



Name of Policy	ACU Emergency and Critical Incident Management Policy
Description of Policy	This policy is designed to establish processes that may be called upon when an emergency occurs, and to enable staff and students to react appropriately. The policy seeks to help create familiarity with procedures that will enable students, staff, visitors and contractors to address their own safety needs, and the safety of their colleagues, peers and others.
<input type="checkbox"/> New Policy <input type="checkbox"/> Revision	
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Human Resources Directorate

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1 Preamble

Emergency and Critical Incident Management is the management of emergencies and critical incidents from a human, hazard identification, and risk assessment perspective. This will enable ACU to uphold its legislative obligations in relation to its students, staff, visitors and contractors. This policy is designed to establish processes that may be called upon when an emergency occurs, and to enable staff and students to react appropriately. The policy seeks to help create familiarity with procedures that will enable students, staff, visitors and contractors to address their own safety needs, and the safety of their colleagues, peers and others. In line with the University's mission of pastoral care, Emergency and Critical Incident Management also encompasses the needs of individuals during and after an emergency situation.

This policy, and the guidelines used by the University for Critical Incident Management, and Emergency Management and Planning, have been developed in accordance with the Australian Standards 3745 – 2002, and 4083 – 1997.

2 Key Definitions

Term	Definition
Critical Incident	An event which may cause or is likely to cause extreme physical and /or emotional distress to staff, students and other workers or visitors to the University, and which may be regarded as outside the normal range of experience of the people affected.
Risk Management	Risk Management is the management of an event or hazard which has the potential to cause injury to staff, students or visitors, or may cause damage to plant, property or equipment. Risk management involves identifying and analysing workplace hazards, assessing the risks associated with those hazards, and identifying methods to control or reduce the risks.
Hazard	A hazard is an incident or object which may cause an injury to staff, students or visitors, or which may cause damage to plant, property or equipment.
Emergency	An emergency is an abnormal and dangerous situation, one that requires prompt action to control, correct and return the situation to a safe condition.
Campus Emergency Response Officer (CERO)	The CERO manages the on-scene response to the emergency and/or critical incident. The CERO will be the local Campus Operations Manager or a person from within Campus Operations appointed by the local Deputy Vice-Chancellor and/or Campus Dean.
Campus Emergency Control Organisation (CECO)	CECO is a structured organisation, consisting of Chief Wardens, Floor Wardens, Designated First Aid Officers, Security staff and others, which will organise an appropriate response to emergency situations (e.g. fire, building evacuations) in accordance with Local Campus Emergency Procedure Manuals.
Campus Critical Response Group (CCRG)	The CCRG is the team that coordinates the management of a critical incident. Each ACU campus will establish a CCRG with the members appointed by the local DVC/Campus Dean.
Evacuation Plans	Evacuation plans are campus-specific plans dealing with the evacuation of all personnel from the affected area of the University to a safe site, known as the marshalling or assembly area.
Duress Buttons	Duress buttons are emergency buttons which are placed in specific locations, where there is a higher risk of an emergency occurring.
Incident	An incident is an event which has caused or may cause death, injury or harm to persons or property.
Deputy Vice-Chancellor	Any person holding such a senior academic leadership and management position so designated at the University.

Term	Definition
Manager, Campus Operations	Manager, Campus Operations refers to the manager of the designated functional unit on the relevant campus. Where the Manager, Campus Operations is not on University grounds, her/his responsibilities are delegated to another staff member or a security officer.
Campus Dean	The Campus Dean is the person who at either Aquinas Campus or Signadou Campus has responsibility for the campus in which a critical incident may take place.

3 What is a Critical Incident?

A critical incident is an unexpected and emotionally demanding event which causes immediate distress to individuals within the University community and has the potential to cause ongoing distress in individuals directly and indirectly involved in the incident. Such an incident:

- may impact on a number of areas of the University for example, student life, staff work, physical assets or Information Technology (IT);
- may significantly disrupt the operations of the University and impact on business continuity; and/or
- may have the potential to bring the University into disrepute; and/or
- may not necessarily require an initial emergency response (e.g. responding to a possible Avian Flu pandemic).

