

## CRITICAL INCIDENT PROCEDURE

<b>Version</b>	1.00	<b>Number of pages</b>	6
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<b>Approving Authority</b>	Chief Operating Officer		
<b>Keywords</b>	Critical incident; WHS; Safety; Emergency; Staff; Student		
<b>Access level</b> <i>Select from the drop-down menu</i>	Public		
<b>Dissemination Range</b>	Morling Community		
<b>Approval date</b>	15 February 2024		
<b>Effective date</b>	15 February 2024		
<b>Review date</b>	February 2026		
<b>Superseded documents</b>	Nil		
<b>Compliance References</b>	HES_2.3; National Code, Standard 6		
<b>Document classification</b> <i>Select from the drop-down menu</i>	WHS		

### 1. PURPOSE

To specify the procedures that apply when a critical incident occurs at Morling College (MC).

### 2. DEFINITIONS

The following definitions apply for this procedure:

Key Term - Acronym	Definition
CIMT	Critical Incident Management Team
Critical incident	An event that results in or has the potential to cause serious harm to persons or property associated with Morling College and to the reputation of Morling College (MC). Serious harm includes trauma affecting victims and participants and where expert medical attention or professional counselling is required or the cost of structural repair is substantial. An emergency is also a critical incident.
Emergency	An event, actual or imminent, which occurs on or off-site, endangers or threatens to endanger life, property, or the environment of MC and requires a significant and coordinated response.
Emergency services	Consists of the core services – police, fire and rescue services, and emergency medical services.
First Responder	Any staff member who is either a witness to, or first to be informed about an actual or potential critical incident, and who manages the initial response.

Leadership Team	Morling College Leadership Team, which comprises the Principal, the Chief Administrative Officer, the Chief Operating Officer, the Vice Principal (Academic), and the Vice-Principal (Students and Community) or future composition.
MC	Morling College
Morling community	MC staff and students, MRC and Morling Village residents, and all others engaging with MC, including visitors, contractors, and volunteers.
Possible Emergencies and/or Critical Incidents. This is not a definitive list.	<ul style="list-style-type: none"> <li>• Emergencies and/or Critical Incidents, whether occurring on-campus or off-campus, during or outside normal hours of college activity, may include but are not limited to the following:</li> <li>• Natural or human-made disasters or potential disasters</li> <li>• Fire, bomb threat, hazardous materials spillage, prolonged loss of a utility (e.g. water or power),</li> <li>• Site invasion by those who cause harm to people or damage to property, whether by intent or not</li> <li>• Incident onsite or offsite causing death or serious injury, student or staff suicide</li> <li>• major vandalism</li> <li>• Acts of self-harm or social irresponsibility</li> <li>• Structural failure of building or equipment</li> <li>• Acts of terrorism</li> <li>• Riot or affray</li> <li>• Onset of physical or mental illness</li> <li>• Witnessing a critical incident affecting third parties including accident, assault, injury, death</li> <li>• Person or persons missing and presumed to be at substantial risk</li> <li>• Arrest</li> <li>• A crime such as robbery or assault</li> <li>• An epidemic or pandemic</li> <li>• Serious damage, or incidents with a potential for serious damage or harm, to MC property or MC reputation.</li> <li>• Severe verbal or psychological aggression</li> <li>• Violence or abuse – domestic violence, physical, sexual or other abuse.</li> </ul>
Principal	Morling College Principal
Staff	Members of MC's academic and administrative staff.
VP(A)	Vice Principal (Academic)
VP(S&C)	Vice Principal (Students and Community)

### 3. SCOPE/CONTEXT

This Critical Incident Procedure applies to Morling College-owned and operated sites, except Morling Residential College (MRC), which has its own procedure for critical incidents.

## **4. RESPONSIBILITIES**

### **STUDENTS**

- 4.1 Ensure the information on their student record is up to date:
  - 4.1.1 Emergency contact telephone numbers
  - 4.1.2 Details of next of kin, guardian, or sponsor
  - 4.1.3 Any other significant personal details: student ID, course details, medical conditions, allergy information, etc
  - 4.1.4 Medical insurance information for overseas students.

### **CRITICAL INCIDENT MANAGEMENT TEAM (CIMT)**

- 4.2 CIMT is responsible for the response to critical incidents, including:
  - 4.2.1 Coordinating the response to the critical incident.
  - 4.2.2 Liaising with Emergency Services and personnel to ensure effective ongoing management of the incident and post-recovery.
  - 4.2.3 Notifying relevant emergency contacts for staff of students involved in the incident and providing appropriate support.
  - 4.2.4 Managing internal and external communications.
  - 4.2.5 Coordinating assistance and support for family members of the Morling community, as required.
  - 4.2.6 Coordinating appropriate counselling and support services.
  - 4.2.7 Completing a critical incident report.
  - 4.2.8 Ensuring reporting requirements for critical incidents are met with respect to the type and seriousness of the incident. This may include MC's insurance company, state work safety authorities, the MC Board, and the Australian College of Theology (ACT).
  - 4.2.9 Implementing an ongoing plan of support to ensure follow-up concerning the well-being of individuals involved in the incident, and the wider MC community.
  - 4.2.10 Making recommendations to the MC Board for the management of future incidents.

## **5. PROCEDURE**

### **IMMEDIATE RESPONSE (WITHIN THE HOUR) FIRST RESPONDER**

- 5.1 The First Responder is to assess the situation and consider any risks to their own or others' safety. If there is a threat to their safety or that of others, the First Responder shall alert those at risk and move them to a safe location.

