

Safety Alert

Fault Crew Van Shot While Attending Fault – “Personal Safety & Security Threat”

Date: 17/6/25

Vault Ref # 5472

Background:

Connetics staff were attending a fault and were in the process of diagnosing the fault when they heard a loud bang against a fence.

Staff initially thought the sound may have been from test equipment in use, which was then ruled out.

They continued with the fault and heard further intermittent bangs on the fence line. They then noticed their van window had been shattered.

Window damage appeared to be from what looked like a pellet / bullet impact in top left of window. Staff then moved to a safer location and called police.

Staff did exactly what was required, they removed themselves from this “Personnel Safety & Security Threat”.

Image(s):



We need to do the following:

We can be exposed to individuals who don't always respect our work, our people, or our presence at work sites.

We can manage this through:

- Job planning & eliminating lone work where practical.
- Checking the High-Risk Areas Map on CHIP for known issues at the job location: 'High-Risk Area's Map - CCC'.
- Maintaining situational awareness and being alert to people and their behaviours (Safe To Continue).
- Using barriers to separate the public from the worksite.
- If feeling threatened, remove yourself to a safe place and call your manager or 111.

Sometimes even when with others, we can feel targeted or threatened – keep an eye out for your colleagues and watch for unusual behaviour.

Contact:

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