

# NATIONALLY AGREED STANDARD OPERATING PROCEDURE (NASOP)

**Title:** Providing and receiving handovers during a biosecurity response

**Version:** 1.0

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**Approved by:** Biosecurity Emergency Preparedness Working Group

Revision history:	Version	Date of approval	Comments
	1.0	21/09/11	Approved by BEPWG

NASOPs support national consistency and provide guidance to response personnel undertaking operational tasks.

## 1. Purpose

- To outline the procedure to be followed when providing or receiving a handover, during the response to a biosecurity incident.

## 2. Application/scope

- This procedure can be applied to staff working in an operations centre and/or in the field.
- A structured and thorough handover must be provided to enable smooth and effective transfer of responsibility for a role within a response organisation from the outgoing person to the person taking over that role. Such a handover will normally be preceded by an administrative induction and operational briefing to familiarise the incoming person with the overall operation.
- The purpose of a handover is to ensure that incoming staff have sufficient information to carry on in the role or function that the outgoing staff are leaving behind, with minimal interruption in momentum.
- Both staff providing and receiving handovers are equally responsible for the information provided and received during a handover. Therefore all staff working in a biosecurity response should be conversant with this procedure.
- Handovers are a process involving the relaying of the current situation in a briefing format that includes what has happened, what has been done and what needs to be done. There should be good 'shared situational awareness' (shared perception, comprehension and projection) between those involved in the handover by the time it is completed.
- Persons taking over, i.e. 'next shift personnel', are required to be inducted into the operation prior to the handover.

## 3. Resources/equipment

- Handovers should be conducted face to face and preferably in the nominated work area.
- Handovers should be supported with appropriate documents and visual information (maps, charts, etc)

## 4. Warnings

- Poorly conducted or inadequate handover will disadvantage the replacement personnel and may put the response objectives and/or personnel at risk.

- Allocate sufficient time, at least 30 minutes, to conduct the handover and provide introductions to other staff in the work area. Wherever possible an overlap of time should occur between outgoing and incoming personnel.
- Ensure instructions are clear and confirm understanding with the recipient.
- Record details of handovers in the appropriate operations log/s.

## 5. Description of activities

- Next shift personnel are responsible for making themselves aware of the current situation as far as possible through specific response and public information sources, e.g. internet, extranet/intranet and/or observations at briefings prior to going on-shift.
- Handovers should follow a structured format. In this regard the SMEAC (Situation, Mission, Execution, Administration and Coordination – refer to *NASOP 46 – Conducting briefings in a biosecurity response*) format should be followed, including safety information and the opportunity to ask questions.
- During the handover the following should be considered and provided as required:
  - description of the role or function to be undertaken
  - most recent Situation Report
  - most recent Incident Action Plan
  - details of operational objectives and priorities
  - details of agencies and jurisdictions involved
  - records of actions and decisions during the shift; e.g. operations log, record of conversation. Emails etc.
  - information about tasks in progress and still outstanding
  - information on resources available and committed
  - details of reporting lines (to and from)
  - organisational structures and/or diagram/s
  - contact numbers for key staff and/or positions
  - names of staff working within the section
  - details of information management and communication arrangements within the work area, which may include:
    - email addresses and protocols
    - filing systems (electronic and hard copy)
    - telephone numbers
    - radio channels and call signs
    - critical timings throughout the day, including meeting/briefing schedules
  - safety information, relevant to the role or function being performed
  - opportunity to ask/answer any questions relevant to the handover.
- Record details of the handover in the appropriate operations log/s

## 6. References

- NASOP 46 – Conducting briefings in a biosecurity response
- NSW Procedure – Handovers (27 September 2010)

## 7. Appendices

- Appendix 1: BIMS 214 – Operations log – template
- Appendix 2: SMEAC format



## SMEAC format

<b>Situation</b>	<p>Describes what has happened and perhaps what has been done.</p> <p>Maps and other GIS products can be useful in describing the current situation.</p>
<b>Mission</b>	<p>Describes what is to be achieved. This may include the response objectives appropriate to the level at which the briefing is being delivered.</p>
<b>Execution</b>	<p>Describes how the response objectives are to be achieved. It will include instructing groups or individuals to undertake specific functions or tasks. A briefing will generally explain what needs to be done, not how to go about doing it.</p> <p>Execution may be expressed in terms of :</p> <ul style="list-style-type: none"> <li>• General Outline</li> <li>• Groupings and tasks</li> <li>• Coordination Instructions</li> </ul>
<b>Administration and Logistics</b>	<p>Describes the administrative and logistical arrangements required to undertake the allocated functions or tasks. At a higher level this may include transport, accommodation and catering arrangements for all involved, where at a lower level it may include details on how to obtain stationery or the forms required for a specific task.</p>
<b>Command and Communication</b>	<p>Describes clearly the chain of command and communication arrangements for the response. Organisational charts and diagrams can be useful to convey this information.</p>
<b>Safety (if included)</b>	<p>Describes the OHS, PPE, biosecurity requirements and safety hazards relevant to the level of briefing being conducted.</p>
<b>Questions</b>	<p>Seek or allow questions from those being briefed</p>