

CRITICAL INCIDENT POLICY

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Responsible officer	Chief Operating Officer		
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1. PURPOSE

To ensure the safety and wellbeing of staff, students, and residents, and the protection of property, by managing any critical incident in a manner that provides the highest standard of duty of care.

2. DEFINITIONS

The following definitions apply for the purpose of this policy:

Key Term or Acronym	Definition
CIMT	Critical Incident Management Team
COO	Chief Operating Officer
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.
DSS	Director of Student Services
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	Consist of the core services – police, fire and rescue services, emergency medical services.
Leadership Team	MC 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.
MRC	Morling Residential College
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Possible Emergencies and/or Critical Incidents This is not a definitive list	<ul style="list-style-type: none"> • 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: • Natural or human-made disasters or potential disasters • Fire, bomb threat, hazardous materials spillage, prolonged loss of a utility (e.g. water or power), • Site invasion by those who cause harm to people or damage to property, whether by intent or not • Incident onsite or offsite causing death or serious injury, student or staff suicide • Major vandalism • Acts of self-harm or social irresponsibility • Structural failure of building or equipment • Acts of terrorism • Riot or affray • Onset of physical or mental illness • Witnessing a critical incident affecting third parties including accident, assault, injury, death • Person or persons missing and presumed to be at substantial risk • Arrest • A crime such as robbery or assault • An epidemic or pandemic • Serious damage, or incidents with a potential for serious damage or harm, to MC property or MC reputation. • Severe verbal or psychological aggression • Violence or abuse – domestic violence, physical, sexual or other abuse.
Principal	Morling College Principal

Staff	Members of MC's academic and administrative staff.
VP(A)	Vice Principal (Academic)

3. SCOPE

This policy applies to:

- students enrolled in, or attendance at, Morling College (MC) campus.
- residents in Morling Residential College (MRC) or Morling Village.
- students, staff, volunteers, and visitors participating in officially endorsed MC activities (including non-academic activities).
- staff or contractors in the course of their duties on behalf of MC.

4. POLICY STATEMENT

Morling College is committed to providing the highest standard of duty of care to members of the Morling Community, and to protecting its property in the event of a critical incident. Critical incidents are managed using a risk management approach and following the *Higher Education Standard Framework (2021)*, the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) and state and federal work safety requirements.

5. PRINCIPLES

- 5.1 In the event of a critical incident, MC recognises that appropriate planning and infrastructure are required to manage the incident, including but not limited to:
- 5.1.1 An effective response to critical incidents both during and immediately following the incident, and for the management of the longer-term consequences of such an incident.
 - 5.1.2 Appropriate support and counselling services available to those affected.
 - 5.1.3 Appropriate training and information resources provided to staff.
- 5.2 MC endeavours to provide appropriate resources to respond to a critical incident, including but not limited to:
- 5.2.1 Physical and psychological safety of affected members of the Morling Community.
 - 5.2.2 Emotional and physical support.
 - 5.2.3 Interventions required at different phases following the incident.
- 5.3 Responses to critical incidents will be timely and professional with the safety of individuals as the paramount consideration.
- 5.4 The level of response will be appropriate to the circumstances and scale of the critical incident.
- 5.5 Where it is suspected that a crime has taken place, care shall be taken to preserve the scene of the incident and any related evidentiary items,

provided that it is feasible to do so without adversely impacting the health and safety of those involved.

- 5.6 MC will keep appropriate records of critical incidents and of follow-up actions taken for a minimum of two (2) years (and longer where regulation requires).
- 5.7 Critical incidents will be reported as per legislative requirements, the National Code, and the Australian College of Theology (ACT) *Critical Incident Policy*.
- 5.8 MC is committed to the professional development of staff concerning responding to critical incidents.
- 5.9 Staff involved in the response to a critical incident will take appropriate action to protect the privacy of others and to ensure that confidential information concerning a critical incident is held securely.

6. RESPONSIBILITIES

Members of the Morling Community

- 6.1 All members of the Morling Community are responsible for following this policy and all procedures for managing critical incidents.

Principal

- 6.2 The Principal has overall responsibility and authority for oversight of a critical incident.
- 6.3 The Principal is responsible for convening a Critical Incident Management Team (CIMT) to assist in managing the response to a critical incident to its successful completion.
- 6.4 The Principal is responsible for providing staff training and, when needed, engaging professional support.
- 6.5 The Principal may delegate responsibilities relating to critical incidents, in addition to those specified here, in pursuit of the purpose of this policy.

Vice Principal (Academic) (VP(A))

- 6.6 The VP(A) will report serious incidents promptly to the Dean of the ACT using the ACT's online *Critical Incident Form*, as per the ACT *Critical Incident Policy*. Serious incidents are those that result in serious harm to persons or property, often accompanied by trauma affecting victims and participants.

Chief Operating Officer (COO)

- 6.7 The COO is responsible for developing and maintaining the *Critical Incident Procedure*.
- 6.8 The COO will maintain the *Register of Critical Incidents* of MC (except MRC).

Director of Student Services (DSS)

- 6.9 The DSS is the first point of contact for overseas students in the case of a critical incident.

- 6.10 The DSS is responsible for critical incident reporting relating to overseas students.

Dean of Residents

- 6.11 The Dean of Residents is responsible for developing and maintaining the critical incident procedures for MRC.
- 6.12 The Dean of Residents will ensure critical incidents specific to residents are recorded and reported appropriately.

7. MEMBERSHIP OF THE CRITICAL INCIDENT MANAGEMENT TEAM (CIMT)

- 7.1 The standard CIMT membership is
- 7.1.1 the Principal, and
 - 7.1.2 at least two (2) other members of the Leadership Team.
- 7.2 The Principal may include other staff or MC Board members, as relevant, depending on the nature and location of the critical incident.

8. EMERGENCY AND SUPPORT SERVICE CONTACT DETAILS

NSW

- For an 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.lis.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

9. RELATED DOCUMENTS AND LEGISLATION

Internal

- Critical Incident Procedure
- Evacuation Policy and Procedures
- First Aid Policy and Procedures
- MRC Critical Incident Procedures
- Risk Management Policy
- Work Health and Safety Policy and Procedure

External

- ACT Critical Incident Policy
- ISANA Critical Incident
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- SafeWork NSW Incident Report Form
- TEQSA Higher Education Standard Framework 2021
- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Act 2020 (WA)
- Work Health and Safety Regulations 2017(NSW)

10. REFERENCES

- World Health Organisation
- Avondale University Critical Incident Policy and Procedure

11. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
5.00	MC Board	15 February 2024	15 February 2024	Change of job titles. Updated to reflect ACT requirements. Moved process-related text to the Critical Incident Procedure.
4.10	COO	23 March 2023	23 March 2023	Emergency and support services contact details added.
4.01	Policy Coordinator	Feb 2023	Feb 2023	Header table updated to latest version, including addition of keywords.
4.00	MC Board	31 May 2022	31 May 2022	Updated titles and roles. Amended to include Perth Campus. Added residential to 5.9. Added 5.10 re register and 5.11 re reporting to ACT
3.00	MC Board	28 July 2020	28 July 2020	Procedures removed from the policy and procedure document. Document streamlined; changes to reflect changes in roles and responsibilities. Definitions
2.00	MC Board	October 2017	October 2017	Amended to reflect changes in structure and responsibilities
1.00	MC Board	May 2014	May 2014	New policy

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