# Parent/carer letter templates

Infrastructure Services Division

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For student proximity incidents

(refer [Asbestos incident management procedure](https://ppr.mpe.qed.qld.gov.au/pp/asbestos-management-procedure))

## Instructions for facilities

1. Use the list below to select appropriate parent/carer letter template.
2. Copy letter template onto facility letterhead – removing template references.
3. Insert relevant details where prompted.
4. Forward draft letter and description of proposed letter recipients to the Regional Director for approval.
5. Upon Regional Director approval, distribute parent/carer letter.
6. Store records of parent/carer letters in accordance with the *Tool:* [Asbestos management and WAAP records and retention schedule](https://ppr.mpe.qed.qld.gov.au/attachment/asbestos-management-and-waap-records-and-retention-schedule.pdf)*.*

## Selection of parent/carer letter template

Student proximity incident involved:

| **Scenario** | **Template** | **Custom letter** |
| --- | --- | --- |
| **1** | **2** | **2.1** | **2.2** | **3** |
| Incident involving damage to building materials that contain or are assumed to contain asbestos and incident not notifiable to the WHS Regulator |  |  |  |  |  |  |
| Initial response for incident (that’s not notifiable to the WHS Regulator) involving student handling suspected asbestos containing material (ACM) |  |  |  |  |  |  |
| Follow up letter for incident involving student handling suspected ACM where the analysis result confirms the material did not contain asbestos |  |  |  |  |  |  |
| Follow up letter for incident involving student handling suspected ACM where the analysis result confirms the material did contain asbestos |  |  |  |  |  |  |
| Incident (that’s not notifiable to the WHS Regulator) in which students were in proximity of suspected asbestos-containing dust/debris |  |  |  |  |  |  |
| Asbestos dangerous incident (notifiable to the Regulator)To be written in consultation with the Director, Infrastructure Safety, or the Director’s representative. |  |  |  |  |  |  |

## Template 1: Damage to building materials

Dear Parent/ Carer

I am writing to inform you that access to [Insert Area] was recently restricted due to damage to building materials that contain or are assumed to contain asbestos and that some children were in proximity of the area when the damage occurred. All students and staff were removed from the area surrounding the damage and steps taken to restrict access to the impacted area.

Damage to materials that may contain asbestos is taken very seriously by the Department of Education (Department) and investigations are conducted where incidents impact the school’s operations or the school community. However, research evidence concludes that being present when an isolated event involving damage to asbestos containing materials occurs is unlikely to create any significant exposure to hazardous dust.

I understand you may be concerned by the information I have provided. However, in the absence of any significant exposure, there is unlikely to be any risk to your child's health. Accordingly, this incident did not require notification to the Work Health and Safety Regulator.

I invite you to review the information, including vodcasts from the Department’s Chief Health Advisor, Dr Keith Adam, about asbestos exposure and associated health risks at [DoE’s Asbestos management website](https://education.qld.gov.au/about-us/reporting-data-research/reporting/asbestos-management) to assure yourself of the information I have provided. Also, I have attached a departmental brochure that contains further information about asbestos risk, which you may also find helpful.

In line with the Department’s work health and safety requirements, and due to the age of some of the Department’s buildings, an asbestos register is maintained for all departmental facilities, including for this school. The register identifies facility materials that have or are assumed to contain asbestos. A review of the school’s asbestos register identified that the damaged materials [do contain asbestos / are assumed to contain asbestos].

The safety of students and staff is my highest priority. Despite the evidence that the health risk from a matter such as this is very low, I have initiated steps to ensure the impacted area is only accessible to members of the school community after remediation / repair work has been completed and clearance obtained that the area is safe to re-occupy.

Please do not hesitate to contact me if you would like further information about this matter.

Yours sincerely

[Insert signature block]

## Template 2: Student handling of suspected ACM

Dear Parent/ Carer

I am writing to inform you that your child handled a [Describe material found] on [insert date], which may have contained asbestos. Your child has indicated the material was obtained from [insert area]. Access to the material has since been restricted and actions taken to obtain laboratory analysis of the material.

The Department of Education takes student handling of suspected asbestos containing materials very seriously. Consequently, suspect materials are treated as asbestos until proven otherwise.

[If relevant (e.g. soils related) - Unfortunately, history of land use has meant that materials, of unknown content, surface in the school’s soil from time to time.] When such events occur, access to the impacted area is restricted until the area is made safe. [If relevant insert – The discovery of this material has been added to the school’s Asbestos in Soils Site Management Plan, which sets out an inspection schedule for locations in which asbestos containing materials have been found.]

