

COLLARTS

Critical Incident Management Policy

Purpose

This Policy describes how Collarts manages critical incidents which may have a major impact on the wellbeing and safety of staff and students and/or their ability to continue to teach and learn effectively.

Scope

This Policy applies to all incidents affecting people and property at all Collarts campuses.

Definition of Key Terms

Critical Incident refers to a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury and that requires a structured and coordinated response. Critical Incidents are distinguished from significant or routine (non-critical) incidents in that they:

- have (or have the potential to have) a fatal or severe impact on a person or persons
- have the potential to significantly disrupt the operations of Collarts
- may bring Collarts' reputation into disrepute
- may involve a significant cost to rectify the situation promptly.

Critical incidents include, but are not limited to:

- fatality or serious injury (or any threat of these)
- a missing student or staff member
- fire, explosion, bomb threat or terrorist attack
- civil disobedience or disorder
- physical or sexual assault
- severe verbal or psychological aggression
- a mental health episode requiring hospitalisation
- robbery or other serious crime
- child protection matters
- a public health alert
- drug or alcohol abuse
- suspicious packages
- physical site malfunctions, such as burst water pipes or loss of lighting
- unexpected weather events, such as storms and flood
- the presence of venomous creatures, chemical or radiation hazards.

Recordable Incident is an event that causes or could cause harm (injury, illness and damage) to persons, including a "near miss".

Principles

This Policy is part of Collarts' *Wellbeing & Safety Policy Framework*. It is designed to:

- deal with critical incidents in an effective and compassionate manner
- protect staff, students, visitors and other stakeholders
- provide appropriate training and information sources
- provide appropriate support and counselling services to those affected by an incident
- protect the assets and physical environment of the College
- ensure the continuity of operations in the physical environment
- protect the College's reputation.

Each Critical Incident will be assessed according to its severity and risk and dealt with according to the needs of those involved. In some instances, effective incident management will require involvement and support from external Building Managers and emergency services agencies.

The Registrar will maintain a Critical Incident Register including any remedial action taken. This will be kept for at least two years after a student ceases to be an enrolled student. Critical incidents and remedial action taken will be de-identified and regularly reported to Academic Board and Corporate Board.

Reporting of alleged sexual assault will be made using the Critical Incident form in accordance with the Collarts *Sexual Assault and Sexual Harassment (SASH) Prevention and Response Policy*.

Non-critical incidents will be managed under the *Work Health and Safety Policy*.

Policy Statement

Preparedness

The associated procedures document the processes to be followed if a critical incident occurs.

The College provides training in these procedures for the designated Collarts First Responders on each campus. All students and staff are made aware of these procedures through Student Orientation or Staff Induction and through (at least) annual rehearsals of possible scenarios. The staff member conducting an authorised College event off-campus takes the First Responder role in this case.

Collarts maintains an up-to-date schedule of medical and emergency contact numbers and referral agencies at the front reception desk of each campus.

The College Executive Management serves as the Critical Incident Management Team, led by the Managing Director. The College also employs qualified Wellbeing Practitioners who are available for students.

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Mitigation

Collarts identifies its students and staff and provides secure access to its facilities through the provision of ID cards. In addition, all College campuses, except George Street, have a security monitoring system via closed circuit television cameras.

Each Collarts campus has at least two Safety Officers who are trained in St Johns Ambulance First Aid and there are First Aid kits readily available. Each Collarts campus has trained Fire Wardens who have undergone training as part of the Tenant Emergency Management Training at each Campus.

Reporting a Critical Incident

All Critical Incidents must be reported using the pdf form which can be found on the staff or student intranets, or the online form which can be found [here](#).

Response, Recovery, and Evaluation

The *Critical Incident Response Framework* is provided at Table 1 and has five components:

- the initial response (immediate)
- debriefing and support (immediate to short-term)
- operational adjustment (immediate to short-term)
- intervention and support (mid to long-term)
- review and reporting (mid to long-term).

Table 1: Collarts Critical Incident Response Framework

	Position	Responsibilities
Initial Response	First Responder	Assess the situation, determine level of threat and appropriate response
		Take a lead role in directing the response
		Alert relevant authorities, including the Managing Director
		Ensure immediate safety/wellbeing of affected people with emphasis on removing them from the immediate area/threat, including people with a disability or impairment
		Mobilise on-campus Safety Officers and/or Fire Wardens
		Implement and oversee evacuation procedures if necessary
		Provide a general alert to other people who are not in the area of immediate threat but may become affected if the threat intensifies
		Manage the situation until it can be handed over to the Critical Incident Management Team
		Managing Director
		Form the Critical Incident Management Team
	Manage media contact if required and internal communication strategy	

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	Position	Responsibilities
	Registrar	Ascertain the involvement of any overseas students in the incident and inform the appropriate authorities (Consulate and Department of Human Affairs); inform the listed emergency contacts for the student or staff member
	All staff and students	Promptly follow the instructions of the First Responder and the relevant authorities
Debriefing and Support	Any staff or student	Complete a Critical Incident Report on the approved form
	Managing Director	Mobilise professional advice and assistance to assess the situation and the appropriate response
		Mobilise resources and funds to support provision of immediate counselling and support for affected staff and students
		Prepare a comprehensive report for the Corporate Board and manage ongoing briefings
		Act as the ongoing contact point for external authorities
	Critical Incident Management Team	Monitor the situation and reactions within relevant work and/or student group
Operational Adjustment	Critical Incident Management Team	Make changes to ongoing operations, including the closure of a campus if required
Intervention and Support	Critical Incident Management Team	Take responsibility for ongoing staff and student support and adjustment
Review & Reporting	Critical Incident Management Team	Interview relevant parties to establish effectiveness of their level of preparedness and clarity of responsibilities
		Review response effectiveness with external authorities if involved
		Review operational aspects (e.g. access, security, safety, communications, liaison with authorities) and propose adjustments where necessary
		Review relevant College policies, procedures and delegations and update where necessary
		Identify changes needed and clear timeframes for these
	Managing Director	Provide a final review report to the Corporate Board

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Roles and Responsibilities

The Managing Director has overall accountability to the Corporate Board for the effective management of critical incidents, including the development and implementation of policies and procedures and review and ongoing improvement processes. As members of the Critical Incident Management Team, Executive Management carry responsibility for the coordinated management of a response within their areas of responsibility and across the College.

Collarts' First Responders are members of staff who have been trained to provide the Initial Response (as described in Table 1). The Head of Operations is accountable for the maintenance of an up-to-date schedule of medical and emergency contact numbers and referral agencies at the front reception desk of each campus.

All staff and students are made aware of procedures at their campus, to notify the campus if they witness such an incident and to promptly and safely follow any instructions from First Responders and/or the Executive Management.

Relevant Legislation and Standards

Crimes Act 1900 (NSW)

Crimes Act 1958 (Vic)

Work Health & Safety Act 2011 (NSW)

Occupational Health & Safety Act 2004 (Vic)

Higher Education Standards Framework (Threshold Standards) 2015–Domains 2,6 and 7

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6)

Related Policies

Privacy Policy

Risk Management Plan and Policy

Sexual Assault and Sexual Harassment (SASH) Prevention and Response Policy

Wellbeing & Safety Policy Framework

Work Health and Safety Policy

Further Information

Author:	Quality & Compliance Mgr	Policy owner:	Managing Director
Approver:	Managing Director	Next review due:	July 2023
Approval date:	10 July 2020	Current status:	Active