

CRITICAL INCIDENTS POLICY

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Approved by Council: 14 Sep 2012
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Related documents

National Code of Practice 2018, Standard 6

Education Services for Overseas Students Act 2000

Education Services for Overseas Students Regulations 2019

Sexual Assault and Sexual Harassment Policy

1. Purpose

1.1 The University of Divinity seeks, in responding to disruptions, emergencies and serious incidents, to ensure that:

- a) the impact on staff, students and the community is minimised
- b) critical functions are maintained or restored in a timely manner
- c) the University is able to continue to operate and recover.

1.2 This policy provides an overview of the action to be taken by leadership of the University if a critical incident occurs involving either students or staff of the University or its Colleges. The University recognises that individuals and its community as a whole can be affected both physically and psychologically when a critical incident occurs. The University must provide appropriate support to its domestic and international students and to staff in the event of a critical incident.

1.3 At the University of Divinity critical incidents are managed by both the University, its constituent Colleges and Schools, and their respective stakeholders. College Principals manage critical incidents in accordance with their individual College's Critical Incidents Policy and Procedures, and may access support from other Principals and the Vice-Chancellor if considered necessary by the Principal whose College is experiencing a critical incident.

2. Scope

2.1 This policy covers all staff and students of the University.

2.2 This policy does not apply to incidents of sexual assault and sexual harassment (see the *Sexual Assault and Sexual Harassment Policy*).

3. Definitions

3.1 **Critical Incident:** A tragic or traumatic event or situation affecting an individual student, a group of students and/or an institution's staff. The National Code 2018 defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to, but could include: missing students; severe verbal or psychological aggression; death,

serious injury or any threat of these; natural disaster; and issues such as domestic violence, sexual assault, drug or alcohol abuse. Non-life threatening events could still qualify as critical incidents. (*National Code 2018*)

3.2 **Critical Incident Response Team (CIT):** The CIT is incident-specific, formed each time a Critical Incident occurs, and lasts for the term specific to the incident. Membership of the CIT will vary depending on the nature of the critical incident. The primary functions of the CIT will include resolution coordination, implementation, supervision and liaison.

Membership includes:

- Vice-Chancellor
- Chief of Staff
- College Principal or Dean of School

3.3 **Principal:** Refers to a College Principal or the Dean of a School, or in the case of a University employee, the Chief of Staff.

4. Responsibilities

4.1 The University Secretary is responsible for ensuring all Principals have a current list of contact details for all Principals.

4.2 The Principal is responsible for managing a critical incident in the first instance, but may seek the involvement of the wider University.

4.3 The Vice-Chancellor may initiate a Critical Incident Response Team (CIRT), responsible for organising the resources necessary to support the Principal in managing a critical incident in which a Principal requests the support of the wider University.

4.4 The Principal is responsible for notifying the family and/or church or religious order to which a student or staff member belongs, if appropriate, when such a student or staff member is involved in a critical incident.

4.5 The Principal is responsible for managing a critical incident involving an international student, if the incident can be managed locally.

4.6 In cases where a student contacts the University via the Student Assistance Line, anonymity and privacy must be maintained unless the student chooses to give their name or asks for an appropriate person to be notified about part or all of the content of their call.

4.7 The Chief of Staff notifies the Department of Home Affairs about critical incidents involving international students if appropriate to do so.

4.8 Any costs incurred from arrangements made following a critical incident, including an accident or the illness or death of a student are met by the student and/or the student's family.

4.9 The student and/or the student's family must give their consent, in writing if circumstances permit, prior to any arrangements being made that involve payment for a service.

4.10 The Vice-Chancellor is the public spokesperson for the University in relation to critical incidents.

- 4.11 Any documents generated as a result of a critical incident are managed in accordance with the University's Records Policy.
- 4.12 Within one month of a critical incident, the Vice-Chancellor must initiate a meeting of the Critical Incident Response Team to evaluate the implementation of procedures and responses.
- 4.13 Within three months of a critical incident, the Principal must initiate a post-incident interview with any students/staff involved.
- 4.14 Within six months of a critical incident, the Principal must provide a final status report to the Vice-Chancellor.
- 4.15 The Chief of Staff must maintain a written record of any critical incident and remedial action taken by the University or its Colleges. In the case of a critical incident involving an international student, records must be maintained for at least two years after the international student ceased to be an *accepted student* under the ESOS Act.

