



THE UNIVERSITY OF
NOTRE DAME
A U S T R A L I A

Procedure:

Critical Incident Management

Effective: 29 June 2012

Audience: Staff

Policy Category: Governance
Policy Sub-category: Risk, Health and
Safety

Key words:	critical incident, critical incident officer
Procedure Owner:	Deputy Vice Chancellor, Corporate
Responsible Officer:	Critical Incident Officer
Review Date:	June 2022

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1 PURPOSE

- 1.1** This Procedure outlines the processes to be followed in response to a Critical Incident occurring on any of the University's campuses or locations (whether within or outside Australia) and is designed to ensure that the University:
- 1.1.1 meets its duty of care obligations in providing the highest possible standard of health and safety for Staff, Students and other persons working or visiting the University;
 - 1.1.2 is able to respond swiftly and effectively in the event of a concerning or Critical Incident, disaster or crisis; and
 - 1.1.3 is compliant with relevant legislation and Standards.
- 1.2** In the event of a Critical Incident, Staff and Students should follow this Procedure and also exercise common sense ensuring that the safety of all concerned is given priority.
- 1.3** For University sponsored activities occurring off campus the relevant School of Division conducting the activity must have its own critical response plan specific to that activity. Any critical response plan developed for an off campus activity must nominate a Staff leader and provide for a reporting structure that is consistent with this Procedure.

2 RELATED POLICIES AND REGULATIONS

- 2.1** This Procedure should be read in conjunction with the following policies:
- 2.1.1 *Policy: Critical Incident Management*
 - 2.1.2 *Policy: Risk Management*
 - 2.1.3 *Procedure: Risk Management*

3 REPORTING A CRITICAL INCIDENT

- 3.1** A Staff member, Student or visitor involved in, witnessing or becoming aware of a Critical Incident must immediately contact Security on the relevant campus using the following numbers. Where the Critical Incident involves a threat to the University as a whole, Security on each campus should be notified.

Campus	Telephone
Fremantle	Ext 2123 or 0438 923 955
Broome	Ext 3600 or 0408 962 889
Sydney	
Broadway/City Road:	0403 458 011
Darlinghurst:	0406 318 213

- 3.2** Depending on the incident, the Staff member, Student or visitor must contact the relevant Emergency Services on the following numbers. Security will attend the incident, provide a report to Emergency Services and notify the designated Campus Critical Incident Officer as listed in Appendix 1.

Fremantle Campus

Police Life threatening emergencies	000
Police Police assistance (24/7)	131 444 International callers: +61 8 9351 0699 Interstate callers: (08) 9351 0699
Fire Emergencies	000
Fire Fremantle	(08) 9335 6262
Ambulance Life threatening emergency/injury	000

Broome Campus

Police Life threatening emergencies	000
Police Police assistance (24/7)	131 444 International callers: +61 8 9351 0699 Interstate callers: (08) 9351 0699
Fire Emergencies	000
Fire Broome	(08) 9192 1393
Ambulance Life threatening emergency/injury	000

Sydney Campus

Police Life threatening emergencies	000
Police Police assistance (24/7)	131 444 International callers: +61 2 8303 5199 Interstate callers: (02) 8303 5199
Fire Emergencies	000
Fire Redfern	(02) 9698 1161
Ambulance Life threatening emergency/injury	000

3.3 The Critical Incident Officer will have immediate responsibility for controlling the situation at the location and liaising with Security and Emergency Services.

3.3.1 The Critical Incident Officer will:

- 3.3.1.1 Attend the location, assess the situation and report the incident to the relevant Head of Campus who will immediately notify the Deputy Vice Chancellor, Corporate and/or Vice Chancellor;
- 3.3.1.2 If the Head of Campus is not on campus or involved in the Critical Incident, notify the next senior level office holder of the University (as detailed in Appendix 1);
- 3.3.1.3 Offer immediate assistance to persons involved in the incident;
- 3.3.1.4 Liaise with Emergency Services and ensure access for Emergency Services obtain the names of persons involved in the incident; and
- 3.3.1.5 Document details of the incident and provide a report to the Critical Incident Management Team.

3.4 Once the Critical Incident Management Team is convened it will assume responsibility for the response and recovery of the incident.

3.4.1 Depending on the scope of the Critical Incident, the Head of Campus, Deputy Vice Chancellor, Corporate or the Vice Chancellor will convene the Critical Incident Management Team (CIMT) and appoint a Coordinator of the CIMT.

3.4.2 The CIMT will be made up of appropriate University Staff and will assume responsibility for managing and directing the incident.

3.4.3 The CIMT will:

- 3.4.3.1 Coordinate Emergency Evacuation procedures (if required).
- 3.4.3.2 Liaise with Emergency Services and personnel to ensure effective ongoing management of the incident and post recovery.
- 3.4.3.3 Notify relevant emergency contacts for staff or students involved in the incident and provide appropriate support. If an International student dies or sustains serious injury, this support may extend to many of the tasks that may otherwise have been dealt with by family.
- 3.4.3.4 Coordinate appropriate counselling and support services for any international students involved in the Critical incident.
- 3.4.3.5 Manage communication both internally to staff and students and externally through media statements and releases.
- 3.4.3.6 Once the incident has moved from critical to recovery stage the CIMT will arrange a Critical Incident/emergency review meeting. At this meeting the

CIMT will complete a *Critical Incident Occurrence Report*.

