



Critical Incident Policy

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1. Purpose

Southern Cross School of Business (SCSB) is committed to maintaining a safe and supportive environment for staff and students. This Policy underpins SCSB's approach to respond to critical incidents that may occur and impact the students studying and the staff working at SCSB. The School is committed to its responsibility to support its students from overseas who do not have access to a normal support network in Australia.

2. Scope

This Policy applies to all staff members, students, and other people performing duties or services for SCSB.

This Policy does not apply to minor injuries or accidents that affect an individual or isolated area and do not pose any threat or risk to staff members, students or to the college's operation and reputation.

3. Policy Statement

SCSB is committed to providing safe learning and working environment for its students and staff members, by minimising the likelihood of a critical incident and emergency, reducing the impact of such events and aim to response effectively to ensure normal activities are resumed in the fastest possible time.

4. Critical Incident Prevention

- a. SCSB continually uses risk assessment procedure to identify and control any barrier to implement effective critical incident and emergency plan and procedures.
- b. SCSB's staff and students are provided with training during their induction sessions to ensure that they are familiar with the critical incident and emergency procedures.
- c. It is the responsibility of the Principal or their nominee to ensure that all staff members under their supervision are aware of the emergency procedures including the evacuation to assembly point.
- d. All fire safety activities undertaken by SCSB are recorded and reviewed to identify gaps in training, knowledge, equipment and process.

5. Critical Incident Category

A range of critical incidents and emergency situations may occur on the premises of the college with the potential to impact on the safety of staff and/or students. Typical forms of the critical incidents are listed in the table below.

No	Type of Incident	Colour Code
1	Internal Incident: failure of essential services/utilities, power outage, gas leak or chemical hazards.	
2	Fire/Smoke: fire, explosion and/or discovery of fire/smoke	
3	Bomb threat: discovery of suspicious item or a threat made by person, phone call or letter/mail	
4	Medical emergency: poisoning, severe allergic reaction, heart attack or shock.	
5	Personal threat: sexual assault or serious assault, violent behaviour, self-harm, attempted suicide, siege, terrorism	
6	External: natural disaster, flooding, severe weather or storms, public disorder	

6. Notification of Incident(s)

- Staff and students are required to initially report any hazard or incident to the SCSB's Reception Desk;
- The emergency telephone contact numbers for external Emergency Services (000) and the relevant Chief Warden of the premise are prominently displayed in all rooms and public areas of the campus;
- The Principal or their nominee is responsible for declaring a critical incident if the event has potential to significantly affect the staff and/or students;
- In the event of a critical incident or emergency, the college will allocate appropriate resources to deliver required support services;
- The college will effectively manage critical incident and emergency by formally reporting the events and managing them in line with this Policy;
- A report of all incidents will be recorded and reviewed for quality assurance.

7. Response to Critical Incident and Emergency

- Response to Critical Incident
 - In the event of a critical incident or emergency situation, the primary aim of the response is to ensure the safety of all people in the college premise, preserve life and protect property. Following an emergency, SCSB aims to restore its normal operations as quickly as possible;
 - For an incident that is likely to cause distress to those involved, the First Aid qualified staff or the most senior staff members of SCSB must contact qualified counsellors appointed by SCSB to arrange counselling for concerned staff and students;

- iii. For an incident that does not cause injury or illness, staff present at the scene must take all reasonable steps to ensure the incident does not recur or worsen;
 - iv. In the case of injury or illness staff members present at the scene must organise a prompt examination of the casualty by the first-aider who will assume control of the situation. In the case where a first aid qualified staff is not present, the most senior staff must assume control. The following steps must be taken:
 - Provide comfort to the casualty and allow them to rest;
 - Allow the casualty to self-administer treatment if they suffer a diagnosed condition and carry appropriate medication;
 - Contact next of kin or guardian;
 - Provide first aid treatment;
 - Call ambulance, when necessary.
- b. Response to Emergency
- i. During an emergency, the Chief Warden of the Campus building or the most senior staff member must assume responsibility for their areas and staff;
 - ii. When an emergency arises, it is the responsibility of staff to assess the situation for immediate dangers to themselves and take appropriate steps, assess the personnel around them and only assist any person in immediate danger if it is safe to do so.
 - iii. At all times, staff and students should follow the instruction of the Chief Warden of the Campus building as follow:
 - Evacuate promptly from the building and assemble at the designated assembly point;
 - In the assembly point, wait for further instruction and do not leave the assembly point even if the emergency extends beyond normal working hours;
 - Staff members must refrain from commenting about the crisis to the media and must direct the enquiries to the Principal.

8. Recovery and the aftermath

- a. When an incident involving an emotional trauma happens, the immediate task is to ensure that:
 - i. Staff members and students physical and emotional needs are met;
 - ii. The central stress factor needs to be addressed to allow those involved to return to a more stable and normal level of activity;
 - iii. Critical incident debriefing should occur within 48 – 72 hours after the incident, which may include individual or group counselling with the aim to provide staff and students affected by the incident with a facilitated session to assist them to return to normal condition;
 - iv. In the case of acute emotional trauma, prompt assessment by qualified counsellors is recommended to reduce the likelihood of post-traumatic related problems;
 - v. SCSB will maintain the confidentiality of the debriefing or counselling session to ensure to only a record the time and the location of the debriefing and that no information will be released without the agreement of the individual or groups;

- vi. Following an incident, SCSB will evaluate the its response to a critical incident for ongoing development and effectiveness of the critical incident and emergency management process, including the deployment of the emergency procedures and the overall response to the incident;
- vii. As a result of review, any amendments to critical incident and emergency processes will be communicated to the staff members of SCSB.

Document and Version Control

Version	1.0
Date Effective	August 2016
Review	This Policy will be reviewed in accordance with the SCSB's Policy Review Schedule
Approved By	Principal
Approval Date	August 2016
Policy Owner	Southern Cross School of Business
Policy contact	Principal
Related Standard	National Code Part D, Standard 6
Related Documents	ESOS Framework