Examples of events which may be deemed critical incidents include:

- any incident, fatality or near fatality likely to have a serious affect on a individual or a number of staff and/or students including a psychotic episode, murder or suicide involving students/staff and their family members;
- serious traffic accidents e.g. an accident during a student field trip;
- development of a Pandemic e.g. Avian flu;
- fire, explosion, bomb threat;
- chemical, radiation or bio-hazard spillage;
- hold-up or attempted robbery, threats of violence to staff/students;
- storms/natural disasters that cause major damage;
- major failure in internal processes e.g. discovery of a significant fraudulent activity;
- interruption to utilities (e.g. electricity, water) for an extended period; and
- disruption to IT technology that impacts on the ability of the University to deliver its services for an extended period to students or for staff (Academic and General) thus impacting on work completion.

4 What is an Emergency?

An emergency is an abnormal and dangerous situation, one that requires prompt action to control, correct and return the situation to a safe condition. It is a hostile situation involving risk to personnel or property, and/or a medical emergency involving a life-threatening health crisis or fatality.

An emergency may be considered as a situation:

- which may not be contained immediately by the staff on duty using the available resources;
- where injuries have been, or could be, incurred;
- where damage has occurred to property or property is placed in jeopardy; or
- with the potential to damage the built or natural environment seriously.

There are three levels of emergency situations:

1. Local alert
For any situation which threatens life or property in the immediate vicinity;
2. Site alert
Where effects may spread to other areas on the site; and
3. External or off-site alert
Where effects may spread and impact on people, property or the environment outside the site, or where the situation cannot be contained by site resources.

5 General Advice

In any emergency situation it is important that staff members remain as calm as possible. Responding calmly to any emergency situation is essential to optimising the safety and well-being of all involved.

6 First Aid

In the event that first aid is required (and where the incident has not been determined as critical), staff, students or visitors should dial assigned Campus Emergency Numbers. This will ensure that a designated Campus first aid officer(s) is/are contacted and requested to render assistance to the injured person(s), or that ambulance services are contacted.

7 Medical Emergencies

In the event of a medical emergency, staff members must take every reasonable action to ensure that the affected individual(s) is properly cared for, providing that it is safe for them to do so.

Whilst waiting for the arrival of a designated Campus First Aid officer or an ambulance, a staff member should, if safe to do so, take initial care of a person by administering the following basic first aid:

- maintaining a clear airway;
- checking breathing; and,
- checking circulation.

A staff member must contact a designated Campus first aid officer (or external Emergency Services), as soon as possible, and provide the following information:

- location
- nature of emergency
- her/his name

Staff members must remain with the affected individual(s) until help arrives.

8 Campus Protocols and Evacuation Planning Responsibilities

The University recognises that, in the event of a critical incident, appropriate infrastructure must be in place to ensure the provision of all necessary support services. The following sections define the roles and responsibilities of key staff in:

- the management, coordination and communication of information about a critical incident; and

- in the recovery and post incident review of the critical incident and its handling.

8.1 Responsibilities – Deputy Vice-Chancellors and Campus Dean

The Deputy Vice-Chancellor (DVC) is the senior academic leader and manager who has responsibility for the campus on which a critical incident may take place. Deputy Vice-Chancellors are responsible for St Patrick's Campus, MacKillop Campus, Mount Saint Mary Campus, and McAuley at Banyo, with Campus Deans assuming responsibility for the Signadou and Ballarat campuses.

DVCs and Campus Deans are responsible for:

- the establishment and efficient functioning of both the Campus Emergency Control Organisation (CECO) and Campus Crisis Response Group (CCRG) for their respective campuses;
- the appointment of the Campus Emergency Response Officer (CERO);
- the appointment of CCRG members, and
- the oversight of both emergency and critical incident planning and management including the recovery and post incident review phase for their respective campus.

8.2 Campus Planning Responsibilities

Campus Operations are responsible for the implementation of this policy at the campus level, and for the development, implementation and evaluation of evacuation plans. Campus Operations must ensure that appropriate signage is placed in appropriate locations, including emergency exit signage, building floor plans and contact details for first aid officers and fire wardens. Individual campuses are responsible for the development of their own evacuation plans and responses to critical incidents through the Campus Emergency Response Officer (CERO), within the framework of this policy. The plans should include the location for a designated Campus Critical Incident Command Centre (e.g. the Vice Chancellor's Conference Room, Vice Chancellery Building at MacKillop Campus). Campuses must ensure that an emergency plan is accessible to all staff, students and visitors.

The CERO is to provide the National OHS & Wellbeing Coordinator with an electronic copy of the Campus Critical Incident Plan and Emergency/Evacuation Procedures for review. The National OHS Wellbeing Coordinator will maintain a central registry/database of all emergency plans for the University.

