



# Critical Incident and Emergency Management Policy

Governing Council Approved Document

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## Version Control

<b>Version</b>	v2.3
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<b>Review</b>	The Governing Council will review this Policy in accordance with the Institute's <i>Policy Review Schedule</i> .
<b>Approving body</b>	Governing Council
<b>Approval date</b>	26 April 2022
<b>Approval meeting</b>	26 April 2022
<b>Policy owner</b>	Dean
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<b>Relevant Policy Documents</b>	Dictionary of Terms Campus Facilities and Security Management Policy Records Management Policy Risk Management Plan
<b>Higher Education Standards Framework (Threshold Standards) 2021 (Cth)</b>	BI.1 "Higher Education Provider" Category Standard 2.3, ss 5 Standard 6.2, ss 1 Standard 6.3, ss 2 Standard 7.3, ss 3
<b>Benchmarking Institutes</b>	Australian Institute of Higher Education Macquarie University Southern Cross University University of Newcastle Western Sydney University
<b>Policy History</b>	v2.1 3 December 2018 Initial Policy  v2.2 18 February 2022 Minor amendments during scheduled policy review  v2.3 26 April 2022 Minor amendments in response to TEQSA CRICOS application Initial Assessment report

## 1. Preamble

### 1.1 Purpose

The purpose of Critical Incident and Emergency Management Policy ('the Policy') is to ensure that Churchill Institute of Higher Education ('the Institute' or 'CIHE') has effective procedures in place to respond to critical incidents and emergency by using appropriate resources to minimise negative impacts of any unexpected event/incident.

### 1.2 Background

A critical incident and emergency on the CIHE premises can affect staff and students physically and psychologically and affect the teaching and learning at the Institute.

CIHE recognises that critical incidents and emergencies may take place in the Institute's premise and may happen at any time of the day. Therefore, this Policy includes the detail of the arrangements regarding critical incident and emergencies which include critical incident prevention and mitigation, preparation and notification, response, and the recovery of the aftermath.

### 1.3 Definitions

For definitions, refer to the *Dictionary of Terms*.

## 2. Scope

This Policy applies to all staff members, students, and other people performing duties or services for the Institute. This Policy does not apply to minor injuries or accidents that affect an individual or isolated area and do not pose any threat or risk to staff members, students or to the Institute's operation and/or reputation.

## 3. Policy Statement

The Institute is committed to providing safe learning and working environment for its students and staff members, by minimising the likelihood of a critical incident and emergency. Reducing the impact of such events with an aim to respond effectively to ensure normal activities are resumed in the fastest possible time.

## 4. Critical Incident Category

A range of critical incident and emergency situations may occur on the campus premises with the potential to impact on the safety of staff members, students and all other people performing services for the Institute.

The type of critical incident and emergency are listed in the table below:

<b>Type of Incident</b>
Internal Incident: failure of essential services/utilities, power outage, gas leak or chemical hazards.
Fire/Smoke: fire, explosion and/or discovery of fire/smoke
Bomb threat: discovery of suspicious item or a threat made by person, phone call or letter/mail
Medical emergency: poisoning, severe allergic reaction, heart attack or shock.
Personal threat: sexual assault or serious assault, violent behaviour, self-harm, attempted suicide,

siege, terrorism
Evacuation: building evacuation
External: natural disaster, flooding, severe weather or storms, public disorder, global pandemic, cyber security threat

For detailed procedures for each incident refer to *Appendix 2 – Procedures for Critical Incident*.

## 5. Critical Incident Prevention

- 5.1 The Institute continually uses risk assessment procedure to identify and control any barrier to implement effective critical incident and emergency plans and procedures.
- 5.2 Staff members and students are provided with training during their induction session to ensure that they are familiar with the critical incident and emergency procedures. This information is also available in the *Staff and Student Handbooks* provided at the time of induction and accessible on the Institute's website.
- 5.3 It is the responsibility of the Course Coordinator to ensure that all staff members under their supervision aware of the emergency procedures including the evacuation assembly point.
- 5.4 All fire safety activities undertaken by the Institute are recorded and reviewed to identify gaps in training, knowledge, equipment, and process.
- 5.5 The Institute's Executive Management Team manages all responses to critical incidents and emergencies consistent with systems and procedures.