5. Levels, Examples and Reporting of Emergencies or Critical Incidents

All emergencies and potential critical incidents must be reported to the management levels indicated below. When in doubt, it is preferable to call for support from the Vice-Chancellor and Principals and subsequently to excuse them rather than risk an incident escalating into an emergency and losing the opportunity to contain it. This decision is at the discretion of the Principal.

5.1 Level 1 Minor Incident

A *Minor Incident* may include a fire, an equipment malfunction, an operational failure, unusual noise/odour, emissions or spills, or minor injury (but not lost time injury). It may also be an internal event which may require a report to outside agencies, but which presents no external threat and is unlikely to require significant assistance or protective actions by external personnel.

A minor incident usually disrupts business continuity for less than one hour.

The situation is under control and has little or no potential to escalate. Response can be managed satisfactorily at the local level by on-site personnel such as Building Warden or First Aid Officer, which may include Emergency Services if the incident is an emergency.

Reporting: First responder to report the incident to Principal; Local response only; standard operating procedures.

5.2 Level 2 Moderate Incident

A *Moderate Incident* has the potential to escalate to a crisis and/or affect operations. Such incidents may include a major fire, explosion, a major equipment malfunction, or major security event.

A moderate incident usually disrupts business continuity for less than four hours.

The incident has largely been contained but may pose a threat to off-site areas. First responders should escalate the situation to the Principal and Emergency Services if

appropriate. Significant response by external personnel and external reporting may be required.

Reporting: Principal to consult with the Vice-Chancellor or another Principal. Possible call-out of support if the Principal considers the situation likely to escalate to a Critical Incident.

5.3 Level 3 Critical Incident

A *Critical Incident* is an event such as a natural emergency which seriously affects operations, a large fire, explosion, sabotage, hazard material release or major equipment malfunction, prolonged loss of utilities, environmental emissions or spills, or a major security incident which seriously affects the College's, School's and/or University's operations. The incident is likely to involve internal and external emergency services, require external report, may result in one or more fatalities and/or serious injuries, and is likely to affect the College's, School's and/or University's reputation.

A critical incident usually impacts business continuity until resolved.

The situation is not under control, and protective actions by external entities are necessary and ongoing. Media interest is likely to be high.

Where there is risk to life or property:

- The relevant Emergency Services (Call 000 for Fire, Police, or Ambulance) and campus Building Warden should be notified immediately; and

If necessary, Evacuation Procedures should be put into place.

Reporting: Principal to consult with the Vice-Chancellor, Critical Incident Response Team initiated, and immediate support arranged.

6. **Date of Next Review**

6.1 This Policy must be reviewed no later than 31 December 2028.

SCHEDULE A: EMERGENCY PROCEDURES GUIDE

Version Date: 22 June 2022

Authorised by the Vice-Chancellor



This guide is available to assist in the event of an emergency.

Evacuation

The movement of people from immediate danger in as quick and safe manner as possible.

Notify

- Building Warden
- Principal
- Emergency Services on 000

Response

When the alarm sounds or after instruction by your Building Warden, you must:

- Proceed to the nearest fire exit if safe to do so and evacuate to the assembly area designated for the building
- Use stairs (avoid lifts in case of fire or power failure)
- Use paths that are clear (avoid areas where you encounter heat and/or smoke or other hazards such as flooding)
- Follow the instructions of Building Warden, Principal and Emergency Service personnel

Only re-enter the building once an ALL CLEAR is given or you have been instructed to do so by Emergency Services personnel, Principal or Building Warden.

Fire/Smoke

The presence of smoke or a fire in the building or on the grounds.

Notify

- Building Warden
- Principal
- Emergency Services on 000

Response

- Remain calm
- Follow the direction of your Building Warden
- Evacuate (see above) and proceed to the assembly area designated for the building
- Wait for further instructions from the Building Warden, Principal or Emergency Services.

