

Critical Incident Policy

1. Purpose

Deakin College has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff and visitors. Deakin College aims to be in state of preparedness to deal with any critical incident which may arise during normal campus activities through effective planning, management and rehearsal.

This policy has been developed to assist staff and students to prevent or respond promptly, effectively and appropriately to any incident which is likely to cause loss of life, injury, trauma, damage, or disruption. The policy covers basic procedures and reporting systems for preventative measures, immediate and long-term responses, and recovery from a critical incident.

The policy will be amended from time to time particularly after any incident, incorporating evaluation, feedback and lessons learnt.

This policy complies with the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code 2007) and the Australian Quality Training Framework (AQTF) 2007, Occupational Health & Safety Act 2004 and the Privacy Act 1988.

2. Scope

This policy applies to all visitors, staff and students of Deakin College, on or off-campus. It also applies to events or business activities conducted outside of Australia.

The Senior Executive Committee is responsible for the implementation and administration of this policy.

3. Definitions

A critical incident is a sudden, unexpected and traumatic event outside the normal range of experience of the community affected but having the potential to cause death, injury, severe emotional stress or distress, destruction, loss of property, shut down or disruption of business operations.

A critical incident can overwhelm an individual's usual coping mechanisms diminishing their ability to function effectively or to respond in an adequate manner. A critical incident may occur on or off-campus.

Examples of Critical Incidents include:

- i. Fire, explosion, gas leak;
- ii. Chemical, radiation or bio-hazard spillage;
- iii. Incidents involving siege, hostage, firearms, weapons or bombs;
- iv. Outbreak of disease;
- v. Natural disasters such as floods and windstorms;

- vi. Collapse or major damage to building;
- vii. Violence or threats of violence, including robbery and sexual assault; dangerous or threatening person;
- viii. Incidents charged with extreme emotion;
- ix. Serious injury, unexpected and sudden death or suicide of a student or staff;
- x. Disappearance or removal of staff or student(s);
- xi. Public transport or road traffic accidents; motor vehicle impact with building.

Critical Incident Management Team (CIMT) is a co-operative group of personnel who are trained and qualified to deal with critical incident.

4. Policy Statement

4.1 Risk Reduction Measures

Whilst an event or a cause leading to a critical incident cannot always be pre-empted, staff and students are encouraged to be aware of safety, prevention of risks and in all instances, respond promptly to any perceived threats of safety.

- 4.1.1 Staff should bring issues of safety to the attention of the Director Quality and Development by completing a Risk Management form. The Director Quality and Development will log and assess the risk. If required, any issues will be brought to the attention of Deakin University or the Deakin College Executive Committee.
- 4.1.2 In the case of students, concerns should be brought to any staff member or to reception. A Risk Management form must be completed by the student or by the staff member. Students may also bring their concerns to their student representative for the Student Representative Committee.
- 4.1.3 This policy will be disseminated to all staff and students of Deakin College with discussions at the Student Representative Committee.
- 4.1.4 Regular emergency management training.

4.2 Critical Incident Response

Whilst every critical incident is unique, it will be dealt with according to the circumstances and the cohort of people affected. In the first instance, and if appropriate to the circumstances, the response to any critical incident will be the notification of Emergency Services followed by Deakin Security. Notification should include the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk.

- 4.2.1 The staff member receiving the news should immediately contact the College Director/Principal. The relevant reporting form should be completed as soon as possible after the event (Bomb Threat Checklist, Accident Injury Report Form and Criminal Incident Form). If the College Director/Principal is not available, then another member of the Deakin College Critical Incident Management Team (CIMT) should be contacted immediately.

- 4.2.2 The College Director/Principal will determine whether the incident is a critical incident as per criteria under section 3 of this policy. Where a critical incident is determined by the College Director/Principal, the CIMT will convene under the directions of the College Director/Principal.

The CIMT be responsible for the formulation, implementation and management of the critical incident response and resource allocation. The CIMT will maintain relationships and liaise with other appropriate external organisations. The CIMT will consist of, but will not be limited to, the following staff members:

College Director/Principal

Academic Director

Manager Student Services

Director Quality and Development

- 4.2.3 The immediate response to any critical incident will be the assessment, planning and the rapid implementation of intervention needs.