Refer to the *Appendix 1 – Critical Incident Response Flowchart* (below), for further details.

## 6. Notification of Incident

- 6.1 Staff members and students are required to initially report to the Institute's Reception Desk regarding any hazards or incident relating to the Institute's activity.
- 6.2 The emergency telephone contact numbers for external Emergency Services (000) and the relevant internal emergency information should be prominently displayed in all rooms and public areas.
- 6.3 The Executive Management Team is responsible for declaring a critical incident if the event has potential to significantly affect the Institute staff members and students, teaching and learning process, environment and long-term prospect and reputation.
- 6.4 In the event of a critical incident or emergency, the Institute allocates appropriate resources to deliver required support services.
- 6.5 The Institute will effectively manage critical incident and emergency by formally reporting the events and managing them in alignment with the Institute's *Critical Incident Response Flowchart* (Appendix I).
- 6.6 A report of all critical incidents is submitted to the Governing Council.

Refer to *Appendix 3 – Campus Emergency Procedures (Flip Chart)*, for further details on the steps to follow based on the scenario occurring at the campus.

## **7. Response to Critical Incident and Emergency**

### **7.1 Response to Critical Incident**

- 7.1.1 In the event of a critical incident, the primary aim of the response is to ensure the safety of all people in the Institute premises, preserve life and protect property and the Institute aims to restore the operation as quickly as possible.
- 7.1.2 For an incident that is likely to cause distress to those involved, the delegated staff within the Executive Management Team must inform the Dean of their intent to contact appropriate counsellors.
- 7.1.3 For an incident that does not cause injury or illness, staff present at the scene must take all reasonable steps to ensure the incident does not recur or worsen and record this as a near miss incident in the appropriate register.
- 7.1.4 In the case of injury or illness, staff members present at the scene should ensure a suitably qualified first aider is on hand, who assumes control of the situation. The staff members must assume control with the following steps undertaken as a guide only:
  - a. Provide comfort to the casualty and allow them to rest;
  - b. Allow the casualty to self-administered treatment if they suffer a diagnosed condition and carry appropriate medication;
  - c. Contact next-kin or guardian;
  - d. Provide first aid treatment; and
  - e. Call 'triple 000', when necessary.

### **7.2 Response to Emergency**

- 7.2.1 During an emergency the delegated staff within the Executive Management Team Executive Management Team must assume responsibility for their areas and staff until relieved of this duty by more qualified members of an emergency services team.
- 7.2.2 When an emergency arises, it is the responsibility of staff members to assess the situation for immediate dangers to themselves and take appropriate steps, assess the personnel around them and only assist any person in immediate danger if it is safe to do so.
- 7.2.3 At all times, staff members and students should follow the instruction of the delegated staff within the Executive Management Team as follows:
  - a. Evacuate promptly from the building and assemble at the designated assembly point;
  - b. In the assembly point, wait for further instruction and do not leave the assembly point even if the emergency extends beyond normal working hours.
- 7.2.4 Staff members must refrain from commenting about the crisis to the media and must direct all enquiries to the Dean.

Refer to *Appendix 1 – Critical Incident Response Flowchart* to follow the process at the time of a critical incident or an emergency.

