Critical Incident Response Policy and Procedure

Version 1.1           Effective Date: 23/11/2013

Purpose

To set out principles and procedures to ensure that critical incidents, should they arise, are responded to in a timely, effective and safe manner ensuring that IHM meets its obligations by restoring acceptable levels of safety and risk.

Scope

This policy applies to those attending a site of IHM operations, whether or not they are employed as staff or enrolled as students, and all those whom a critical incident within IHM may affect.

Responsibility

Specific roles and responsibilities that apply during and following critical incidents are set out in table1.

Table 1: Responsibilities during a critical incident

<table>
<thead>
<tr>
<th>Person or group</th>
<th>Description of role</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any person other than a staff member who identifies or witnesses a critical incident (witness)</td>
<td>Person who is not directly employed by IHM</td>
<td>• If the incident is an emergency, contact emergency services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Immediately notify a staff member;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Follow the instructions of staff;</td>
</tr>
<tr>
<td>Any staff member to whom a critical incident is reported or who identifies or witnesses a critical incident (first responder)</td>
<td>Person who is directly employed by IHM</td>
<td>• If the incident is an emergency, contact emergency services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Immediately notify the emergency warden;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Follow the instructions of the emergency warden;</td>
</tr>
</tbody>
</table>
## Critical Incident Response Policy and Procedure

**Version 1.1**  
**Effective Date:** 23/11/2013

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| **Emergency Warden**          | Staff member allocated responsibility for emergency procedures who has undergone approved and current emergency warden training and certification. Emergency Warden is not a position within the Organisation Chart, but a set of additional responsibilities taken on by any IHM employee with appropriate skills. | - Provide as much information as possible to the emergency warden and Critical Incident Response Team Leader  
- Implement evacuation and emergency procedures  
- During the emergency, instruct all people present, regardless of their position  
- Complete an Emergency Response Report |
| **First Aid Officer**         | Staff member allocated responsibility for administering first aid and who has received approved and current first aid training and certification. First Aid Officer is not a position within the Organisation Chart, but a set of additional responsibilities taken on by any IHM employee with appropriate skills. | - Render first aid to any person who is injured, whether or not during a critical incident, if it is safe to do so  
- Perform emergency resuscitation upon any person for whom it is required, if it is safe to do so  
- Complete a First Aid Response Report |
| **Overseas Student Incident Manager** | A staff member nominated to case manage a critical incident                                                                                                                                   | - Coordinate the initial response to the incident  
- Ensure that appropriate contact is made |

---

Critical Incident Response Policy and Procedure -version1.1
### Critical Incident Response Policy and Procedure

**Version 1.1**

<table>
<thead>
<tr>
<th>Critical Incident Response Team Leader (CIRT Leader)</th>
<th>Staff member allocated responsibility for critical incident responses other than or following emergency procedures. The CIRT Leader is not a position within the Organisation Chart, but a set of additional responsibilities taken on by any IHM employee</th>
</tr>
</thead>
</table>
|                                                       | • If the incident is an emergency, follow the instructions of the emergency warden and assist the emergency warden;  
|                                                       | • If the incident is not an emergency, or once the immediate danger period has passed, initiate and implement the immediate response to critical incidents other than emergencies; |
| incident involving an overseas student.              | made with next of kin or other family;  
|                                                       | • Assist with arrangements for family to visit or for the affected student to return home;  
|                                                       | • Assist with access to emergency funds;  
|                                                       | • Liaise with external and emergency service providers, including doctors and hospitals;  
|                                                       | • Ensure that appropriate contact is made with government agencies, including the Department of Foreign Affairs and Trade, the Department of Immigration and Border Protection;  
|                                                       | • Liaise with relevant embassies and consulates;  
|                                                       | • Arrange to inform relevant staff and students, including providing guidance on what information should be provided;  
|                                                       | • Arrange counsellor contact with affected individuals;  
|                                                       | • Coordinate other relevant support services, on or off campus. |
# Critical Incident Response Policy and Procedure

**Version 1.1**  
**Effective Date:** 23/11/2013

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CEO</strong></td>
<td>Leader of the senior management team. Leadership duties are suspended during emergency response procedures until the immediate threat has been neutralised.</td>
</tr>
<tr>
<td><strong>Critical Incident Response Team (CIRT)</strong></td>
<td>A team of allocated staff members allocated responsibility for determining interim measures and recommending policy and procedural changes</td>
</tr>
<tr>
<td><strong>Governing Bodies</strong></td>
<td>All members of the boards and committees governing IHM</td>
</tr>
</tbody>
</table>

