



Critical Incidents Management

POLICY AND PROCEDURES



Document	Privacy & Data Protection Policy and Procedures
Related Documents	<ul style="list-style-type: none">- Student Code of Conduct;- Privacy and Data Protection Policy and Procedures;- Risk Management Policy;- WHS Policy;- Access and Equity Policy and Procedures;- Disability and Special Needs Policy and Procedures;
Date	April 2022
Authorised by	Principal
Version	1.0
References and Legislation	<ul style="list-style-type: none">- Education Services for Overseas Students Act 2000 (Cth);- Education Services for Overseas Students Regulations 2001;- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.- Standards for Registered Training Organisations (RTOs) 2015- Health and Safety Act 2011 No 10 (Cth)- Model Work Health and Safety Regulations 2011 (Cth)- Workers Compensation Act 1987 (NSW)- Workplace Injury Management and Workers Compensation Act 1998 (NSW)- Workers Compensation Regulation 2010 (NSW)

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1 Purpose

This policy and procedure provide the guidance for Hallmark Institute ('the Institute') to plan for, respond to and manage incidents and critical incidents ensuring the Institute meets its duty of care obligations in providing the highest possible standard of health and safety and upholds its legislative obligations in relation to its staff, students, contractors, volunteers, and visitors to ensure people are safe, and that the Institute's reputation is maintained, and in compliance with:

- a) The relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
- b) The relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2 Scope

- 2.1 Each critical incident is unique, the aim of this policy and procedures and any critical incident plan is to provide a general framework to be followed in which a critical incident occurs. Staff must ensure that while compliance with this policy and procedures is expected, the safety of those involved in the incident is paramount.
- 2.2 In most critical incident instances, the Institute may require involvement and support from external emergency agencies to assist with the management of the critical incident.
- 2.3 This policy and procedures apply to all students enrolling at the Institute.
- 2.4 This policy and procedures apply to all staff members at the Institute.
- 2.5 In the event of a Critical Incident, staff and students should follow this policy and procedures and exercise common sense ensuring that the safety of all concerned is given priority.
- 2.6 It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
- 2.7 This document should be read in conjunction with other related policies.

3 Policy Statement

- 3.1 The Institute engages with a large number of staff, students, contractors, volunteers and visitors. It operates and participates in a broad range of activities. The Institute recognises that an incident or a critical incident may take place either on site or off-site and may happen at any time of the day or night.
- 3.2 The Critical Incident Management Policy and Procedures encompasses the management of incidents and critical incidents from a human, hazard identification, and risk management perspective.

4 General Critical Incidents Principles

- 4.1 This policy and its related procedures demonstrate the Institute's commitment to:
 - a) Protecting the health and safety of staff, students, contractors, volunteers, visitors and the Institute community;



- b) Identifying and preventing incidents and critical incidents;
- c) Allocating appropriate resources and building relationships to manage incidents and critical incidents in compliance with the Institute's mission, legal obligations and standards;
- d) Delivering the highest possible standard of health and safety for staff, students, contractors, volunteers, visitors, the Institute community and the public, in the event of an incident or critical incident;
- e) Managing its reputation for the benefit of students, staff, and stakeholders; and
- f) Evaluating the effectiveness, adequacy and ongoing suitability of its incident and critical incident responses.

5 Policy

5.1 The Institute identifies, prevents, and manages disaster and emergency situations within its sphere of responsibility and influence, until the arrival of appropriate emergency services.

5.2 A range of emergency situations may occur on the premises with the potential to impact on the safety of staff, students, contractors, volunteers, visitors, and the Institute community, including:

- a) Fire.
- b) Gas or water leak.
- c) Vehicle and other accidents.
- d) Chemical, radiation or biological spill.
- e) Bushfire.
- f) Storm.
- g) Earthquake.
- h) Bomb threat.
- i) Civil disorder or illegal occupancy.
- j) Hostage or terrorist situation.
- k) Death.
- l) Robbery.
- m) Physical (including sexual) assaults.

5.3 Risk Assessment

- a) The Institute uses risk assessment processes to identify and control barriers to effectively manage emergencies.
- b) Staff, students, contractors, volunteers, visitors, and the Institute community are expected to behave in a way which minimises the risk of emergencies occurring.

5.4 Preparedness

- a) The Emergency Situation Checklist supports the organisation to prepare for potential disaster and emergency situations and is reviewed annually.
- b) Disaster and emergency management plans are reviewed annually.
- c) All staff, students, contractors, volunteers, visitors, and the Institute community are provided with training to ensure they are familiar with implementation of disaster and emergency management plans.