### **7.3 Emergency Plus Application**

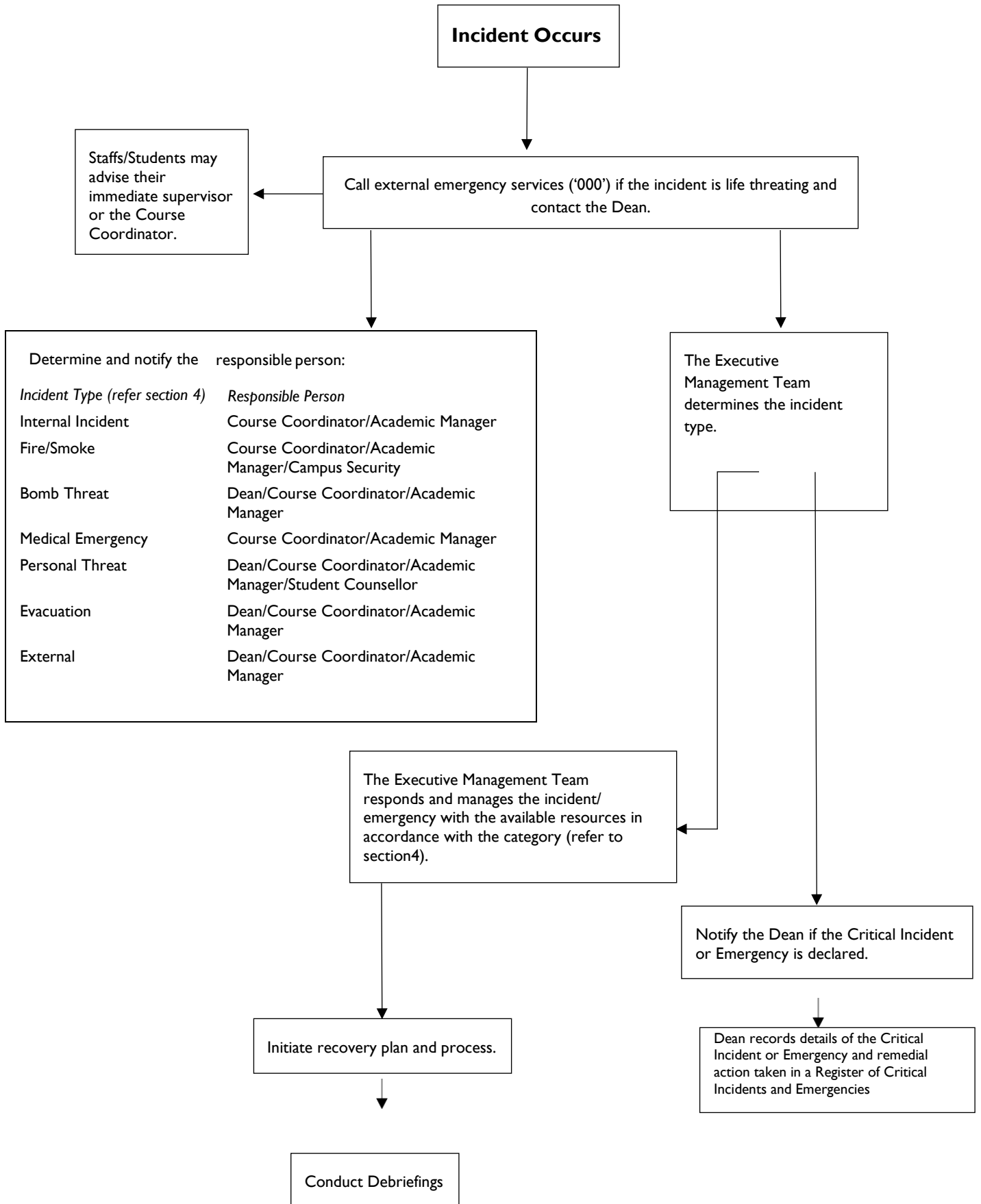
The Institute recommends the students and staff to download the Emergency Plus Application. This application is a free app developed by Australia's emergency services and their government and industry partners. It uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

At the time of induction into to the Institute, students and staff are be provided instructions on the application plus. The details are available in the *Student and Staff Handbooks*.