Upon discovering a fire, use RACE Standard Fire Orders if safe to do so:

R "Remove": any person(s) in immediate danger, only if safe to do so

A "Alert": Raise the alarm by contacting Building Warden or Emergency Services on 000

C "Contain": Close doors to contain the fire

E “Extinguish”: Attempt to extinguish the fire only if you are trained and it is safe to do so.

Medical

Notify

- First Aider
- Principal
- Emergency Services on 000

Response

Danger Check for danger to yourself, bystanders and the patient

Response Check for a response: ask name, squeeze shoulders
No response?: Send for help
Response?: Make comfortable, monitor breathing and response

Send Send for help. Call triple zero (000) for an ambulance or ask a bystander to make the call. Stay on the line.

Airway

Open the mouth and check the airway for foreign material
Foreign material?: Place in the recovery position and clear the airway
No foreign material?: Leave in the recovery position
Open the airway by tilting the head back with a chin lift

Breathing Check for breathing: look, listen, feel for 10 seconds
Not normal breathing?: Ensure an ambulance has been called and start CPR
Normal breathing?: Place in the recovery position and monitor breathing

CPR 30 chest compressions: two breathes
Continue CPR until help arrives or the patient starts breathing

Defibrillation Attach the defibrillator and follow the voice prompts.

Bomb Threat

Although rare, University staff and students should be aware of what do you if you discover a suspicious package or receive a bomb threat in the workplace.

Notify

- Building Warden
- Principal
- Emergency Services on 000

Response

Phone call

- Remain calm and listen
- Get as much information from the caller as possible
- Keep the caller on the line as long as possible and record everything that is said in writing
- Without alerting the caller, attract the attention of a second person to contact authorities
- Notify responsible authorities (see above)
- State that you have received a bomb threat; the exact location of the bomb (if known); and your name
- Await further directions from the authorities.

In writing

- Avoid manipulating the paper and the container it arrived in or an email received
- Notify responsible authorities (see above)
- State that you have received a bomb threat; the exact location of the bomb (if known); and your name
- Await further directions from the authorities.

Suspicious package

- Leave the item alone - do not touch, tilt or tamper with it
- Notify responsible authorities (see above)
- Await further directions from the authorities.

Personal Threat

Personal threat situations can include armed or unarmed persons threatening injury to others or themselves. They can include incidents of violence or assault, armed hold-ups, robbery and the presence of an intruder.

Notify

- Principal
- Emergency Services on 000

Response

Armed hold-up

- Remain calm, obey the offender's instructions
- Comply with demands only if they do not place you in additional danger
- Do as you are told, but no more
- Do not volunteer information beyond what you are asked
- Do not stare at the person
- If you are ordered to hand over money, be deliberate in your actions
- If you can leave the building with safety, do so and raise the alarm
- If you are not involved in the incident, stay away and out of danger.
- Try to observe and remember as much as possible about the person (height, weight, speech, mannerisms, clothing, scars, tattoos). Record your observations in writing as soon as you can safely.

Other

Consider evacuation:

- Lockdown
- Running away
- Sheltering in place.

Move to a safe place:

- Refuge inside an office with a locked door
- Seek refuge in a room where you can shut the door. Lock the door if you can
- Leave the area
- Move outside of the affected building
- If already outdoors, leave the immediate area.

Do not place yourself in danger by moving around, seek cover and stay put until you are assisted by Emergency Services or College leadership.

Internal Emergency

Internal emergencies are incidents that threaten the safety of staff, students, visitors or the physical structure where you are. They may include incidents that reduce the capacity for the campus to function normally.

Example:

- Failure of an essential service, e.g. electrical outage, burst water main, gas leak
- Hazardous substances incident, e.g. leakage of flammable liquid
- Structural damage
- Flooding

Notify

- Building Warden
- Principal

Response

- Move people to a safe area
- Assess the situation
- Seek assistance from trained staff such as First Aider and Building Warden
- Isolate the area if danger is present. Prevent access until help arrives
- Isolate people who may be contaminated by substance (leave in area or move to a safe place)
- Follow evacuation procedures.