- Call and lead meeting of the Critical Incident Response Team
- Compile critical incident reports and brief the Critical Incident Response Team
- Direct staff members to implement short to medium term measures to alleviate risks associated with the critical incident
- Compile and report the recommendations of the Critical Incident Response Team to governing bodies
- Assist the Critical Incident Response Team Leader in taking action to mitigate immediate risk
- Determine interim measures to be implemented
- Deliberate upon outcomes and amend policies and procedures to prevent repetition of critical incidents.
- Consider recommendations of the Critical Incident Response Team

## Definitions

**Critical Incident**
Critical Incident Response Policy and Procedure

Version 1.1    Effective Date: 23/11/2013

An event or occurrence, including but not limited to an emergency, in which there is caused or is the potential to cause:

- A substantial interruption to IHM operations;
- Substantial damage to IHM’s infrastructure, resources, reputation or surrounding environment;
- A substantial probability of IHM breaching any legal and contractual obligations or acting in violation of any applicable law and thereby being exposed to the risk of criminal or civil legal proceedings or;
- Death or serious trauma to any person located at an IHM facility.

Emergency

A critical incident in which a danger arises that poses an immediate threat of death, trauma and/or severe property damage.

Categories of emergency include:

- **Fire**: Uncontrolled combustion occurring in or in the vicinity of an IHM facility
- **Chemical spill**: The spilling or leakage of a substance that has the potential to cause injury, extensive damage, suffocation and/or combustion;
- **Flood**: The presence of a substantial quantity of water in or surrounding and IHM facility that has the potential to cause drowning and/or severe property damage;
- **Violence or threat of violence**: A person, group of people, animal or group of animals in or in the vicinity of an IHM facility who have committed an act or acts of violence or action that may cause danger and/or may reasonably be believed to be likely to commit such an act or action;
- **Bomb threat**: The presence of an explosive device, incendiary device, nuclear device or device capable of releasing substances capable of causing harm or any form of communication that indicates that such a device is present either within an IHM facility or within sufficient vicinity to constitute a risk of death, trauma and/or severe property damage or;
- Any other critical incident that poses an immediate threat of death, trauma or severe property damage.

**Bomb**

An explosive device, incendiary device, nuclear device or device capable of releasing substances capable of causing harm or any form of communication that indicates that such a device.
Critical Incident Response Policy and Procedure

Missing overseas student

An overseas student who has not attended five consecutive days of scheduled classes and does not respond to communication

Critical Incident Response Team (CIRT)

Purpose

To determine and implement interim measures in response to critical incidents that will prevent recurrence and alleviate risk until permanent changes to policies, procedures and infrastructure are determined and implemented by governing bodies.

Membership

CIRT Leader
CEO
Emergency Warden
First Aid Officer
Quality Standards and Compliance Manager
Finance and Resource Manager

Terms of Reference

- Initiate and implement the immediate response to critical incidents other than emergencies;
- Determine and implement interim measures for risk reduction and mitigation in response to critical incidents;
- Recommend changes to policies, procedures and infrastructure to relevant governing bodies in response to critical incidents via the CEO’s report;

Principles

Duty of care
Critical Incident Response Policy and Procedure

Version 1.1       Effective Date: 23/11/2013

IHM has a duty of care to provide a safe environment for work and study and to take all reasonable measures to minimise risk of harm and plan for contingencies that could lead to critical incidents. The scope of IHM's duty of care includes all people who are attending IHM facilities for authorised purposes or who are undertaking activities related to their employment and study with IHM. In the case of overseas students, the duty of care extends beyond activities directly related to study.

Care of overseas students

IHM has an additional duty of care to overseas students. In particular, IHM has specific responsibilities in the event that an overseas student is missing.

Procedures

Non-emergency critical incident response procedure

This procedure is followed when a critical incident occurs that is not an emergency and for which a specific procedure has not been designated:

1. A critical incident is identified by or brought to the attention of an IHM employee;
2. The employee notifies the CIRT Leader;
3. The CIRT Leader coordinates the immediate response to the incident, drawing on the expertise of other staff as necessary. The directions of the CIRT Leader are given priority over other work, so long as doing so will not initiate a further critical incident;
4. The CIRT Leader invites members of the CIRT to a meeting as soon as is practicable following the critical incident;
5. The CIRT members meet and deliberate upon the short, medium and long term responses to the critical incident;
6. The CIRT members take direct action and direct other employees to implement short term responses and;
7. The CEO compiles a report to the governing bodies regarding the incident, the response and recommendations for changes to prevent repetition of the incident.