## **8. Recovery, the Aftermath and Critical Incident/Emergency Event Recording**

- 8.1 When an incident involving emotional trauma, the immediate task as far as possible and appropriate is to ensure that:
  - a. Staff members and students physical and emotional needs are met
  - b. The central stress factor needs to be addressed to allow those involved to return to a more stable and normal level of activity.
- 8.2 Critical incident debriefing should occur within 48 – 72 hours after the incident, which may include individual or group counselling with the aim is to provide staff members and students affected by the incident with a facilitated session to assist them to return to normal condition.
- 8.3 In the case of acute emotional trauma, prompt assessment by qualified counsellors is recommended to reduce the likelihood of post-traumatic related problems.
- 8.4 The Institute maintains the confidentiality of the debriefing or counselling session to ensure to only a record the time and the location of the debriefing and that no information is released without the agreement of the individual or groups.
- 8.5 Following the incident, the Institute evaluates the Institute’s response to a critical incident for ongoing development and effectiveness of the critical incident and emergency management process, including the deployment of the emergency procedures and the overall response to the incident.
- 8.6 The Dean is responsible for entering a written record of the incident or emergency in a Register of Incidents and Emergencies including details of:
  - the nature of the emergency/incident
  - staff members, students and other persons impacted by the incident/emergency
  - remedial action taken and support provided to affected persons
- 8.7 The Dean will report all critical incidents and emergencies to the Governing Council as soon as practical after their occurrence. All entries to the Register of Incidents and Emergencies are to be reported by the Dean to each meeting of the Institute’s Governing Council
- 8.8 Written records of any critical incidents or emergencies (and remedial action taken) in relation to individual staff and students are to be retained for at least a two-year period after the employee ceases their employment or the student ceases to be a student of the Institute (or longer if required by other legislation).
- 8.9 Regular review is conducted, and the Executive Management Team is responsible for ensuring that any process enhancement is incorporated into the appropriate critical incident documents.
- 8.10 Any updates to a critical incident and emergency documentation are communicated to the members of the Institute.

**Appendix I – Critical Incident Response Flowchart**





## **Appendix 2 – Procedures for Critical Incident**

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### **1. Internal incident: failure of essential services/utilities, power outage, gas leak or chemical hazards**

In the event of an internal incident, as soon as the incident is discovered, staff members and/or students must:

- a. Alert the nominated staff member and/or senior staff member.
- b. Remain calm and follow the instruction of the nominated staff member.
- c. If instructed to leave the building, follow the evacuation procedures.

### **2. Fire/smoke: fire, explosion and/or discovery of fire/smoke**

In the event of fire/smoke, as soon as the fire/smoke is discovered, staff members and/or students must:

- a. Trigger the fire alarm.
- b. Contact the external Emergency Services (000).
- c. Alert the nominated staff member and/or senior staff member.
- d. Evacuate people from the immediate area of the fire.
- e. Close all doors and windows only if it is safe to do so and turn off the power supply before leaving the building.
- f. Fight the fire with existing equipment only if it is safe to do so.

### **3. Bomb threat: discovery of a suspicious item or a threat made by person, phone call or letter/mail**

In the event of a Bomb threat made by a person, phone call or letter/email, staff members and students must:

- a. Remain calm;
- b. Record as much information as possible on the details of the threat such as the type of bomb, how it works, time to detonate, bomb location and the demand by the party responsible for it;
- c. Contact police or external Emergency Services (000) to determine whether evacuation is needed;
- d. If evacuation is instructed, all staff members and students should follow evacuation procedures;
- e. In the event where the suspicious item is discovered, staff members and students must:
  - i. Not disturb, move, or touch the suspicious item;
  - ii. Contact police or external Emergency Services (000) to determine whether evacuation is needed;
  - iii. Prevent people from entering the work area;
  - iv. If evacuation is instructed, all staff members and students should follow evacuation procedures.

### **4. Medical Emergency: poisoning, severe allergic reaction, heart attack or shock**

In the case of medical emergency, staff members and the student must:

- a. Provide comfort with the person and allow them to rest.
- b. Allow the casualty to self-administered treatment if they suffer a diagnosed condition and carry appropriate medication.
- c. Contact the next kin or guardian and doctor on call.

- d. Provide first aid treatment.
- e. Call ambulances when necessary.

## **5. Personal threat: sexual assault or serious assault, violent behaviour, self-harm, attempted suicide, siege, and terrorism**

In the event of hold-up due personal threat, staff members and students must:

- a. Assume the offender is armed and that firearms are loaded.
- b. Comply with the instruction given by the offender, doing no more or less than what is told and answer all the questions asked.
- c. Do not attempt to disarm or apprehend the offender.
- d. Take mental notes of details about the offender.
- e. Raise the alarm only if it is safe to do so.
- f. Lock access doors to secure the area and prevent people from approaching.
- g. Contact police or external Emergency Services ('000') to determine whether evacuation is needed.
- h. Attend debriefing session post critical incident.