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- d) All staff, students, contractors, volunteers, visitors, and the Institute community are to familiarise themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.
- e) All fire safety activities undertaken by the Institute are recorded and reviewed to identify gaps in training, knowledge, equipment, or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.
- f) Where relevant, all staff, students, contractors, volunteers, visitors, and the Institute community are to familiarise themselves with techniques to minimise physical and emotional harm from other people.

5.5 Response

- a) When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property.
- b) The Institute initiates recovery and aims to restore operations as quickly as possible.
- c) Critical Incident Debriefing (CID) is an essential component of the Institute's approach to emergency management.
- d) When required, supportive counselling is provided to staff, students, contractors, volunteers, visitors, and the Institute community who are affected by an emergency or critical incident as soon as reasonably practical after the event.

6 Critical Incident Procedures

- 6.1 Staff, students, contractors, volunteers, visitors and the Institute community who experience a critical incident related to their involvement with the Institute should immediately inform the Principal. If this is not possible, they should immediately inform the Student Support Manager.

6.2 Critical Incident Report:

- a) Is to be completed by the staff member involved in the incident or notification of the incident.
- b) Is to contain as much information as possible and indicate the people directly involved in the incident.
- c) The staff member who receives the report will ensure that the person(s) identified in the critical incident receives all appropriate support. They are to contact emergency services where required and must contact the Principal immediately.
- d) The Principal in conjunction with Student Support Manager will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.
- e) Where required, a meeting will be organised to determine issues and responsibilities relating to:
 - I. Assessing risks and response actions.
 - II. Liaison with emergency and other services.
 - III. Contact with the affected person's relatives and other supports.
 - IV. Liaison with other organisations as appropriate.
 - V. Counselling and supporting staff, students, contractors, volunteers, visitors, and the Institute community not directly involved in, but affected by, the incident.
 - VI. Media management (if required).
 - VII. Where appropriate, it may be required to provide support to the family in the form of:
 - hiring interpreters.
 - Making arrangements for hospital/funeral/memorial service/repatriation

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- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues.

6.3 The Institute will conduct a review of actions arising from the above meeting to ensure:

- a) Follow up such as de-briefing, counselling and prevention strategies have been completed.
- b) Relevant people have been informed of all outcomes from the incident.
- c) A recommendation as to the response to the critical incident is documented and included in the quality improvement cycle
- d) Further follow up required is documented and responsibilities allocated to appropriate staff.

6.4 Critical Incident Debriefing (CID)

- a) Critical Incident Debriefing (CID) will occur within 48 - 72 hours after the incident.
- b) Debriefing may include individual and group counselling, where the aim is to:
 - I. Decrease feelings of isolation.
 - II. Provide people affected by the incident with a facilitated session to assist them to normalise their thoughts and feelings. Groups assist people to explore their differing perspectives of the incident and share their similar thoughts and feelings.
- c) There will usually be an initial counselling session, followed up with one or more debriefing sessions.
- d) Initial counselling will occur as soon as reasonably possible after the incident, preferably immediately or within a few hours. Depending on the type or severity of the critical incident, initial defusing may include:
 - I. A short factual statement about what is known about the incident, the possible effects on those involved, what is being done for them and what is going to happen in the future, e.g., planned debriefing sessions.
 - II. Information on acute stress response (what is happening to people now) and how people can care for themselves.
 - III. An arrangement for a structured debriefing session within 48-72 hours.
 - IV. The provision of different levels of service for those differently affected.
 - V. Referrals to various resources including counsellors.

6.5 Evacuation

In the event of an alert to evacuate - either verbal, automatic alarm, or manual alarm – and the threat is not immediate, all staff, students, contractors, volunteers, visitors, and the Institute community will:

- a) Proceed along designated routes to the designated assembly area.
- b) Ensure assistance is provided to people with disabilities and/or special needs.
- c) Student Support Manager to collect visitor sign-in and staff attendance registers and direct people to assembly point.
- d) Trainers to collect student attendance registers and direct students to assembly point.
- e) Student Support Manager and trainers to check attendance at assembly area against the attendance registers.

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- f) All are to remain at the assembly area until advised by the Student Support Manager and/or emergency personnel that it is safe to return to premises.