Missing overseas student procedure

1. Course Coordinator identifies a student as having not attended classes for five consecutive days and is unable to make contact with the student by telephone;
Critical Incident Response Policy and Procedure

Version 1.1  Effective Date: 23/11/2013

2. Course Coordinator informs the CIRT Leader;

3. CIRT Leader makes additional attempts to contact the student including:
   a. Asking each of the student’s lecturers whether they have received
      correspondence from the student
   b. Contacting the Student Administration and Registration Services Manager to
      check whether the student has made any attempt to vary their enrolment;
   c. Attempting to contact the student’s designated emergency contact person and;
   d. Visiting the student’s designated term address;

4. If the student remains missing, the CIRT leader will allow an additional three business
   days from the date the student was identified as missing, then inform the police and the
   consulate representing the student’s country of origin;

5. If the student remains missing for a further five business days, the CIRT leader will
   contact the Department of Employment, Education and Workplace Relations and seek
   further advice;

6. Throughout the above process, the procedure for reporting attendance will be followed,
   as set out in the Attendance Policy and Procedures for Overseas Students;

7. Once the student has been either located or reported, the CIRT leader calls a meeting of
   the CIRT. Members discuss the incident and a report is compiled with any
   recommendations and tabled at the next scheduled meeting of each relevant governing
   body. If the student has been found, they may be invited to attend the meeting and
   discuss their experience.

Death of a student

Should an IHM employee be informed that an overseas student has died; the following
procedure will be followed:

1. The employee informs the CIRT leader;
2. The CIRT leader contacts as applicable the police, coroner or hospital to verify that the
   death has occurred and that the identity of the deceased has been established;
3. The CIRT leader informs the student’s course coordinator and any staff working closely
   with the deceased overseas student
4. The CEO informs their family or next of kin and liaises with any relevant government
   departments;
5. The CIRT leader informs the Student Administration and Registration Services Manager,
   who updates the student’s record to ‘deceased’ and reports the change using PRISMS and;
Critical Incident Response Policy and Procedure

Version 1.1 Effective Date: 23/11/2013

6. Members of the CIRT meet as soon as can conveniently be arranged, to deliberate upon any measures such as funeral arrangements and grief counselling for staff, classmates and the student’s family;

Evacuation procedure

An evacuation will commence:

a. If the building alarm sounds the evacuation tone, not preceded by a drill notification;
b. If the emergency warden makes a decision to evacuate or;
c. If the emergency warden is dead, unconscious or otherwise unable to make a decision as to whether an evacuation is required and there is a hazard, threat or emergency and it is safe to evacuate

Should an evacuation be required, it shall be conducted in accordance with the following procedure:

1. The Emergency Warden evaluates the possible exits and determines which is the safest, taking into account the location of any threat or hazard. In doing this the Emergency Warden may seek information from emergency services, other Emergency Wardens or the building’s emergency control panel;
2. All staff, students, visitors and others present (evacuees) follow the instructions of the Emergency Warden;
3. The Emergency Warden checks each room for people who have not begun to evacuate, if it is safe to do so. If a person refuses to evacuate, the Emergency Warden briefly informs them of the dangers of remaining, then continues to evacuate all other evacuees;
4. The Emergency Warden escorts the evacuees to one of the designated meeting points or, if a hazard affects those meeting points, to another safe location;
5. The Emergency Warden counts the evacuees and subtracts their number from the total number of people known to be in attendance, then informs emergency services of the number of people estimated to still be in the building;
6. The emergency warden and evacuees do not return to the building until the Emergency Warden has been informed by emergency services that it is safe to do so.

Fire response procedure

The first person to become aware of a fire will:

1. Call 000 and inform the fire brigade;
Critical Incident Response Policy and Procedure

Version 1.1  Effective Date: 23/11/2013

2. Alert the emergency warden, or alert a staff member who will alert the emergency warden;

The emergency warden will:

1. Use fire fighting equipment to extinguish the fire if it is safe to do so;
2. Initiate the evacuation procedure;

Spill response procedure

1. A spill is detected by or reported to an IHM employee;
2. The employee notifies both the emergency services and the Emergency Warden warns any colleagues considering entering the area affected by the spill until the Emergency Warden is able to assist;
3. The emergency warden liaises with emergency services and may initiate the Evacuation Procedure if necessary.