[N.B. Some elements of evacuation planning may be developed with the assistance of an external service provider. This is a matter for local campus management consideration and decision-making].

8.3 Campus Crisis Response Group (CCRG)

Each ACU National Campus will establish a Campus Crisis Response Group (CCRG) to coordinate the management of a critical incident. Each CCRG will consist of the following members appointed by the DVC/Campus Dean:

- **Team Leader** – the local DVC/Campus Dean or a Senior Manager appointed by DVC/Campus Dean (convenes the team, manages overall response)
- **Campus Emergency Response Officer (CERO)** – who will be the local Campus Operations Manager or a person from within Campus Operations appointed by the local Deputy Vice-Chancellor and/or Campus Dean. The CERO coordinates the response on-site, implements Emergency, evacuation, security procedures and investigations;
- **Chief Warden** - (liaison with Emergency Services and coordinates members of the Emergency Control Organisation);

- **Campus Human Resources Consultant** - (coordinates staff counseling and support services)
- **Representative – ITS** (communication facilities/switchboard)
- **Representative – Faculties** (liaison with Executive Deans, Heads of School, academic staff and students);
- **Representative – University Relations** (communication plan, media liaison)
- **Representative – Student Administration** (to handle student data and enquiries)
- **Representative – Student Services** (coordinates student counseling and debrief)

9 Raising the Alarm

9.1 Telephones

In an emergency situation, staff should notify Campus Operations. There are two (2) telephone numbers that may be utilised in the event of an emergency or critical incident.

Dial 8888

Where the emergency situation does not require the immediate attendance of Emergency Services, the general Security number on all campuses, **8888**, should be dialled. The number may be dialled from any telephone on the University premises.

Dial 0000

The 0000 number is the Australian National Hotline service to contact police, ambulance or fire brigade in the event of a situation which is potentially life threatening. It should be noted that an extra 0 is added to the triple 0 number in order to obtain an outside line.

9.2 Duress Buttons

The University, through the Deputy Vice-Chancellor and/or Campus Dean, will monitor each campus and, where necessary, will provide for duress buttons to be installed in appropriate locations/situations. Local Campus Occupational Health and Safety Committees, in consultation with Campus Operations, may make recommendations to the Deputy Vice-Chancellor/Campus Dean, for the installation of duress buttons. Installed duress buttons are to be used only in emergency situations as they activate alarms at Campus Security and/or Campus Security provider control centres.

9.3 Managing an Incident

An incident at any campus must be handled in a three-step process. Each step includes a number of actions that must be taken in order to ensure the health, safety and wellbeing of staff, students and visitors. The three steps are:

- Responding
- Communicating
- Debriefing

9.3.1 Responding to an Incident

In responding to an incident which has been raised, the following events should form the basis of local emergency/critical incident responses:

- in the event that the Emergency Services are required, the Campus Emergency Response Officer is to make contact, and then to proceed with the following steps;
- the Campus Emergency Response Officer will isolate the area and ensure that all staff, students and visitors, not directly involved, are evacuated from the area. This includes ensuring that all incoming calls are redirected to reception, with the exception of the extension designated by the Emergency Response Officer (or appropriate delegate/security officer) and all outgoing calls are to be redirected to the designated extension;
- the Campus Emergency Response Officer is to ensure that one or more designated Campus first aid officers are contacted;
- the Campus Emergency Response Officer will then contact the Deputy Vice-Chancellor/Campus Dean who is responsible for the campus on which the incident has occurred, and notify her/him that a critical incident is in progress.
- a lock down emergency procedure may need to be activated by the Campus Emergency Response Officer and/or Deputy Vice-Chancellor/Campus Dean when there is a perceived danger outside classrooms, staff/student common areas or staff office areas. To maintain student and staff safety, facilities such as buildings, classrooms and/or offices may be secured and people may be prevented from entering the campus until the danger has passed and the all clear has been given by Emergency Services; and,
- the notification of a lock-down situation to the local campus community may be instigated be through a series of measures depending on the situation:
 - ACU National staff/student E-mail Network,
 - ACU National web page notification posting, and/or,
 - mobile telephone text messaging

Each campus under the leadership of the local Deputy Vice-Chancellor and/or Campus Dean, will develop and implement local procedures in relation to the above.

9.3.2 Communicating

Any incoming calls to the affected area, with the exception of the phone designated by the Campus Emergency Response Officer (or appropriate delegate/security officer), will be diverted where possible with the assistance of ITS to the campus reception number. All outgoing calls will be managed by the designated extension. This allows the appropriate authority to centralise control of the emergency area.