Assessment of the incident will involve gathering background details as close as possible to the informing source and will consider:

- i. The type of incident (scale and nature),
- ii. The people involved and the resources needed;
- iii. The levels of risk and probable severity;
- iv. The levels of urgency; and
- v. Implications of the incident.

Assessment will be ongoing until the incident is resolved.

- 4.2.4 Implementation of a response will include:

- i. Stabilising the immediate environment and ensuring the safety of affected staff, students and visitors until the arrival of emergency services personnel;
- ii. A response strategy by the CIMT;
- iii. A description of the roles and responsibilities of the CIMT, organisations and other nominated Deakin College staff members;
- iv. Briefing staff and establishing a central information point to provide up-to-the-minute, accurate information to staff, students, and families;
- v. Guidelines to staff about what information to give to students;
- vi. Notification of counselling and chaplaincy services at Deakin Student Life (within first few hours);
- vii. Establishment of a quiet area for the use of victims and/or their families. This area will be protected from intrusion by anyone not immediately involved in the incident.

- viii. Steps to supervise property, both personal property and any buildings or structures which might be unsafe and in need of immediate repairs;
 - ix. A written statement to staff, students and families regarding the incident.
 - x. A 24-hour on-call telephone roster to handle the reporting of critical incidents and the coordination of responses to the incident.
- 4.2.5 The College Director/Principal will be responsible for coordinating media requests for information, issuing media releases and press conferences. Staff and students are strongly discouraged from making statements to representatives of the media. In all instances, the media should be referred to the College Director/Principal.
- 4.2.6 The campus is equipped with alarms which will be used to warn people in an emergency. Upon hearing the evacuation alarm, staff and students are asked to be aware that there is a real or potential emergency in the building. Upon hearing the alarm or upon being instructed to evacuate, staff and students should obey any directions given by fire wardens and assemble at the nominated emergency evacuation point(s). Lifts are not to be used at any time during an evacuation unless directed by Fire Brigade personnel.

At all times, staff and students are required to follow instructions from emergency services personnel (police, fire brigade, ambulance).

4.3 Post Incident Management

- 4.3.1 The CIMT will convene within 24 to 48 hours following a critical incident to determine what follow-up procedures must be implemented in the areas of counselling, information dissemination, debriefing and the continued allocation of personnel. Post incident management responses may include:
- i. Dissemination of information to all staff, students and their families and, if appropriate, the media;
 - ii. Monitoring the need for counselling and maintaining contact with staff and students who are likely to need ongoing support;
 - iii. Psychological debriefing of students and staff 24 to 72 days after the incident (except if legal processes contra-indicate);
 - iv. Notifying embassies and consulates;
 - v. Training workshops in stress management and coping strategies;
 - vi. Liaising with the families of affected students. If necessary, interpreters will be appointed;
 - vii. Arrangements for visits from family, accommodation, travel and expenses.
 - viii. Liaising with police, hospital and other medical staff;
 - ix. Funeral, memorial or repatriation service arrangements;

- x. Death notices;
- xi. Administrative/enrolment matters including fee refunds;
- xii. Liaising with the Department of Immigration and Citizenship (DIAC);
- xiii. Assisting students with access to legal services;
- xiv. Personal items and affairs (household and academic) of students;
- xv. Monitoring reactions within the campus, including significant dates and anniversaries.
- xvi. Encouraging teaching and administrative staff to continue to be alert in recognising post traumatic reactions;
- xvi. Allowing opportunity for the campus community to continue to talk about the incident and their reactions by organising weekly discussion sessions;
- xvii. Encouraging support networks amongst staff and students;
- xviii. Disseminating regular and up to date information via email to the campus community;
- xix. Monitoring media coverage as this may continue to cause distress to staff and students.

4.4 Review

- 4.4.1 Once a critical incident is resolved, the CIMT will evaluate the critical incident response which will form the basis of subsequent and improved responses. Staff and students will be encouraged to provide their thoughts and experiences in order to assist in the review process.