External Emergency

External emergencies are major disasters that may have occurred within the region such as transport accidents; industrial accidents; chemical/biological/radiation release; natural disasters (bush fires, floods etc).

Notify

- Building Warden
- Principal
- Emergency Services on 000

Response

- Assess the situation
- Remove people from immediate danger if safe to do so
- Seek assistance from trained staff such as First Aider and Building Warden
- Take care not to move people from safety to danger

When to Stay

- If it is safe to shelter in place, stay inside the building
- Close windows and doors
- Await instructions from the Building Warden.

When to Leave

- If it is not safe to stay inside the building, follow evacuation procedures.
- If the assembly area designated for the building is unsafe, move to a safe area.

SCHEDULE B: COVID-19 PANDEMIC PLAN

Version Date: 12 May 2022

Authorised by the Vice-Chancellor



1. Purpose and Aims:

The purpose of this plan is to ensure the University of Divinity is able to respond swiftly and appropriately to the coronavirus (COVID-19) pandemic. This plan is to be enacted in conjunction with government health advice or directions. This response aims:

- a) To support the health and safety of the University's members and the general public
- b) To ensure business continuity, including where it is necessary to delay, suspend or cancel University activities including classes
- c) To ensure confidence in the University's actions and communications and to reduce unwarranted fear.

2. Responsibilities:

This plan recognises that the University of Divinity has responsibilities for the safety and wellbeing of its students, staff and other members, and obligations to its students in fulfilling its educational mission. Concurrently, the University relies upon but does not provide essential services (water, food, energy, health, transport) to the population. In a pandemic it may be necessary to temporarily close part of the University or to alter tuition arrangements to ensure the health and safety of its members, to comply with government public health directives, or to reduce burden on essential services.

3. Roles and Decisions:

- a) The Vice-Chancellor is the coordinating manager of this plan (supported by the Management Team in the Office of the Vice-Chancellor) and is responsible for communication across the whole University and with the regulator TEQSA.
- b) The Principals of the University's Colleges are managers for activities at their respective Colleges and are responsible for communication within their Colleges and for proactively providing relevant information to the Vice-Chancellor and each other.
- c) All members of the University are expected to exercise responsibility for their own health and safety and that of others as a priority.
- d) A decision to close a College may be taken by the Principal in consultation with the Vice-Chancellor and applicable procedures at that College.
- e) A decision to close the University may be taken by the Vice-Chancellor after consultation with the Chancellor.

Any decision to close a College or the University should be accompanied by a plan for resuming normal operations.

4. Key Contacts

- National Coronavirus hotline 1800 020 080
- South Australia Coronavirus hotline 1300 232 272

- Victoria Coronavirus hotline 1800 675 398
- Australian Department of Health
<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- Australian travel advice
<https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>

5. Changes to Tuition Arrangements and Temporary Closure of Colleges

5.1 Tuition arrangements

- Colleges may take steps to alter tuition arrangements as circumstances require due to illness or isolation requirements. Alterations must ensure that students are assessed against the learning outcomes and according to the assessment tasks of the Unit Record for the unit in which they are enrolled, and may include:
 - shifting classes online through livestreaming or prerecording lectures, videoconferencing seminars
 - combining classes of a similar level and discipline within or across Colleges, or substituting another qualified lecturer
 - Any such alterations must be recorded and reported through the Dean of Academic Programs to the Academic Board. Additional resources to support alterations may be made available by the Vice-Chancellor or College Principals or requested from them.
 - A unit or units may only be cancelled by a College after consultation with the Vice-Chancellor or the Vice-Chancellor's delegate to ensure satisfactory arrangements regarding refund of fees or tuition assurance are in place.

