed ahead of the incident / event occurring.

8. Key Contacts

It will be the responsibility of each of the state SIRT Leaders to develop and maintain their own contact lists. These contact lists will be forwarded to SSA for uploading to the SSA website for easy retrieval when needed.

Scope of Incident	National
Agency	*Contact No*
National Seafood Industry Alliance	CEO – Katherine Sarneckis National Seafood Industry Alliance GPO Box 618 Darwin, Northern Territory 0801 Phone: 08 8981 5194 Fax: Mobile: 0488 030 429 e-mail: ceo@ntsc.com.au Web: http://www.seafoodforaustralia.com.au/
Relevant Seafood Industry Peak Body Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Australian Quarantine and inspection Service (AQIS) Food Exports Program	AQIS GPO Box 858 Canberra ACT 2601 Phone: 1800 020 504 Fax: 02 6272 3238 Mobile: e-mail: exports@aqis.gov.au Web: www.aqis.gov.au
Australian Quarantine and inspection Service (AQIS) Imported Foods Program	AQIS GPO Box 858 Canberra ACT 2601 Phone: 02 6272 5488 Fax: 02 6272 5423 Mobile: e-mail: foodimp@aqis.gov.au Web: www.aqis.gov.au
Food Standards Australia and New Zealand (FSANZ)	Food Standards Australia New Zealand PO Box 7186 Canberra BC ACT 2610 Phone: 02 6271 2222 Fax: 02 6271 2278 Mobile (24 hr): 0412 166 965 e-mail: info@foodstandards.gov.au Web: www.foodstandards.gov.au
Australian Government Department of Health and Ageing	Commonwealth Department of Health & Ageing GPO Box 9848,

	Canberra ACT 2601, Phone: 1800 020 103 After hours: 02 6122 2747 Mobile: Web: http://www.health.gov.au
SafeFish Program (Dr Catherine McLeod) Technical Advice	SafeFish / SARDI Plant Research Centre, 2b Hartley Grove Urrbrae, SA 5064 Phone: 08 8303 9623 Mobile: 0429814217 e-Mail Cath.McLeod@sa.gov.au
Aquaculture Industry Peak Body National Aquaculture Council	National Aquaculture Council Phone: Fax: Mobile: e-mail: Web:
Seafood Importers Peak Body Seafood Importers Association of Australasia	Seafood Importers Association of Australasia Phone: Fax: Mobile: e-mail: Web:
Commonwealth Fisheries Peak Body Commonwealth Fisheries Association	Commonwealth Fisheries Association Phone: Fax: Mobile: e-mail: Web:
Seafood Industry Peak Body Seafood Experience Australasia	Seafood Experience Australasia Phone: Fax: Mobile: e-mail: Web:

Scope of Incident	Queensland
Agency	*Contact No*
Relevant Seafood Industry Peak Bodies Queensland Seafood Industry Association Queensland Seafood Marketers Association	Queensland Seafood Industry Association PO Box 392 Clayfield QLD 4011 Phone: 07 3262 6855 Fax: 07 3262 7650 Mobile: Email: qsia@qsia.com.au Web: http://www.qsia.com.au Queensland Seafood Marketers Association Phone: 07 3344 2055 Fax: 07 3344 2620 Mobile: 0411 231 057 e-mail: martinperkins@optusnet.com.au
Technical Advice Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Food Safety Authority Safe Food Queensland	Safe Food Production Queensland PO Box 440 Spring Hill QLD 4004 Phone: 1800 300 815 Fax: 07 3253 9810 Mobile: Email: info@safefood.qld.gov.au Web: http://www.safefood.qld.gov.au
Department of Health	Food Services Environmental Health Unit Queensland Department of Health GPO Box 48 Brisbane QLD 4001 Phone: 13 43 25 84 Fax: Mobile: e-mail: ehu@health.qld.gov.au Web: www.health.qld.gov.au
Department of Employment, Economic Development and Innovation DEEDI.	Queensland Department of Primary Industries and Fisheries GPO Box 46 Brisbane QLD 4001 Phone: 13 25 23 Fax: 07 3404 6900 Mobile: E-mail: callweb@dpi.qld.gov.au Web: www.dpi.qld.gov.au