6.6 Fire

In the event of a fire:

- a) Trigger the fire alarm.
- b) Contact fire emergency services.
- c) Alert the nominated fire warden and/or a senior staff member.
- d) Evacuate people from the immediate area of the fire behind a rated fire door or outside the building.
- e) Fight the fire with existing equipment only if it is safe to do so.

6.7 Bomb Threat

In the event of a bomb threat via phone call:

- a) Remain calm.
- b) Record as much information as possible from the caller using questions and observations including:
 - I. What type of bomb is it?
 - II. How will it go off?
 - III. What does it look like?
 - IV. When is it set to go off?
 - V. Where is it?
 - VI. When was it put there?
 - VII. Who put it there?
 - VIII. Why was it put there?
 - IX. Will it explode or will something be released?
 - X. If a substance is released, what is it? How much is there? How will it be released?
 - XI. Observations about the caller: gender, age, accent?
 - XII. Any background noises?
- c) Contact police who can assist in determining if evacuation is required.
- d) If instructed, evacuate staff, students, contractors, volunteers, visitors, and the Institute community as per the above evacuation procedures.
- e) Notify Principal and/or other senior staff.
- f) In the event of a letter bomb (threat via postal mail):
 - I. Do not disturb, move, or touch the package if possible.
 - II. Contact police who can assist in determining if evacuation is required.
 - III. If instructed, evacuate staff, students, contractors, volunteers, visitors, and the Institute community as per the above evacuation procedures.
 - IV. Notify Principal and/or other senior staff.

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6.8 Suspicious Mail

In the event of a suspicious item of postal mail arriving to the premises:

- a) Do not disturb, move, or touch the package if possible.
- b) If you have touched the article wash your hands if it is possible, within the work area.
- c) Contact police who can assist in determining if evacuation is required.
- d) Inform others present of what has occurred and advise them to stay in their work area.
- e) Prevent others from entering the work area.
- f) Do not attempt to clean up spilt material or brush it off your clothing
- g) If instructed, evacuate staff, students, contractors, volunteers, visitors, and the Institute community as per the above evacuation procedures.
- h) Notify Principal and/or other senior staff.

6.9 Hold Up

a) In the event of a hold-up situation:

- I. Assume the offender is armed and that any firearms are loaded.
- II. Comply with instructions given by the offender, doing no more or less than what you are told to do, and answer all questions asked.
- III. Do not attempt to disarm or apprehend the offender.
- IV. Take mental notes of details about the offender and any items that are touched by the offender
- V. If it is safe to do so, raise the alarm contacting senior staff and emergency services.

b) Immediately after the incident:

- I. Lock access doors to secure the area and prevent people from approaching.
- II. Notify the police immediately.
- III. Notify the Principal and/or other senior staff.
- IV. Attend to the post-incident needs of staff, students, contractors, volunteers, visitors, and the Institute community affected by the incident.

6.10 Earthquake

In the event of an earthquake:

a) If you are indoors:

- I. Remain indoors and seek shelter under strongly constructed tables, desks, or door frames.
- II. Keep away from windows, fixtures, furniture, and items that may become unstable.
- III. Evacuate the premises if it is safe to do so.

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b) If you are outdoors:

- I. Move quickly away from buildings, electrical structures, and flammable products
- II. Proceed to designated assembly area if safe to do so.

c) After the earthquake:

- I. Check attendance at assembly area against the attendance registers.
- II. Respond to injured people.
- III. Check for gas leaks, power failure and any other hazard.
- IV. Turn off electricity, gas and water if it is safe to do so.
- V. Prevent entry to premises if unsafe.
- VI. Contact and liaise with emergency services if required.
- VII. Notify the Principal and/or other senior staff.

6.11 Flood

In the event of a flood:

- a) Do not enter the flood waters.
- b) Eliminate potential electrical hazards only if it is safe to do so.
- c) Place high value equipment and records away from impending floodwaters only if it is safe to do so.
- d) Stay in a safe location while it continues to offer protection.
- e) Evacuate staff, students, contractors, volunteers, visitors and the Institute community as per the above evacuation procedures.
- f) Contact and liaise with emergency services if required.
- g) Notify the Principal and/or other senior staff.

7 Emergency Contact Details

Person / Organisation	Contact Number
Police	000
Parramatta Police Station	02 9633 0799
Police Assistance Line	131 444
National Security Hotline (Counter Terrorism)	1800 1234 00
Fire Brigade	000
Ambulance	000
Westmead Hospital	02 8890 5555
State Emergency Services (Flood and Storm)	132 500
NSW Rural Fire Services	1800 679 737

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International incident emergency helpline (Within Australia)	1300 555 135
International incident emergency helpline (Outside Australia)	+61 2 6261 3305
The Institute Principal	+61 435 795 785
The Institute Student Support Manager	+61 2 9066 6903

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8 Incident Category

Due to the broad definition of what comprises a critical incident, the Institute is committed to applying the International Coding of Incidents to increase its preparedness and the effectiveness of the Institute's response and management of incidents.