## **6. Evacuation: building evacuation**

In the event of an alert to evacuate, either verbal, automatic alarm, or manual alarm – and the threat is not immediate, all staff members and students should:

- a. Proceed along designated route to the designated assembly point.
- b. Ensure assistance is provided to people with disabilities and/or special needs.
- c. the Course Coordinator, Lecturers & Tutors should collect attendance register and direct people to the assembly point.
- d. Check attendance at assembly point against the attendance registers.
- e. Remain at the assembly point until advised by emergency personnel that it is safe to return to the premise.

## **7. External: natural disaster, flooding, severe weather or storms, public disorder, global pandemic, cyber security threat**

In the event of a natural disaster such as earthquakes or flooding, staff members and students must:

- a. Remain indoor and seek shelter under strongly constructed tables, desk, or door frame (in the case of earthquakes).
- b. Keep away from windows, fixtures, furniture, and items that might become unstable.
- c. Do not enter the floodwaters and eliminate potential electric hazards.
- d. Check for gas leaks, power failure and other hazards, and turn off electricity, gas, and water only if it is to do so.
- e. Stay in a safe location and follow instruction from emergency personnel or most senior staff members.
- f. If evacuation is instructed, all staff members and students should follow evacuation procedures.
- g. In response to a potential global pandemic, the Executive Management team will immediately implement an appropriate response action plan formulated in accordance with prevailing government and public health authority orders and recommendations.
- h. Any suspected cyber security threat must be immediately reported to the Dean. The Dean and Executive

Management Committee will engage with the Institute's Information Technology Officer to immediately minimize any potential impact on operations of the Institute's IT systems and information security. Where it is suspected that sensitive information (e.g., student and staff personal details) may have been compromised, the Dean will ensure that CIHE deals with the potential breach in accordance with the Institute's obligations under the Privacy Act 1988. This includes notification of the potential breach to the individual's involved and mandatory reporting (if the compromise represents an "Eligible Data Breach") in accordance with the Notifiable Data Breaches (NDB) Scheme of the Office of the Australian Information Commissioner (OAIC).

Page 1:

## CAMPUS EMERGENCY PROCEDURES




(Keep Handy for Reference)

In the event of an emergency personnel, Course Coordinator or Dean being unavailable call the 16-18 Wentworth Street, Parramatta Building Management on:

Facility Manager      0432 641 386 Available 24/7  
Building Management 09 413 2360 M-F 9am – 5pm

Emergency services:

Dial '000' for:

	<b>FIRE SERVICE</b>
	<b>POLICE</b>
	<b>AMBULANCE</b>

1

Page 2:

### IF YOU DISCOVER A FIRE ON YOUR FLOOR

1. Attend to person in immediate danger, if safe to do so.
2. Raise the Alarm. Alert your emergency personnel. If an emergency personnel is not available, notify the Course Coordinator/Dean or Facility Manager on:  

Facility Manager      0432 641 386 Available 24/7  
Building Management 09 413 2360 M-F 9am – 5pm
3. Call the Fire Brigade, telephone '000'.
4. Follow your emergency personnel's instruction.
5. Attempt to extinguish the fire only if safe to do so and if you have been trained in the use of fire extinguishers.
6. Isolate the area or close the door on the fire if it cannot be controlled.
7. Follow your emergency personnel's directions to the Assembly Area if directed to evacuate.

***In the event of a fire occurring when an emergency personnel is not present, evacuate immediately, unless otherwise advised.***

# FIRE

2

### ON SOUNDING OF THE ALERT TONE “BEEP...BEEP...BEEP”

1. Take no immediate action. Your emergency personnel responds directly to the signal.
2. When directed by your emergency personnel, prepare for evacuation by securing all classified material and switch off your computer.
3. Ask any visitors to stand-by for possible evacuation.
4. DO NOT leave your floor.
5. Follow the directions of your emergency personnel or Dean as instructed by Public Address announcements.