Flood response procedure

The first person to become aware of a flood will:

1. Alert the emergency warden, or alert a staff member who will alert the emergency warden;

The emergency warden will:

3. Seek advice from emergency services;
4. Direct staff and other people in attendance in accordance with instructions from emergency services.

Violence response procedure

If an IHM employee witnesses or has brought to their attention an incident involving violent behaviour they will:

1. The violence is reported to the emergency services (000) as soon as this can be done safely;
2. If the violence continues, the Emergency Warden is notified as soon as it is safe to do so and implements, or directs staff to implement, any short term measures to ensure safety;
Critical Incident Response Policy and Procedure

Critical Incident Response Policy and Procedure

Version 1.1 Effective Date: 23/11/2013

3. The CIRT leader is notified as soon as the immediate danger has passed and implements interim security measures, then calls a meeting of CIRT members to discuss the incident and any necessary changes to security arrangements;

4. Details of the incident and the CIRT’s recommendations are tabled at the next scheduled meeting of the relevant governing bodies.

Bomb threat response procedure

If communication regarding the presence of a bomb (i.e. a bomb threat) is received by telephone, voice over internet protocol (VOIP) or any other form of synchronous communication by an IHM staff member, that staff member will:

1. Maintain communication with the person making the threat for as long as possible;
2. Press the ‘call trace’ button, if using a telephone equipped with one;
3. Communicate to other staff members that a bomb threat is being received in a manner that does not alert the person making the bomb threat that such communication is taking place. This may be done by email, text message, by passing a written note or by opening a bomb threat response pack (located near each fixed line telephone in all IHM facilities) and holding up the red paper hand contained within;
4. Ask the person making the bomb threat each of the questions on the bomb threat form and record as much detail as possible from their responses. In trying to convince the staff member of the credibility of their threat, it is possible that they may disclose important information regarding the nature and location of the bomb;
5. Once the person making the bomb threat discontinues communication or ends the call, leave the phone off the hook or the relevant computer or device dialogue open;

As soon as a staff member becomes aware that their colleague is receiving a bomb threat call they will:

1. Immediately dial 000 and inform the emergency services;
2. Inform the Emergency Warden, who will make a decision as to whether to initiate the evacuation procedure;
3. Keep contact with the emergency services and pass on any information obtained by the person taking the bomb threat call.

The Emergency Warden will:

1. Put on the yellow emergency warden hat;
2. Make a decision as to whether to evacuate;
3. Instruct all people in attendance as to how to proceed;
Critical Incident Response Policy and Procedure

Version 1.1  Effective Date: 23/11/2013

Related policies/procedures: Health and Safety Policy, Procedure and Guidelines for Students

Benchmarking: Not applicable


Related documents: First Aid Response Report Template
Emergency Response Report Template
Critical Incident (non-emergency) Response Report Template

Related legislation: Education Services for Overseas Students Act 2000

Guidelines: Not applicable

<table>
<thead>
<tr>
<th>Name of Document</th>
<th>Critical Incident Response Policy and Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval Committee</td>
<td>Board of Governors</td>
</tr>
<tr>
<td>Endorsement Committee</td>
<td>Quality Assurance and Risk Management Committee Academic Board</td>
</tr>
<tr>
<td>Policy Status</td>
<td>New</td>
</tr>
<tr>
<td>Date of Approval</td>
<td>23/11/2013</td>
</tr>
<tr>
<td>Responsibilities for Implementation</td>
<td>Quality Standards and Compliance Manager</td>
</tr>
</tbody>
</table>
| Key Stakeholders | CEO
Director of Studies |
| Date for Next Review | 23/11/2016 |
| Policies Superseded by this Policy | None |
Critical Incident Response Policy and Procedure

Version 1.1  Effective Date: 23/11/2013

Table of Amendments

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Version Date</th>
<th>Authorised Officer</th>
<th>Amendment Details (short description)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>28/10/2012</td>
<td></td>
<td>Creation of draft Policy</td>
</tr>
<tr>
<td>1.1</td>
<td>23/11/2013</td>
<td></td>
<td>Approval by the Board of Governors</td>
</tr>
</tbody>
</table>