Color Code	Incident Type	Threat / Risk	
YELLOW	Internal Incident	- Asbestos exposure	- IT equipment failure
		- Biological	- IT software failure
		- Chemical hazard	- Industrial action
		- Conflict of interest	- Plagiarism
		- Construction accident	- Power failure
		- Critical equip failure	- Sabotage of building
		- Cyber Attack	- Security access
		- Data / records loss	- Staff resignation
		- Gas leak	- Structural damage
		- Failure of essential services/utilities	- Theft, fraud, malice
			- Water damage
RED	Fire / Smoke	- Fire	- Discovery of smoke/fire
PURPLE	Bomb Threat	- Explosion	
		- Bomb threat	- Suspicious item
BLUE	Medical Emergency / Threat	- Epipen use	- Pandemic diseases
		- Death staff / student	- Shock
		- Medical Emergency	- Suicide
		- Poisoning	
BLACK	Personal Threat	- Active Shooter	- Self-harm, attempted
		- Assault	- Serious assault
		- Child protection matter	- Siege
		- Intrusion or hold-up	- Violent behavior
		- Kidnapping	- Terrorism
		- Missing students / staff	
GREEN	Sexual Assault / Harassment	- Sexual assault	- Sexual harassment
ORANGE	Evacuation	- Building evacuation	-
BROWN	External	- External party impact	- Reputation
		- Natural disasters, earthquake, flooding, bushfire	- Severe weather and storms
		- Off campus incident	- Supplier Failure
		- Partner failure	- Third party negligence
		- Public disorder	- Transport accident

Commented [F12]: Don't we need to coordinate color code with the named colors??

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9 Testing and Validation

- 9.1 The Institute's Critical Incident Management will be tested via a combination of scenario exercising and by periodic recovery infrastructure testing to confirm resumption of operational functions.
- 9.2 Testing and exercising will assist to:
 - a) Build familiarisation with staff roles, responsibilities, processes, and available tools.
 - b) Identify practical program improvements.
 - c) Provide a high level of stakeholder assurance in the Institute's recovery capability.
- 9.3 The maximum interval between testing and exercising should be 12 months unless there are valid reasons why the interval needs to be extended or material changes require a variation.
- 9.4 Upon the completion of the testing and evaluation, the Student Support Manager has the responsibility to any necessary make amendments to the procedures.

10 Exclusions

This policy does not apply to minor injuries or accidents that affect an individual or isolated area(s) and do not pose any additional threat or risk to staff, students, contractors, volunteers, visitors, the Institute community, property, or affect the Institute's operations and/or reputation. These minor incidents will be managed by activating the Institute's WHS Accident and Incident Reporting, and corrective action processes.

11 Confidentiality

- 11.1 All information relating to students regarding a critical incident will be treated as confidential and in accordance with the Institute's Privacy and Data Protection Policy and Procedures.
- 11.2 The Institute will maintain confidentiality to ensure that:
 - a) Only a record of when and where a debriefing took place will be kept; and
 - b) No information will be released without the agreement of the individual or group involved.

12 Appeals

- 12.1 If the student is not satisfied with any decision relating to critical incidents, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the Institute will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- 12.2 An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.

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12.3 The appeal should include the following details:

- a) the student's full name (family/surname and first name), student number and contact details,
- b) the nature of the decision or matter being appealed,
- c) the basis for the appeal,
- d) details of the specific outcome sought by the student, and
- e) copies of all relevant documents.

12.4 An appeal may not proceed if:

- a) no reasonable grounds are stated for the appeal,
- b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
- c) the student has not ensured that they are in a position to receive all notifications from the Institute. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the Institute, or
- d) the appeal is lodged outside the 20-working day timeline specified above.

13 Further Information and Assistance

13.1 Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the Institute.

13.2 Student assistance is available by contacting Institute Reception or Student Support.

13.3 Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.

13.4 Contact details for the Institute are outlined as follows:

Phone: +61 2 9066 6903

Address: Level 6, Suite3
2 Meredith Street
BANKSTOWN NSW 2200

Email: admin@hallmarkinstitute.edu.au

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