**EVACUATE IMMEDIATELY if a threat to life exists.**

***In the event of the alert signal occurring when an emergency personnel is not present, contact the Course Coordinator and/or the Dean or call Facility Manager on***

Facility Manager 0432 641 386 Available 24/7  
Building Management 09 413 2360 M-F 9am – 5pm

## ALERT SIGNAL

3

### ON SOUNDING OF THE EVACUATION TONEE “WHOOOP...WHOOOP...WHOOOP”

1. Staff, student, and any visitors to the campus makes their way to the nearest Fire Exit and follow the directions of the emergency personnel.
2. Evacuate via the marked Fire Exit, DO NOT USE any lifts or other exits on the premises.
3. Move through in an orderly fashion.
4. Move to the Assembly Area at Jubilee Park, refer Assembly area map on page 5.
5. People with special needs shall be aided by a member of the Executive Management Team or a staff representative appointed by the Executive Management Team.
6. If the emergency personnel are not available (such as out of hours), evacuate the premises via the fire exit unless otherwise instructed by the Course Coordinator or Dean.

***In the event of a fire occurring when an emergency personnel is not present, evacuate the premises immediately, unless otherwise advised.***

## EVACUATE SIGNAL

4

**ASSEMBLY AREA FOR ALL PERSONS EVACUATING FROM Level 1 16-18  
Wentworth Street Parramatta to Jubilee Park**

**AT THE ASSEMBLY AREA:**

- Account for people from the building.
- Report any person missing to the Fire Brigade/Responding authorities.
- DO NOT re-enter the building until the “All Clear” is given by the responding Emergency Services.

**ASSEMBLY AREA**

# EVACUATION DIAGRAM

**TrimEVAC**  
GREENHOP EMERGENCY MANAGEMENT TRAINING & SERVICES



16-18 WENTWORTH ST  
PARRAMATTA NSW 2150

**LEVEL 1**

		<b>P POLICE</b>
		<b>FIRE</b>
		<b>+ AMBULANCE</b>

**LEGEND:**

Exit	Egress Route	Fire Extinguisher (CO <sub>2</sub> )	Fire Hose Reel	Fire Hydrant	Warden Intercom Point Phone

**EMERGENCY PROCEDURES:**

**ON SOUNDING OF THE ALERT TONE 'BEEP..BEEP..BEEP'**

- Be aware of a possible Emergency situation occurring. (DO NOT EVACUATE ON THIS TONE)
- Occupants prepare for a possible evacuation and follow work Shutdown procedures. Secure your area (Lock away confidential files, etc.)
- Wardens to report to the Warden Intercommunication Point (WIP) Phone.
- Wardens to check for signs of smoke/fire.
- If an actual fire, commence evacuation of your floor and report this immediately to the Chief Warden/Floor Warden.
- If safe and if trained to do so, attempt to extinguish the fire.

**ON SOUNDING OF THE EVACUATION TONE 'WHOOOP..WHOOOP..WHOOOP'**

- Wardens will order an evacuation of the floor
- All occupants are to evacuate using the nearest exit. **DO NOT USE THE LIFTS**
- Wardens are to conduct sweep of the floor to ensure all occupants are clear and report this to the Chief Warden.
- Once you have reported proceed to the nominated external assembly area.
- Do not re-enter the building until advised by the responding emergency services.

**SITE PLAN:**



**AT THE ASSEMBLY AREA**

- Account for people from the building
- Report any person missing to the Fire Brigades / Responding authorities
- **DO NOT** re-enter the building until the 'All Clear' is given by the responding Emergency Services



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VERSION 1.0

**IN THE EVENT THAT A FIRST AID EMERGENCY ARISES IN YOUR PREMISES**

1. If the injury has resulted from an accident and no further threat to life exists, do not move the injured person.
2. Alert your emergency personnel. If an emergency personnel is not available, notify the Course Coordinator/Dean or Facility Manager on:

Facility Manager      0432 641 386 Available 24/7

Building Management 09 413 2360 M-F 9am – 5pm

- 3.
4. Notify the Ambulance Service, Dial 000.
5. Notify your emergency personnel of all actions taken. If the emergency personnel are not available, notify the Campus Security of all actions taken.

**FIRST AID**

6



#### ***Appendix 4 – Emergency Plus Mobile Application***

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The Emergency+ app is a free app developed by Australia's emergency services and their government and industry partners.

The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.