- 5.2 Where there is no staff member immediately available, students or contractors should follow the steps below in place of the First Responder until a member of staff can take over.
- 5.3 The First Responder is to ascertain the following information to include in calls:
  - 5.3.1 The type of incident.
  - 5.3.2 The exact location.
  - 5.3.3 Details of any person/s who might be injured, in distress, or at risk of harm.
- 5.4 The First Responder will call the following, providing the relevant details (the First Responder can assign these tasks to other available people):
  - 5.4.1 '000' emergency services, if required
  - 5.4.2 The Principal or another member of the MC Leadership Team.
- 5.5 Activate *First Aid Procedure* for any injuries.
- 5.6 Secure or evacuate the area, if required. Refer to *Evacuation Policy and Procedures* for details.

**AS SOON AS POSSIBLE (WITHIN 24 HOURS) CIMT MEMBER OR DELEGATE**

- 5.7 Liaise with emergency services, hospital, and medical services, if required.
- 5.8 Contact the insurance company, if required.
- 5.9 Liaise with government agencies, if required.
- 5.10 Contact and inform family members.
- 5.11 Manage media – only the Principal can communicate with the media (See section 6 below).
- 5.12 Identify students and staff most closely involved and/or at risk.
- 5.13 For international students, liaise with DIAC and the relevant consulate or embassy (Refer to ISANA Critical Incident Kit).

**SECONDARY RESPONSE (UP TO 72 HOURS) CIMT MEMBER OR DELEGATE**

- 5.14 Assess the need for support and/or counselling for those involved.
- 5.15 Provide students, staff, and the wider MC community with information, as appropriate.
- 5.16 Debrief students and staff most closely involved and/or at risk.
- 5.17 Restore MC to regular routines and community life as soon as practicable.
- 5.18 Complete critical incident report.

- 5.19 Ensure appropriate reports are made of critical incidents. Depending on the type and seriousness of the incident, this may include MC's insurance company, state work safety authorities, the MC Board, and the ACT.

#### **ONGOING FOLLOW-UP RESPONSE (72+ HOURS) CIMT OR DELEGATE**

- 5.20 Identify any other person/s who may be affected by the critical incident.
- 5.21 Provide access to support services for community members.
- 5.22 Provide accurate information to students and staff.
- 5.23 Arrange a memorial service and/or special chapel service, as appropriate.
- 5.24 Maintain contact with any injured and affected parties to provide support and monitor progress.
- 5.25 Monitor students and staff for signs of delayed stress and the onset of PSD (post-traumatic stress disorder), providing specialised treatment as necessary.
- 5.26 Manage any possible longer-term disturbances e.g. inquests, legal proceedings.
- 5.27 Notify relevant departments that may need to follow up student records such as library, registrar, housing, finance.
- 5.28 Attend to personal effects of affected students in the case of prolonged or severe illness or death.
- 5.29 Collect feedback on the management of the critical incident.

### **6. MEDIA RELEASES**

- 6.1 The Principal makes all media releases. The Principal may receive consultant help in media relations.
- 6.2 The Principal gathers information, checks facts, and determines the official MC response.
- 6.3 The Principal ensures training/advice is provided for all staff to respond to telephone or occasional inquiries following a critical incident
- 6.4 The Principal will manage access of the media to the scene, students, staff, and/or relatives.

### **7. EVALUATION AND REVIEW OF MANAGEMENT PLAN**

- 7.1 After each critical incident, a meeting of the Leadership Team will be held to evaluate the critical incident report prepared by the CIMT and the effectiveness of the incident management and to make modifications as required.
- 7.2 The evaluation process will incorporate feedback gathered from students, staff, the WHS Committee, and relevant others.

- 7.3 The outcome of the evaluation report will be kept on file and provided to the Leadership Team, the Vice-Principal (Students and Community), the Vice-Principal (Academic), the Chair of the MC Board, and, if appropriate, others in the Morling community.

## 8. EMERGENCY AND SUPPORT SERVICE CONTACT DETAILS

### **NSW**

- For emergency call 000 or text 106
- For people who have a speech or hearing impairment: visit the National Relay Service or call 1800 254 649
- For State Emergency Services (SES) flood advice call 132 500
- For emergency fire advice call 1800 679 737
- Further information at <https://www.lls.nsw.gov.au/what-we-do/emergency-contacts>

### **WA**

- For emergency call 000 (fire, ambulance, police)
- Those with hearing or speech impairment call 106
- For State Emergency Services (SES) assistance call 132 500
- Power emergencies and interruption (Western Power) call 13 13 51
- Gas emergencies and faults (ATCO Gas) call 13 13 52
- Water emergencies, faults and security (Water Corp.) call 13 13 75
- Further information at <https://perth.wa.gov.au/live-and-work/community-services-and-facilities/emergency-and-disaster-relief>

## 9. RELATED DOCUMENTS AND LEGISLATION

### **Internal**

- Critical Incident Policy
- Evacuation Policy and Procedures
- First Aid Policy and Procedures

### **External**

- ACT Critical Incident Policy

## 10. REFERENCES

Avondale University Critical Incident Policy and Procedure

## 11. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1.00	COO	15 February 2024	15 February 2024	New document based on the procedure extracted from the Critical Incident Policy V4.0

*Download this document anew with each use, as it may have changed.*