Scope of Incident	New South Wales
Agency	**Contact No**
Relevant Seafood Industry Peak Body	Master Fish Merchants Association Locked Bag 247 Pyrmont NSW 2009 Phone: 02 9552 1611 Fax: 02 9552 3171 Mobile: 0421 017 802 email: michael@mfma.com.au Web: http://www.mfma.com.au/
	Sydney Fish Market Pty Ltd Locked Bag 247 Bank Street Pyrmont NSW 2009 Phone: 02 9004 1100 Fax: 02 9004 1177 Mobile: Email: Bryans@sydneyfishmarket.com.au; grt@sydneyfishmarket.com.au; louisen@sydneyfishmarket.com.au Web: http://www.sydneyfishmarket.com.au
Technical Advice Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Food Safety Authority	NSW Food Authority PO Box 6682 Silverwater NSW 1811 Phone: 1300 552 406 Fax: 02 9647 0026 Mobile: Email: contact@foodauthority.nsw.gov.au Web: www.foodauthority.nsw.gov.au
Department of Health	NSW Health Locked Mail Bag 961 North Sydney NSW 2059 Phone: 02 9391 9000 Fax: 02 9391 9101 Mobile: Email: nswhealth@doh.health.nsw.gov.au Web: http://www.health.nsw.gov.au/

Department of Primary Industries	NSW Industry and Investment PO Box 21 Cronulla NSW 2230 Phone: 1300 550 474 Fax: Mobile: Email: information-advisory@dpi.nsw.gov.au Web: http://www.dpi.nsw.gov.au/

Scope of Incident	**Victoria**
Agency	*Contact No*
Relevant Seafood Industry Peak Body Seafood Industry Victoria	Seafood Industry Victoria Ground Flr, 484 William Street West Melbourne VIC 3003 Phone: 03 9329 5660 Fax: 03 9328 2533 Mobile: Email: admin@siv.com.au Web: http://www.siv.com.au/
Technical Advice Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Food Safety Authority PrimeSafe Victoria	PrimeSafe PO Box 2057 South Melbourne VIC 3205 Phone: 03 9685 7333 Fax: 03 9696 5284 Mobile: Email: enquiries@primesafe.vic.gov.au Web: http://www.primesafe.vic.gov.au/
Department of Health	Department of Human Services GPO Box 4057 Melbourne VIC 3000 Contact: Victor Dipaola Phone: 03 9096 5893 Fax: 03 9096 1068 Mobile: e-mail: Victor.dipaola@dhs.vic.gov.au Web: http://www.health.vic.gov.au/foodsafety/
Department of Primary Industries	Department of Primary Industries Melbourne VIC Phone: 136 186 Fax Mobile: Email: customer.service@dpi.vic.gov.au Web: http://www.dpi.vic.gov.au

Scope of Incident	**Tasmania**
Agency	*Contact No*
Relevant Seafood Industry Peak Body Tasmania Seafood industry Council	Tasmania Seafood Industry Council PO. Box 878 Sandy Bay TAS 7006 Phone: 03 6224 2332 Fax: 03 6224 2321 Mobile: Email: tsic@tsic.org.au Web: http://www.tsic.org.au
Technical Advice Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Department of Health Agency responsible for Food Safety	Environmental Health Unit Department of Health and Human Services Tasmania GPO Box 125B Hobart TAS 7001 Phone: 03 6222 7705 Fax: 03 6222 7407 Mobile: e-mail: Public.health@dhhs.tas.gov.au Web: www.dchs.tas.gov.au
Department of Primary Industries	Department of Primary Industries, Parks and Water Environment Primary Industries Division GPO Box 44 Hobart TAS 7001 Contact: Chris Lyall Phone: 03 6336 5386 Fax: 03 6343 2833 Mobile: Email: foodsafety@dpipwe.tas.gov.au Web: http://www.dpiw.tas.gov.au/

Scope of Incident	South Australia
Agency	Contact No
Relevant Seafood Industry Peak Body Wildcatch Fisheries South Australia	Wildcatch Fisheries South Australia Fishing Industry House Dockside North Parade Port Adelaide SA 5015 Phone: 08 8303 2717 Fax: 08 8234-8633 Mobile: 0409 559 995 Email: neil.macdonald@wildcatchfisheriessa.com.au Web: http://www.wildcatchfisheriessa.com.au
Technical Advice Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Department of Health	Food Section – Environmental Health Branch South Australian Department of Human Services PO Box 6 Rundle Mall Adelaide SA 5000 Contact: Faye Jenkins Phone: 08 8226 7107 Fax: 08 8226 7102 Mobile: 0401 125 948 e-mail: Public.health@health.sa.gov.au Web: www.health.sa.gov.au/pehs/Food/food-section.htm
Department of Primary Industries	Primary Industries and Resources SA GPO Box 1671 Adelaide SA 5001 Phone: 08 8226 0222 Fax: 08 8226 0476 Mobile: E-mail: Pirsa.helpdesk@saugov.sa.gov.au. Web: http://www.pir.sa.gov.au