9.3.3 Debriefing

Immediately following the resolution of an incident, either through the Campus Emergency Response Officer or an external third party, all staff members, students and visitors affected must attend a debriefing session. As soon as injured or hospitalised staff and students have sufficiently recovered from their injuries, they should receive counselling and/or be interviewed,

The debriefing session is to be utilised to ensure that all personnel are accounted for, and that they are safe and in good health, and to provide information about the incident and its aftermath. Should the need arise, and in extreme circumstances, counsellors and/or psychologists especially contracted for the purpose, or from the University's Employee Assistance Program (EAP) will be available to discuss any issues that may arise. An example of an extreme circumstance is a serious injury/fatality or an armed hold-up/hostage situation.

Prior to the debriefing session, the relevant authority (Campus Operations, security or Emergency Services) will ensure that it is safe to re-enter the isolated area. No-one is to enter the affected area under any circumstances until the relevant authority has advised that it is safe to do so.

An investigation of the incident shall be conducted using the ACU National Accident and Incident Report Form and ACU National Accident Investigation Report Form. The Deputy Vice-Chancellor or Campus Dean is to ensure that a full report is submitted, detailing the events that occurred, and a critical assessment of the handling of these events. The investigation should be commenced within 24 hours of the critical incident to record factual data about the occurrence and develop a good understanding of what it was and how it happened, so that decisions regarding necessary preventative action can be made.

The investigation report is to be submitted to the Deputy Vice-Chancellor, Administration and Resources and, where students have been involved, the Dean of Student Services within five (5) working days of the incident occurring.

Records of all critical incident notifications, reporting, investigation and corrective actions shall be kept by Campus Operations in conjunction with Human Resources Directorate. Where applicable, records shall be kept for the duration required by state/territory OHS and Records legislation.

10 Recovery Planning

The Deputy Vice-Chancellor or Campus Dean is responsible for implementing a recovery plan designed to ensure that the University's services and operations are safely returned to normal as soon as possible after a critical incident. This includes provision of, or attention to, the following;

- further medical treatment required by staff, students or visitors;
- counselling required by staff, students or visitors;
- repair of damages caused during an incident;
- ensuring that all 'isolated' telephones are returned to their normal operating state;
- forwarding the report to the Deputy Vice-Chancellor, Administration and Resources and where students have been involved, the Deputy Vice-Chancellor, Students, Learning and Teaching for consideration, action and retention; and,
- any other matters that may be warranted in the particular set of circumstances.

11 Trauma Counseling and Pastoral Care

Certain emergency events, such as armed hold-ups, random violence or bomb threats, and death of a student or staff member, can be traumatic events for all persons involved, directly or indirectly. Subsequently some staff members may need to seek trauma counselling. In keeping with the University's mission, which is one of fundamental concern for human dignity and pastoral care, and following a traumatic event, students and/or staff may contact University Counsellors and seek their immediate assistance, should they feel that this would be helpful. Additionally, if further assistance is required, staff members are encouraged to seek the assistance of the University's Employee Assistance Program (EAP) provider (1800 81 87 28), while students should contact their local Campus University Counselling Service.

In some cases, there may be no immediate reaction to a traumatic event. However, after a period of time, individuals may develop symptoms which are a result of a traumatic event. Generally, these 'symptoms' fall into two separate categories. These categories, and the associated symptoms, are as follows:

PHYSICAL	EMOTIONAL
Shock	Anxiety and fear
Agitation	Interpersonal problems
Diminished appetite	Feelings of helplessness

PHYSICAL	EMOTIONAL
Sleep disturbances	Anxiety about recurrence
Startled reactions	Crying at inappropriate times
Fatigue	Survivor guilt/remorse
	Sorrow and grief
	Sense of vulnerability

If staff members display any of these symptoms in the aftermath of a traumatic incident associated with work, they should contact their physician, or they may utilise the services of the University's EAP.

12 Review

This policy will be reviewed by the Human Resources Directorate, in consultation with Campus Operations and local OHS Committees, to ensure that procedures are consistent with this policy, and to ensure that the safety of staff, students and visitors during a critical incident is protected.

13 Further Information

Further information on campus-specific procedures may be obtained through the local Manager, Campus Operations.

Information on the University's EAP may be obtained from the Human Resources Consultant responsible for the campus on which staff work.