I understand you may be concerned by the information I have provided. However, research evidence concludes that an isolated event involving the handling of asbestos containing material is unlikely to create risk to your child’s health. Accordingly, this incident did not require notification to the Work Health and Safety Regulator.

I invite you to review the information, including vodcasts from the Department’s Chief Health Advisor, about asbestos exposure and associated health risks at [DoE’s Asbestos management website](https://education.qld.gov.au/about-us/reporting-data-research/reporting/asbestos-management) to assure yourself of the information I have provided. I have attached a departmental brochure that contains further information about asbestos risk, which you may also find helpful.

The safety of students and staff is my highest priority. As I have highlighted above, access to the impacted area will remain restricted until remediation works have been completed and clearance has been given for the area to be re-occupied.

I will contact you again once the laboratory results are available.

Please do not hesitate to contact me if you would like further information about this matter.

Yours sincerely

[Insert signature block]

## Template 2.1: Student handling of suspected ACM follow up letter – Non-ACM confirmation

Dear Parent/ Carer

I am writing as a follow-up to my communication on [insert date] regarding your child handling material suspected to contain asbestos.

I am pleased to inform you that the analysis results for the material in question has been returned and confirms that the material handled does not contain asbestos. I am mindful that this matter may have caused you some concern, so I hope this information provides you with assurance that the Department has managed the matter with the safety of your child as a priority.

I trust you are satisfied with the information that has been provided to you in relation to this matter. Please do not hesitate to contact me if you would like any further information.

Yours sincerely

[Insert signature block]

## Template 2.2: Student handling of suspected ACM follow up letter – ACM confirmation

Dear Parent/ Carer

I am writing as a follow-up to my communication on [insert date] regarding your child handling material suspected to contain asbestos.

The laboratory results have been returned and confirm that the material handled did contain asbestos. As highlighted in my previous letter, an isolated handling event is unlikely to create risk to a person’s health and that information is available on the [Department’s internet site](https://education.qld.gov.au/about-us/reporting-data-research/reporting/asbestos-management/registers) to explain asbestos exposure and associated health risks.

I understand this information may result in you continuing to have concerns. Accordingly, I would be pleased to refer you to the Department’s Chief Health Advisor. You may also like to register the event on the [National Asbestos Exposure Register](https://www.asbestossafety.gov.au/asbestos-health-risks-and-exposure/national-asbestos-exposure-register) managed by the Australian Government.

Please do not hesitate to contact me if you would like any further information, including referral to the Chief Health Advisor.

Yours sincerely

[Insert signature block]

## Template 3: Student proximity to suspected asbestos-containing dust/debris

Dear Parent/ Carer

I am writing to inform you that access to [Insert Area] was recently restricted due to the discovery of suspected asbestos-containing [select whichever is relevant – dust / debris], presumed to have been left following works, and that some students were in proximity of the settled dust prior to its discovery. All students and staff were removed from the area surrounding the discovered [select whichever is relevant - settled dust / debris] and steps taken to restrict access to the impacted area.

The Department of Education takes discoveries of suspected asbestos containing materials very seriously and has measures in place to ensure effective responses to such incidents.

In line with the Department’s work health and safety requirements, and due to the age of some Departmental buildings, an asbestos register is maintained for all departmental facilities, including for this school. The register identifies facility materials that have or are assumed to contain asbestos. A review of the school’s register identified that the [select whichever is relevant - settled dust / debris] was in an area where asbestos containing materials are present.

I understand you may be concerned by the information I have provided. However, research evidence concludes that [select whichever is relevant – settled asbestos containing dust / debris] that is not disturbed (i.e., is not made airborne) is unlikely to create a health risk. Accordingly, this incident did not require notification to the Work Health and Safety Regulator.

I invite you to review the information, including vodcasts from the Department’s Chief Health Advisor, Dr Keith Adam, about asbestos exposure and associated health risks at [DoE’s Asbestos management website](https://education.qld.gov.au/about-us/reporting-data-research/reporting/asbestos-management) to assure yourself of the information I have provided. I have attached a departmental brochure that contains further information about asbestos risk, which you may also find helpful.

The safety of students and staff is my highest priority. Despite the evidence that the health risk from a matter such as this is very low, I have initiated steps to ensure the impacted area is accessible to members of the school community only after remediation/ repair work and clearance that the area is safe to re-occupy.

Please do not hesitate to contact me if you would like further information about this matter.

Yours sincerely,

[Insert signature block]

## Template 4: Asbestos dangerous incident (notifiable to the Regulator)

Dear Parent/ Carer

I am writing to inform you [to be written in consultation with the Director, Infrastructure Safety, or the Director’s representative].

Please do not hesitate to contact me if you would like further information about this matter.

Yours sincerely,

[Insert signature block]