Scope of Incident	Western Australia
Agency	*Contact No*
Relevant Seafood Industry Peak Body WAFIC	Western Australia Fishing Industry Council Suit 6, 41 Walters Drive Osborne Park WA 6017 PO Box 55 Mt Hawthorne WA 6915 Phone: 08 9492 8888 Fax: 08 9244 2934 Mobile: Email: wafic@wafic.org.au Web: http://www.wafic.com.au/
Technical Advice Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Department of Health Responsible for Food safety	Food Safety Branch Department of Health, Western Australia PO Box 8172 Perth BC WA 6849 Contact: Phone: 08 9388 4903 Fax: 08 9382 8119 Mobile: Email: foodunit@health.wa.gov.au Web: www.health.wa.gov.au
Department of Primary Industries	Department of Agriculture 3 Baron-Hay Court South Perth WA 6151 Phone: 08 9368 3333 Fax: 08 9474 2405 Mobile: Email: enquiries@agric.wa.gov.au Web: http://www.agric.wa.gov.au/

Scope of Incident	Northern Territory
Agency	Contact No
Relevant Seafood Industry Peak Body	Northern Territory Seafood Council Level I, Darwin Shipstores Building Fisherman's Wharf Darwin NT 0800 Phone: 08 8981 5194 Fax: 08 8981 5063 Mobile: Email: ntsc@ntsc.com.au Web: http://www.ntsc.com.au/
Technical Advice Seafood Services Australia	Seafood Services Australia PO Box 2188 Ascot QLD 4007 Phone: 1300 130 321 Fax: 07 3633 6776 Mobile: e-mail: ssa@seafoodservices.com.au Web: http://www.seafood.net.au/
Department of Health Responsible for Food safety	Program Directorate, Environmental Health Territory Health Services PO Box 40596 Casuarina NT 0811 Phone: 1800 095 646 Fax: 08 8999 2700 Mobile: e-mail: Barbara.klessa@nt.gov.au Web: www.nt.gov.au/nths
Department of Primary Industries	Northern Territory Government Primary Industries GPO Box 3000 Darwin, NT, 0801 Phone: 08 8999 5511 Fax: 08 8999 2010 Mobile: Email: info.drdpifr@nt.gov.au Web: www.nt.gov.au/dpifm/Primary_Industry/index.cfm

9. Seafood Incident Templates

SP-1 Seafood Incident Form

Call Received	Time	Date	Duty Officer
Caller Details			
Name			
Company			
Address			
Phone Numbers			
Fax No			
e-mail address			
Description of the Incident			
Scope of Incident	*Alert Phase* *Under surveillance*	*Action Phase* Affects 1 state only	*Action Phase* *Affects more than one state*
Notify SIRT Team Leader	Who Notified		Time and date
Running Sheet commenced	Name of File		Location

SP-2 Seafood Incident Response Plan Incident Running Sheet

Time & Date	Activity and Notes (**Note** – record all information and do not edit after the event)	Actions

SP-3 Seafood Incident Response Checklist

Activity	Who Responsible	Action	Status
Alert Phase			
Complete <u>SP-1 Seafood Incident Form</u> with as much details as possible			
Download the most recent list of Seafood Incident Contacts			
Inform National SIRT Leader of incident (SSA 1300 130 321)			
Confirm scope of incident (local, state, national)			
Inform relevant State SIRT Leader(s) of incident			
Commence a running sheet and log all key incident details and actions taken. <u>(SP-2 Seafood Incident Response</u> Plan Incident Running Sheet<u>)</u>			
Brief Team members by teleconference or face to face as appropriate			
Identify key stakeholders and confirm interest areas			
SIRT appoints the team leader, spokesperson and media liaison for the incident			
Advise key stakeholders of the existence of the incident and the management strategy in place.			
Determine if additional specialist advice is needed			
Technical Advice –Develop a fact sheet on the contaminant and background information regarding the incident			
Media - Initiate media publishing/broadcast of Consumer Call Centre hotline number			
Media - Brief personnel involved in the incident on dealing with media			
Action Phase			
Determine if scope of incident has changed or increased			

