

# College - Critical Incident Management Policy



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<b>Date of effect:</b>	9 May 2018
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<b>Approved by</b>	Stanley College Audit and Risk Committee
<b>Authorised Officer</b>	Registrar
<b>Supporting documents, procedures and forms of this policy</b>	Critical Incident Management Procedure Facilities Plan Student Support Framework Student Support Policy and Procedure
<b>Related Legislation and Codes of Practice</b>	<a href="#">Code of Practice on Occupational Safety and Health in the Western Australian Public Sector 2007</a> <a href="#">Education Services for Overseas Students (ESOS) Act 2000</a> <a href="#">Higher Education Standards Framework 2015, Part A: Standard 2.3 (Wellbeing and Safety)</a> <a href="#">National Code 2018, Part B: Standard 6</a> <a href="#">Occupational Safety and Health Act 1984</a> <a href="#">Occupational Safety and Health Regulations 1996</a> <a href="#">Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</a>
<b>Audience</b>	Public

## 1. PURPOSE

- 1.1 This policy provides a framework for ensuring that all staff and students at Stanley College are cared for in the event of a critical incident.

## 2. SCOPE

- 2.1 This policy applies to all staff, campuses and the Critical Incident Team of Stanley College.

## 3. DEFINITION

<b>Area</b>	For the purpose of this Policy, Area refers to the specific location on campus that requires closure after an incident.
<b>Campus</b>	The buildings, general facilities, grounds - that is, the physical environment of Stanley College.
<b>Critical Incident</b>	<p>Any traumatic event or threat of an event within or outside Australia, which causes or has the potential to cause physical or psychological harm, including extreme stress, fear or injury but not necessarily causing death to members of the College community. Critical incidents may include events such as:</p> <ul style="list-style-type: none"><li>• Violent behaviour, assaults, bomb scares;</li><li>• Serious accidents, explosions, fire; or</li><li>• Deaths.</li></ul> <p><b>Note:</b> <i>Non-life threatening events could still qualify as critical incidents.</i></p>
<b>Emergency</b>	An incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.

## 4. POLICY PROVISIONS

### Principles

- 4.1 Stanley College is committed to the safety and security of all members of the College's community, and in particular student safety. Student safety is considered as a high priority and a foundation of the student experience for study and learning. This policy and its accompanying procedure articulates a plan for delivering a timely and coordinated response to critical incidents and to ensure that the reported critical incidents are:
- a. Responded to, or resolved, in the best possible way for the staff/student(s), their families and Stanley College;
  - b. Reported to relevant personnel within Stanley College and government agencies, and communicated to staff/students' families in appropriate ways; and
  - c. Managed in a manner to ensure that negative publicity, both locally and overseas, is not generated from an incident.

### **Key Personnel**

- 4.2 All Stanley College staff members are responsible for reporting to the President any critical incidents that involve students or other members of the College community.
- 4.3 The President leads the Critical Incident Team and is responsible for determining the appropriate course of action for each type of critical incident. In severe or extreme cases, the President will consult the Executive Management Team and may call an immediate meeting with the Executive Management Team to determine the appropriate course of action.
- 4.4 Many critical incidents will be responded to and/or resolved by the President. However, critical incidents that are of a serious nature will require assembly of the Critical Incident Team which may include:
- a. President (or Vice-President appointed by the President in their absence);
  - b. Facilities Manager;
  - c. Registrar;
  - d. Occupational Health and Safety (OHS) Representative (for each campus);
  - e. Marketing Manager;
  - f. Finance Manager; and
  - g. Other staff as required.
- 4.5 If the President is unavailable in any necessary timeframe, a Senior Executive (in the following order of precedence) may act as though they were the President for the purposes of this policy. President, Vice-President Corporate Services and Operations, Vice-President Vocational Education and Training, Vice-President Higher Education, Registrar.

### **Student and Staff Awareness**

- 4.6 All students will be advised during orientation of the details of Stanley College's Critical Incident Management. Each student will be given documentation which contains details of relevant emergency services contact persons and telephone numbers, both internal and external.
- 4.7 All members of staff will be made aware of the *Critical Incident Management Policy and Procedure*.
- 4.8 To ensure Stanley College is able to contact students or their emergency contacts in case of a critical incident, Stanley College will advise students regularly to:
- a. Update their contact details; and
  - b. Supply emergency contact details.

### **Campus and Area Closure**

- 4.9 In the situation where a campus or area closure is required for safety, the President may initiate a recommendation for the campus or area to close.
- 4.10 The President can approve the closure of a campus or area. Following approval, the closure decision will be communicated to the Executive Management Team.

- 4.11 Following approval, the Facilities Manager will execute and coordinate the closure, including the communication of the closure, providing ongoing updates and notification of the resumption of services to the Critical Incident Team, staff and students.

#### **Testing and Validation**

- 4.12 The Critical Incident Management framework will be tested via a combination of scenario exercising to:
- a. Build familiarisation with staff roles, responsibilities, processes and available tools; and
  - b. Identify practical program improvements.
- 4.13 Testing and exercising should be undertaken every 12 months.
- 4.14 Upon the completion of the testing and evaluation, the President has delegated responsibility to make amendments to the Procedures.