Assignment 1

lena dahlin – c3391146

JESS MCEWAN – C3393168

SAMUEL GULLIVER – C3356324

CORINNE MITCHELL – C3398688

GEORGE MOORE – C3230494

MARIAME DIALLO – C328921

Triple S Emergency Management System

GROUP S.A.A.D | MONDAY 11AM

2023

# Business Rules

## Scenario Rules

1. Every alert will receive a response from operator.
2. Operators must remain in contact with human reporters until emergency services have arrived at the location.
3. Intentionally false fire alarm alerts will incur a $1600 fine [1].
4. Intentionally false police alarm alerts will incur a $200 fine [2].
5. Staff cannot be rostered on two shifts at once.
6. Staff work hours cannot exceed 12 hours in a 24-hour period [3].
7. Rosters must be completed 2 weeks in advance [4].
8. Roster updates must occur at least 24 hours before the shift where possible [4].
9. Only the manager can create and update rosters.
10. Operators can only see their own roster [4].
11. Staff must have 4 days off in every 14 day period [4].
12. The call centre must be staffed 24/7 7 days a week to ensure that the service can operate effectively. This needs to be adapted during weather events.
13. The call centre must maintain their emergency plan to ensure that 24/7 uptime is achieved in the case of an event that impacts the centre.
14. The manager requires reports of the system each month.
15. In the case of a human reporter, the operator must stay in contact with the reporter until dispatch arrives.
16. Alerts from sensors will be sent to the operator as specified in the previously created sensor rule.
17. All operating staff must be registered members of the NSW police force.
18. Staff member certifications must be renewed prior to expiration.
19. Staff must put in their roster availability one month in advance.
20. Annual leave accrued and not taken by staff accumulates to a maximum of 40 working days [5].
21. Sensor rules must be updated when a sensor is decommissioned or not functional.
22. If a sensor is triggered from the same location for the third time within 30 days flag the event for further investigation.
23. Only managers may have access to recorded phone calls.
24. The system must automatically record all alerts, dispatches, and actions taken by the operator to the emergency log.
25. Alerts sent to media outlets or radio broadcasts are automatically recorded to the emergency log by the system.
26. Operators must provide any relevant updates for an ongoing emergency to the relevant dispatch as soon as possible.
27. Air traffic related incidents must be handled by Triple S if the air traffic control centre responsible for the area does not answer the alert.
28. If an alert is sent directly to dispatch and is not answered, Triple S must answer the alert and pass it on to the relevant dispatch when possible.
29. 95% of phone call reports must be answered within 10 seconds [6].
30. 85% of phone call reports must be answered within 5 seconds [6].

## Ethical, Security and Privacy rules

1. All the Staff members personal data must be recorded and stored in a secure location.
2. Only the manager is to have access to the stored personal data of staff members.
3. The emergency log must be stored securely.
4. Only the manager is to have access to the stored emergency records for auditing purposes.
5. The manager must use multi-factor authentication to access emergency records [7].
6. Recordings of all phone and radio calls must be stored securely for 7 years.
7. Staff/operators must treat people who have contacted the service equally and without prejudice or favour [8].
8. The system must ensure that all medical records and health details taken from the public by Triple S operators are stored securely.
9. Only operators assigned to the incident have access to medical records and health details taken.
10. The system must be protected from external attacks to ensure constant system uptime.
11. All staff are responsible for the security of their login credentials, and this must not be shared with anyone.
12. Passwords must be at least 14 characters long [9].

## Legislation or Relevant Standards

1. All staff need to be aware of evacuation procedures and must undergo all training and drills.
2. Emergency services must be dispatched in accordance to the priority of emergencies.
3. The service provider must provide reports to the Australian Communications and Media Authority (ACMA) quarterly [6].
4. If a reporter doesn’t answer the operator’s initial prompts, the call is transferred to an interactive voice response (IVR) [10].
5. If the IVR does not receive a response after 3 prompts, the call will be disconnected [10].
6. If the IVR receives a response, an operator will receive the alert and dispatch police to the location of the phone [10].
7. If a call is suspected to be a part of an emergency call service (ECS) disablement event, the operator may disconnect or block the call [6].
8. ACMA must be notified of any calls that an operator disconnects or blocks [6].
9. If a state of emergency has been declared, operators must comply with directions given the Minister, with these directions prevailing over any act or law except the Essential Services Act 1988 [11].
10. Staff must report suspected misconduct of other employees, in writing, to a police officer who is of the rank sergeant or above and is more senior in rank than the reporting staff member [12].

## Work Health and Safety Rules

1. A workplace inspection must take place every day, checking all equipment before use [13].
2. If any equipment that is deemed critical is discovered to be faulty it should be taken out of action to avoid danger until it is repaired or replaced.
3. An incident report must be completed for all injuries that may occur in the workplace, no matter how small [14].
4. Routine mental health checks available for all Operators.
5. All staff must be signed off to prerequisite training before commencing work. ‘As an employer, you’re responsible for ensuring your workers are properly instructed and trained on how to do their work safely.’ [15].
6. **Right of worker to cease unsafe work:** A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard [16].
7. A person must not carry out work at a workplace if the person does not have the prescribed qualifications or experience, or the work is not carried out under the supervision of a person who has the prescribed qualifications or experience [16].

Fines: In the case of an individual—$20 000.  
 In the case of a body corporate—$100 000.

1. Keep records of the risk management process demonstrating what you have done to comply with the WHS Act and WHS Regulations.
2. Managers must train staff on ergonomic set up and technique on induction [17].
3. Managers must ensure there is a “safe system of work” in place so that the workplace does not have a negative impact on Operators health [18].

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