5.2 Temporary closure of Colleges

Colleges may be closed temporarily in three broad circumstances, in addition to requirements of a College's or its parent entity's policies:

- A suspected or actual case of infection of a person who is or has been on the premises – this may be a short term closure (days) of all or part of the College for contact tracing and disinfection cleaning
- Reduced staffing capacity due to sick leave or isolation requirements – this may be medium term closure for weeks or months, with work from home and online arrangements
- Government public health directive

In the event of a closure, the College Principal must ensure:

- The closure is communicated to all staff, students, the Vice-Chancellor and other College Principals as swiftly as possible, calling in resources from the Vice-Chancellor or other Principals to assist if required
- A single point of contact for information for affected staff and students is established, which may be a website, email address, phone number or person
- A plan is put in place which identifies what circumstances or actions are required to normalise or resume some or all operations

YELLOW STAGE

This stage means a global or Australian health emergency exists that has the potential to become a pandemic. This stage assumes business as usual continues, with extra measures to ensure health and safety and to contain or delay a pandemic.

<i>Potential Issues</i>	<i>Potential Actions</i>	<i>Potential Decisions</i>	<i>Communications</i>
Hygiene	Monitor government / health advice Review cleaning, personal hygiene, supplies (soap, sanitiser, face masks, disinfectant)	Change cleaning arrangements Promote hygiene awareness Purchase / release supplies Social distancing measures	Advice to members
Travel	Monitor government travel advice Review need for travel	Issue travel advice Limit travel Prohibit travel	Advice to members
Persons at high risk (actual or potential infection)	Identify members with high health or travel risk (e.g. underlying medical condition; potential exposure) Support members required to self-isolate	Use of livestreaming Special working arrangements Special consideration (students) Leave (sick leave, leave of absence) Delay or suspend activities	Advice to affected persons and to affected colleagues
Overseas students	Monitor government / regulator advice Support overseas students unable to travel	Delay admission / commencement Alternate tuition arrangements Refund fees	Advice to students Advice to TEQSA
Major Events	Monitor government / health advice Prepare contingency plans	Social distancing measures Use of livestreaming / recording Delay or suspend activities	Advice to participants

ORANGE STAGE

This stage means a global or Australian pandemic has occurred. This stage assumes that, where safe to do so, business as usual continues, with arrangements in place to alter, delay, suspend or cancel activities where business as usual is not safe or possible.

<i>Potential Issues</i>	<i>Potential Actions</i>	<i>Potential Decisions</i>	<i>Communications</i>
Infection amongst students	Isolate students Identify persons in contact with students	Alternate tuition arrangements (online, different location) Alternative assessment Special consideration Cancellation / suspension of class Temporary closure of College	Report to health authorities Advise affected persons Advise VC / Colleges Advise TEQSA
Infection amongst teaching staff	Isolate staff Identify persons in contact with staff	Alternate tuition arrangements (online, different location) Appoint alternate teaching staff Cancellation / suspension of class Temporary closure of College	Report to health authorities Advise affected persons Advise affected students Advise VC / Colleges Advise TEQSA
Infection amongst general staff	Isolate staff Identify persons in contact with staff Assess duties – critical / non-critical	Reassign critical duties Suspend non-critical duties Temporary closure of College / OVC	Report to health authorities Advise affected persons Communicate duty changes Advise VC / Colleges
Loss of access to premises	Assess site activities – critical / non-critical Identify alternate premises	Alternate tuition arrangements (online, different location) Cancellation / suspension of class Reassign critical duties Work from home arrangements	Advise affected persons Advise VC / Colleges
Loss of access to critical services	Contact services (IT and online service providers, energy, premises)	Contingency plan for alternate services	Liaise with providers Advise affected persons
Major Events	Monitor government / health advice Enact contingency plans	Social distancing measures Use of livestreaming / recording Cancel, delay or suspend activities	Advice to participants

RED STAGE

This stage means a global or Australian pandemic has commenced with serious impact on the population. This stage assumes that business as usual is not possible and may require suspension or cancellation of most or all activities for a period of time.

In this stage, the University may need or be required to close all or part of its operations. Triggers for this action may include:

- significant infection among staff and students
- loss of critical mass of staff (e.g. no replacement personnel for critical duties)
- absence of critical personnel (e.g. Vice-Chancellor, Principals)
- loss of access to essential services (e.g. energy, IT, hygiene products)
- government order to suspend operations

When it is safe to do so, arrangements must be made to minimise disadvantages to students (e.g. extension of enrolment, refund of tuition fees, alternative tuition and assessment arrangements) and to plan a return to normal operations.