



Contacting the IRT

(Incident Response Team)

3 Ways to contact the IRT:

1. Phone – 02 9638 9099
2. Text/SMS message – 0483 900 140
3. Email: irt@sunsw.org.au

Always call 000 first in an Emergency

Mode of Contact	Contact Details	Purpose	Examples of when to use
Phone	02 9638 9099	Primary contact for advice and assistance. The goal is to always speak with a member of the IRT.	<ul style="list-style-type: none">• Medical incident• Missing person, evacuation• An incident which may involve media• If you have made a mandatory report• You require assistance, support or advice
SMS	0438 900 140 <i>(Note: this mobile number does not receive calls)</i>	To arrange a phone conversation or to make initial contact with the IRT when phone service is limited or when making a call is not suitable due to the immediate situation.	<ul style="list-style-type: none">• When phone service is limited• To alert the IRT of an immediate incident• To arrange a suitable time for a one-to-one call with the IRT• To maintain communication and updates during an emergency
Email	irt@sunsw.org.au	For follow up and reporting of an incident or emergency. For non-urgent matters and situations. For asking non-urgent questions.	<ul style="list-style-type: none">• Sending a report following an incident and IRT contact.• Updating the IRT on situations or incidents that did not require an immediate and/or urgent contact with the IRT• To ask questions or clarify issues that do not require an emergency call.

Phone	SMS/Text	Email
02 9638 9099	0438 900 140	irt@sunsw.org.au