- 3.4.3.7 Provide a confidential *Critical Incident Debriefing Report* to the Deputy Vice Chancellor, Corporate and Vice Chancellor informed by feedback gathered from those present at the incident and other stakeholders. And including recommendations for the management of such incidents on the suture as appropriate.
- 3.4.3.8 Implement an ongoing plan of support to ensure follow up concerning the well-being of individuals involved in the incident. This support may be extended to provide accommodations or adjustments to student or staff workload to provide for recovery from injury or shock.
- 3.4.3.9 Ensure (in conjunction with the Legal Office) that the University complies with any additional legislative requirements that may arise from the incident.
- 3.4.3.10 Liaise with the Manager, Risk and Compliance, to ensure that the University's Risk Register is updated, as appropriate.
- 3.4.3.11 If deemed necessary the University Registrar will contact the Department of Home Affairs and/or the International Student's next of kin.

4 RELATED DOCUMENTS

- 4.1 *Guidelines: Risk Management*
- 4.2 *Critical Incident Occurrence Report*
- 4.3 *Emergency Response Guidelines/Manual*

5 DEFINITIONS





5.1 For the purpose of this Procedure, the definitions outlined in the *Policy: Critical Incident Management* apply.

5.2 In addition, the following definitions apply to this Procedure:

- 5.2.1 **Security** means security officers at the University employed to respond to incidents, maintain building security and provide assistance to staff, students and visitors.
- 5.2.2 **International Student** means a student visa holder (Subclass 500).

Version	Date of approval	Approved by	Amendment
1	29 June 2012	Vice Chancellor	Effective date – new Policy.
2	4 August 2013	Vice Chancellor	Updated Designated Officer and Contact Details list.
3	28 October 2014	Vice Chancellor	Updated Designated Officer and Contact Details list.
4	11 May 2018	Vice Chancellor	Effective date – new Procedure (procedural information extracted from existing Critical Incident Management Policy).
5	27 June 2019	Senior Operations Officer	Updated to new Procedure template.
6	1 July 2019	COO	Updated Broome contacts.

6 PROCESS SUMMARY

Process Step	Responsibility
	
Notification of Critical Incident <ul style="list-style-type: none"> Notify University Security on the relevant campus and Emergency Services, if necessary. Attend incident. Notify Campus Critical Incident Officer (listed in Appendix 1). Provide report to Emergency Services. 	Relevant Staff, Student or visitor Security Security Security
	
Immediately after the Critical Incident <ul style="list-style-type: none"> Attend location and assess situation. Report incident to Head of Campus. Report incident to DVC, Corporate and/or VC. 	Critical Incident Officer Critical Incident Officer Head of Campus
	
Management of Critical Incident at Critical Stage <ul style="list-style-type: none"> Appointment of Critical Incident Management Team (CIMT) Document incident and provide report to CIMT. Tasks of the CIMT: <ul style="list-style-type: none"> Coordinate Emergency Evacuation if required. Liaise with Emergency Services and personnel. Notify relevant emergency contacts for Staff and Students. Manage communication internal and external to the University. For International Students, provide additional support as necessary. 	Head of Campus, DVC, Corporate or VC Critical Incident Officer CIMT
	
Management of Critical Incident at Recovery Stage <ul style="list-style-type: none"> Prepare <i>Critical Incident Occurrence Report</i>. Prepare confidential <i>Critical Incident Debriefing Report</i> to DVC, Corporate and VC. Implement ongoing support plan. Comply with legislative requirements. Update Risk Register. Contact Department of Home Affairs or next of kin, in the case of an International Student who has died or sustained serious injury. 	CIMT CIMT CIMT CIMT/Legal Office CIMT/ Manager, Risk and Compliance University Registrar

APPENDIX 1

DESIGNATED OFFICER AND CONTACT DETAILS

FREMANTLE CAMPUS

Title	Name	Contact Details
Head of Campus	Professor Selma Alliex	0477727414
Associate Head of Campus	Professor Carole Steketee	0407285662
Director, Business Operations	David McLean	0451942224
Campus Services Manager	Carol Hoad	0407981413
Executive Director, Admissions and Student Services	Rommie Masarei	0417979867
Chief Information Technology Officer	Darryl Kefford	0450446443

SYDNEY CAMPUS

Title	Name	Contact Details
Head of Campus	Associate Professor Angus Brook	02 8204 4182
Executive Director, Business Operations	Susan Loomes	0414978939
Associate Head of Campus	Angus Brook	0402729057
Campus Services Manager	Craig Parkes	0477760872
Campus Registrar	Neil Colombari	0417276994
IT Operations Manager	Kojo Sarkodee	0427459576
Darlinghurst Campus		
Academic Lecturer (Nursing)	Mark Rosenthal	0416 270 578
Associate Dean (Medicine)	Professor Steevie Chan	0414 318 313
Facilities Supervisor	Walter Cerar	0407 486 168

BROOME CAMPUS

Title	Name	Contact Details
Operations Manager	Felicity Sykes	0475985197
Director	Lindy Swain	08 9192 0635
Accommodation and Student Services Coordinator	Kim Bongers	0467810919
Coordinator of Campus Ministry	Tom Gannon	08 9433 0669

NATIONAL

Title	Name	Contact Details
Vice Chancellor	TBA	
Acting Vice Chancellor	Peter Tranter	08 9433 0635
Academic Registrar (if International Students are involved)	Helen Phillips	02 8204 4449