Activity	Who Responsible	Action	Status
Technical Advice - Determine • Likely effects of the incident • Type and magnitude of response • If source of incident can be contained or had the potential to spread • If a major food-borne incident could eventuate			
Co-ordinate Team, allocate resources and establish priorities			
Ensure all details are recorded in the SIRP Incident Running Sheet			
Brief SIR Team on event and request regular status reports – email or telephone			
Brief receptionists and Support Team of incident and their response to enquiries			
Contact relevant statutory compliance officers			
Media - Confirm the message strategy and develop media strategy and key messages			
Inform and regularly update industry members and other key stakeholders			
Continually evaluate the severity of the incident and whether impact is increasing			
Ensure minutes, decisions, etc of meetings or teleconferences of the SIRT are maintained and actioned.			
Media - Ensure Media Telephone Call Register is used and that details are recorded in the Seafood Incident Running Sheet			
If necessary, work with affected parties to ensure recovery plans are being developed			
Stand Down Phase			
Declare the Incident over			
Media - Be alert for unexpected media examination and interviews			
Media – release additional media statements releases where appropriate			
Determine security issues as to access to running sheets and records of the incident			

Activity	Who Responsible	Action	Status
Ensure the SIR team is thoroughly debriefed and their performance analysed and evaluated			
Conduct a post-mortem of the implementation of the SIRP including: • Interviews with SIRT members • Interviews with stakeholders • Interviews with key affected stakeholders			
Revise the Seafood Incident Response Plan and procedures as necessary			
Record and document adjustments to the SIRP			
Media - Ensure all message statements are kept and issue times numbered and recorded			
Media - Evaluate message impacts on stakeholders and recommend improvements			

SP-4 Seafood Incident Response Plan Maintenance Checklist

Activity	Who Responsible	Action	Status
Update of SIRP			
Review Seafood Incident Response Plan after each incident and training sessions			
Review and update SIRP contacts on a 3 monthly basis			
Test SIRT capability and industry response capacity on an annual basis			
Update the contact lists	Each State SIRT Leader		
Training			
Nominate and train alternate SIR Team Leaders and State leaders			
Conduct annual training session of the SIRP for team members			
Ensure regular media management training for all potential spokespersons			
Ensure media training has been implemented and rigorously tested			
Technical Advise			
Develop a database of useful fact sheets on potential incidents (e.g. Listeria, Salmonella, mercury, etc			
Develop a database detailing the location and availability of the various agency Incident Response Plans.			
Develop an understanding of the agency's Incident Response Plans.			
Media Strategy			
Establish and maintain media contact lists			
Determine procedure for media release preparation and approval			
Prepare preliminary message strategies for key threats that might be expected to occur.			
Develop a support team to assist with media management			

SP-5 Checklist – Trial of the SIRP

Activity	Who Responsible	Action	Status
Preparation for the Trial			
Create a template which is clearly identified by all stakeholders as a "Trial of the SIRP" and cannot be misconstrued as a real incident. This template is used to conduct trials of the SIRP This template is to be used on all correspondence and documents developed as part of the trial including running sheets, incident forms, faxes, letters, etc.			
Set a date for the conduct of the trial			
Advise stakeholders to be involved in the trial of the date and provide copies of the template to be used for t trial			
Advise each SIRT Leader to update the contacts list and send copy to SSA 1 month prior to the date of the trial			
Develop the incident scenario			
SSA will advise each person on the state contact list that a trial of the SIRP is to be undertaken on a certain date			
Conduct of the Trial			
On the day of the trial, declare trial underway and proceed as per <u>SP-3 Seafood Incident Response Checklist</u>			
After the Trial			
Declare trial over and conduct debrief as per <u>SP-3 Seafood Incident Response Checklist</u>			
Update the SIRP if necessary			
Organise for any necessary training to fill the gaps identified in the trial.			

SP-6 Seafood Incident Response Plan Product Recall Checklist

Activity Check	Action Taken	Time	Date	Sign Off
During Recall				
Ensure that business is aware of responsibilities with product recall				
Assist affected companies to implement their individual Food Recall Plans				
Set and manage industry wide strategic responses in recall ensuring compliance with FSANZ guidelines				
Assist in briefing and communications with affected industry members				
Ensure consistent, industry wide message strategy				
Confirm that the business/entity maintains a log of all actions taken through the recall and preserves all documentation				
Advise and support business in preparation of product re-launch strategies				
Confirm recall termination				

SP-7 SSA Checklist in the Event of an Incident

Activity	Who Responsible	Action	Status
Initial Response on notification of an incident			
Send an SMS to the SIRT advising of the incident			
Convene initial meeting (teleconference) of the SIRT			
Request at meeting that SIRT appoint Incident leader, media spokesperson, and Media Liaison			
During incident			
Continue to provide the secretariat function for the SIRT			
Provide technical information on the incident if requested			
Following incident			
Coordinate a teleconference of the SIRT and other relevant persons to review the incident			
Prepare a report on the incident and any recommendations for amendments to the SIRP			
Release an updated version of the SIRP			