1. Use the *Information Form*—*incoming enquiry or incident* (Appendix 4) to gather sufficient information from enquirer to accurately determine a Lead Agency. [Note that the receiving agency may need to do some initial small-scale investigation to get past this step if the caller/enquirer has limited information about the incident.]

2. Determine Lead Agency using the *Identifying a Lead Agency* decision tree (Appendix 2)

3a. If Lead Agency, proceed with your own agency’s response process, incorporating the roles specified below.

3b. If not Lead Agency,
   i. provide the enquirer with:
      - name of Lead Agency + staff position to ask for + phone number
      - website address for asbestos information
   ii. contact the Lead Agency directly to inform them of referral and pass on information [this step not necessary for general information requests].

### Lead Agency

- Identify and contact any other agencies with interests or responsibilities in the incident or situation (possibly including non-signatory agencies).
- Manage all aspects of the incident response in the case of sole jurisdiction, or manage a coordinated multi-agency response in the case of shared jurisdictions.
- Manage community liaison and proactive engagement with the public, as appropriate, in communication with Regional Public Health.
- Manage media release and enquiries in communication with Regional Public Health.
- Carry out your agency’s statutory and regulatory responsibilities regarding asbestos.
- Support agency workers to follow safe work practices where there is risk of exposure.
- Change Lead Agency, when appropriate, following the steps in the Protocol document.

### All Agencies

- Communicate promptly with other agencies in order to reduce delays and support an effective cross-government incident response.
- Provide regular updates to other agencies involved in an incident, as appropriate (may include sharing daily updates or situation reports during large scale incidents).
- Where practicable, reduce duplication and close gaps by sharing information and coordinating activities such as testing, evidence collection, site visits, and communications.
- Consult with other agencies on best practice to build a network of expertise and mutual support.
- Contribute to the annual review of the Protocol, and send updates on contact information to WorkSafe.