4.5 Privacy

Under the Privacy Act 1988 and National Privacy Principles, individuals are entitled to the protection of their personal and private information. Deakin College will exercise its discretion and may disclose information in the following circumstances:

- 4.5.1 If Deakin College reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to public safety or an individual's life, health or safety.
- 4.5.2 If Deakin College has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; or the use or disclosure is required or authorized by or under the law.

4.6 Related Documents

Accident Injury Report Form

Bomb Threat Checklist

Criminal Incident Form
Risk Management Form

Policy Title	Critical Incident Policy	
Policy Owners	College Director/Principal	
Contact Persons	Robert Close	
Key Stakeholders	All Deakin College Students, Staff, Visitors	
Approval Body	Deakin College Executive Committee	Agenda item and meeting date approved 12 June 2008
Relevant Legislation	National Privacy Principles, Occupational Health and Safety Act 2004, Privacy Act 1988, National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007),	
Related Policies	Navitas Travel Policy; Deakin University Emergency Management Framework Operational Policy	
Related Guidelines	N/A	
File information	File number N/A	Version number V2.8 - 23/09/2015
Date Effective	12/06/2008	Next Review Date 31/12/2012

4.7 Emergency and Support Services

CATEGORY	CONTACT	TELEPHONE	INTERNET
<i>Internal</i>	Campus Security	1800 062 579	www.deakin.edu.au/fmsd
	Reception	9244 5197	www.deakincollege.edu.au
<i>Emergency</i>	Police	000	www.police.vic.gov.au
	Ambulance	000	www.ambulance.vic.gov.au
	Fire	000	www.mfb.org.au
	Missing Persons – Australian Federal Police	000 (Ask for Police)	www.afp.gov.au/national/missing
	National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
	State Emergency Service	132 500	www.ses.vic.gov.au
	Telstra Call Tracing Service	1800 007 097	www.telstra.com.au
<i>Essential Services</i>	Poisons Information	13 11 26	www.rch.org.au/poisons
	Gas Emergency	132 0771	www.ogs.vic.gov.au
	Electricity Emergencies	13 12 80	www.citipower.com.au
	Water and Sewer Emergencies	8381 0300	www.southeastwater.com.au/
<i>Medical Services</i>	Alfred Hospital Commercial Road (corner St Kilda Road)	9276 2000	www.alfred.org.au
	Box Hill Hospital Nelson Road Box Hill	9895 3333	www.easternhealth.org.au

CATEGORY	CONTACT	TELEPHONE	INTERNET
	Epworth Eastern 1 Arnold Street Box Hill	8807 7100	www.epworth.org.au
	Nurse-On-Call <i>Telephone health line, providing immediate, expert health information and advice 24 hours a day, 7 days a week</i>	1300 60 60 24	www.health.vic.gov.au/nurseoncall
	Royal Melbourne Hospital Grattan Street, Parkville	9342 7000	www.rmh.mh.org.au
	Royal Women's Hospital 132 Grattan Street, Parkville	9344 2000	www.rwh.org.au
	St Vincent's Hospital 41 Victoria Parade, Fitzroy	9288 2211	www.svhm.org.au/
Community Bodies	Australian Red Cross	8327 7922	www.redcross.org.au
	Salvation Army	1300 627 727	www.salvos.org.au
Counselling Services	Lifeline	13 11 14	www.lifeline.org.au
	Mensline Australia	1300 78 99 78	www.menslineaus.org.au/cms/index.html
	National Association for Loss & Grief (Vic)	9650 3000	www.nalagvic.org.au www.nalagvic.org.au/fh-crisisaftermresponse.htm
	Suicide Helpline	1300 651 251	www.suicidehelpline.org.au

CATEGORY	CONTACT	TELEPHONE	INTERNET
	Victoria		
	Victorian Sexual Assault Crisis Line	1800 806 292	www.rwh.org.au/casa
Specialist Services	Crime Victims Support Association	9758 4512	www.cvsa.asn.au
	Funeral Advice Line - Australian Funeral Directors Association	1300 306 670	www.funeralassist.com.au/
	Road Trauma Support Team	1300 367 797	www.rtstv.org.au
	Victorian WorkCover Authority	9641 1555	www.workcover.vic.gov.au
	Headway Victoria	9642 2411	www.headwayvictoria.org.au
	Paraquad Victoria	9415 1200	www.paraquad.asn.au