



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

Policy:

Critical Incident Management

Effective: 29 June 2012

Audience: Staff and Students

Policy Category: Governance

Policy Sub-category: Risk, Health and Safety

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

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1 OBJECTS OF THE UNIVERSITY

The University's Objects are defined in Section 5 of its Act of Parliament:

The Objects of the University are:

- (a) the provision of university education, within a context of Catholic faith and values; and
- (b) the provision of an excellent standard of -
 - i. teaching, scholarship and research;
 - ii. training for the professions; and
 - iii. pastoral care for its students.

2 PURPOSE

- 2.1** The Policy: Critical Incident Management (**'Policy'**) outlines the University's response to a Critical Incident during and in the period immediately following an incident and for management of the longer-term consequence of such an incident.

3 SCOPE

- 3.1** This Policy applies to all areas of the University.
- 3.2** Critical Incidents may occur on a University Campus or site, or elsewhere and includes or involves without limitation:
 - 3.2.1 a Student in the course of enrolment in, or attendance at, the University;
 - 3.2.2 a Student or community member's participation in officially sanctioned University activities (including non-academic activities);
 - 3.2.3 University Staff or contractors in the course of their duties on behalf of the University; and/or
 - 3.2.4 serious damage, or incidents with a potential for serious damage or harm, to University property located at the University site.
- 3.3** This Policy does not apply to:
 - 3.3.1 local Critical Incident management arrangements applying at third party organisations that may be involved in the delivery of the University's Programs; or
 - 3.3.2 Information technology systems failures and disaster recovery – refer to *Systems Recovery Plan*.

4 PRINCIPLES

- 4.1** The University recognises that each incident will be unique and is committed to ensuring that each incident is managed effectively, compassionately and with the safety and welfare of all concerned being of priority.
- 4.2** The University aims to ensure that appropriate resources are available to respond to all aspects of a Critical Incident, including:
 - 4.2.1 Physical and psychological safety of affected Students and Staff;
 - 4.2.2 Emotional and physical support; and
 - 4.2.3 Interventions required at different phases following an incident.
- 4.3** The University will keep appropriate records of Critical Incidents occurring and appropriate

follow up action taken.

- 4.4 Critical Incident Officers shall be designated for each Campus or site on which the University operates, and these Staff will have immediate responsibility for controlling the situation at the location of a Critical Incident and liaising with Security and Emergency Services.
- 4.5 Responses to Critical Incidents will be timely and professional, and take into account the safety of individuals involved as the paramount consideration.
- 4.6 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 on health and safety.
- 4.7 The level of response required to a Critical Incident may vary in accordance with the circumstances and scale of the Critical Incident. The *Procedure: Critical Incident Management* sets out the University's considered response to a Critical Incident. It is not to be viewed as restricting any response by the Critical Incident Officer or the Critical Incident Management Team.

5 ROLES AND RESPONSIBILITIES

- 5.1 The Policy places responsibility on all Staff across the University.
- 5.2 **All Staff** must be aware of this Policy and all procedures for managing a Critical Incident, and in particular the contact details for Security and Emergency Services.
- 5.3 **Deputy Vice Chancellor, Corporate or Vice Chancellor** convenes a Critical Incident Management Team (CIMT) and appoints a Coordinator of the CIMT where the scope of the Critical Incident extends beyond one Campus; and receives a Critical Incident Debriefing Report from the CIMT.
- 5.4 **Critical Incident Officer** has responsibility for immediately controlling the situation and liaising with Security and Emergency Services, and for obtaining the names of persons involved in the incident and documenting details of the incident to report to the Critical Incident Management Team.
- 5.5 **Head of Campus** has responsibility for assessing each situation reported and immediately notifying the Deputy Vice Chancellor, Corporate and Vice Chancellor of the incident.
- 5.6 **Members of the Critical Incident Management Team** have responsibility for the response and recovery of an incident, including:
 - 5.6.1 Coordination of Emergency Evacuation Procedures (if required).
 - 5.6.2 Liaising with Emergency Services and personnel to ensure effective ongoing management of the incident and post recovery.
 - 5.6.3 Notifying relevant emergency contacts for Staff or Students involved in the incident and provide appropriate support.
 - 5.6.4 Coordinating appropriate counselling and support services.

- 5.6.5 Managing internal and external communications.
- 5.6.6 Completing a Critical Incident Occurrence Report.
- 5.6.7 Providing a Confidential Critical Incident Debriefing Report to the Deputy Vice Chancellor, Corporate and Vice Chancellor.
- 5.6.8 Implementing an ongoing plan of support to ensure follow up concerning the well-being of individuals involved in the incident.
- 5.6.9 Ensuring (in conjunction with the Legal Office) that the University complies with any additional legislative reporting requirements that may arise from the incident.
- 5.6.10 Making recommendations for the management of such incidents in the future.

6 RELATED DOCUMENTS

- 6.1 *Educational Services for Overseas Students National Code 2007 (Cth)*
- 6.2 *Occupational Health and Safety Act 1984 (WA)*
- 6.3 *Work Health and Safety Act 2011 No 10 (NSW)*
- 6.4 *Code of Conduct: Students*
- 6.5 *Code of Conduct: Staff*
- 6.6 *Procedure: Management of Critical Incidents*
- 6.7 *Procedure: Risk Management*
- 6.8 *Work Health and Safety Framework*
- 6.9 *IT Systems Recovery Plan*

7 DEFINITIONS

5.1 For the purpose of this Policy, the following definitions apply:

Critical Incident refers to a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. It can include (but it not limited to): natural disasters; death; serious injury; attempted suicide; arrest or detainment of a Student or Staff member; robbery; missing students; bomb-threats; riots; toxic/chemical release or explosions; pandemics and epidemics; deprivation of liberty; sexual assault; kidnapping or attempted kidnapping; violence; or severe verbal or psychological aggression. It includes a matter deemed by the Vice Chancellor or the Deputy Vice Chancellor, Corporate to be dealt with as a Critical Incident under this Policy.

Critical Incident Officer nominated officers on each campus with responsibility to control a Critical Incident at the location and liaise with Security and relevant Emergency Services.

Critical Incident Management Team comprises appropriate University Staff to assume responsibility for managing and directing the incident.

Staff means all Academic staff members and General staff members of the University.

Student has the same meaning as in the *General Regulations*.

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	Procedural information extracted into new Procedure document.
5	27 June 2019	Senior Operations Officer	Updated to new Policy template.