



CRITICAL INCIDENT MANAGEMENT POLICY

1. Overview

This document is designed to address various types of critical incidents that may occur within Sydney Institute of Traditional Chinese Medicine (“SITCM”). Preparation for, response to, and recovery from a critical incident affecting the students, education, administrative, information or human resources of SITCM requires the cooperative efforts of all managers in partnership with the functional areas supporting the operations of SITCM.

The objectives of this Critical Incident Management Policy (“CIMP”) are to make sufficient preparations for responding to a critical incident or emergency to minimise the effect upon the students, personnel and operations of the business.

Apart from an overarching responsibility to all students, management have a specific regulatory responsibility to respond to the needs of international students¹ in the case of a critical incident. Furthermore, any interruption to the normal operations of SITCM could be damaging to the future relationships with students and other stakeholders (including regulators) and could affect SITCM’s public image.

This CIMP is not designed to provide an answer to every type of critical incident that could happen, but rather is provided to identify the methods on how to manage a critical incident if one were to occur.

2. Critical Incidents

Critical incidents are extraordinary events that because of their scope, intensity or duration, overwhelm the organisation’s capacity to cope and maintain equilibrium. Critical incidents may be classified as natural; such as floods, bushfires, earthquakes, and storms; or human-caused, through deliberate attack on the people or resources of SITCM.

This CIMP also relates to the overall emergency plans of SITCM and aims to minimise the damage incurred during an emergency, by providing guidelines for a rapid and effective response to an emergency.

The CIMP is designed to complement procedures laid down elsewhere concerning providing a safe environment for students and staff, regular maintenance of buildings and facilities and evacuation procedures in case of emergency. Nothing in this policy is to be taken as contrary to guidelines and procedures laid down elsewhere concerning these matters. The policy assumes that:

- Students are properly orientated in how to respond to a critical incident and what support is available to them;
- all facilities are subject to regular maintenance (refer Facilities and Resources Review and Improvement Policy and Procedure);
- emergency exits are clearly marked and kept clear of obstacles at all times;
- fire prevention measures and protection equipment is in place (e.g. fire wardens appointed, smoke detectors, alarm systems and fire extinguishers are in place and maintained);
- normal safe work practices are followed routinely and staff are familiar with fire drill and emergency evacuation procedures; and
- back-ups of computer records are stored off-site and retrievable (refer *Records Management and Security Procedure*).

¹ As defined by the Education Services for Overseas Students (ESOS) Act 2000

Examples of critical incidents

- The death or critical injury of a staff member, student, patient, or visitor on Institute premises.
- The destruction of whole or part of premises that SITCM occupies (e.g. by fire).
- The threat of damage to premises that SITCM occupies (e.g. a bomb threat).
- Staff and/or students being taken hostage.
- A break-in accompanied by major vandalism.
- Students being killed/injured while engaged in an Institution-sponsored activity.
- A natural or other major disaster in the community.

2.2 How the policy relates to critical incidents that impact international students

Standard 6.4 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* defines a critical incident as “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”. SITCM will ensure that it has in place a structured approach in responding to critical incidents as they occur and providing appropriate support and counselling services to international students.

Examples of critical incidents that may specifically affect international students could include, but are not limited to:

- Death of a student or close family member residing in Australia.
- Attempted suicide of a student.
- Life threatening illness/injury of a student.
- Sexual and/or physical assault of a student.
- Missing student.
- Severe verbal or psychological aggression.
- Issues such as domestic violence, drug or alcohol abuse.

SITCM will ensure that all international students are made aware at orientation of;

- What to do in the case of a critical incident.
- The point of contact for any issues which require student support, including critical incidents.

SITCM will also ensure that where required, and as appropriate:

- As soon as practical after a critical incident occurs, the appropriate regulator(s) is/are notified about the details of the incident including the time, location and nature of the incident.
- In the case of an international student's death or other absence affecting the student's attendance or course progress, the incident is reported via PRISMS.
- That the incident and its management are recorded on the affected students' files.

3. The Policy in Action

The emphasis of this CIMP is based on three major steps:

1. Reaction
2. Recovery & Restoration
3. Review

3.1 Reaction

Communication

In the case of a critical incident, it is important that key people are notified. In an emergency situation, the primary objective is the safety of human lives. Salvage and recovery operations will be of secondary importance, and will take place only when the affected area is declared safe.

When a critical incident occurs, notify the WHS Officer (or their alternate) and then the CEO. The contact details for the CEO and the WHS Officer and their alternate are detailed in *Appendix 1*.

The WHS Officer (or their alternate) will be the Coordinator of the emergency response and will contact relevant emergency services or other personnel as required.

Immediate response to an incident

1. Notify the responsible persons as outlined above.
2. Immediately after notification of the incident the following questions need to be addressed by the Coordinator:
 - What happened?
 - What makes the event critical?
 - When did the incident occur?
 - Where did it happen?
 - Who was involved?
 - Who needs assistance?
 - What is the most appropriate intervention?
3. If Emergency Support Services such as fire, ambulance or police are required, contact details are listed in *Appendix A*.
4. In the case that it is decided that evacuation is an appropriate intervention the evacuation plans included at *Appendix B* should be employed.

3.2 Recovery & Restoration

3.2.1 The timeframe for recovery:

The first 24 hours

- Gather accurate facts and information.
- If possible, re-establish a sense of routine within SITCM. Staff members and students will feel safe once the regular patterns of management and organisation have been re-established.

The first 48 – 72 hours

- Restore routines while taking into account the needs of staff and students.
- Engage support services to manage the reactions of staff and students.
- Monitor the support services provided.
- Provide additional assistance if required and when necessary.
- Provide a formal staff meeting with professional input (if appropriate).

The first two weeks post the critical incident

- Monitor progress of those hospitalised or injured.
- Stay alert for delayed reactions from staff and students.
- Provide relevant information to those who require it.

3.2.2 Key actions:

- Notify all key personnel of the problem and assign them tasks focused toward recovery from the critical incident.
- Notifying students about the problem minimises panic or concern.
- Recall backups - if backup tapes are stored offsite, these need to be recalled. If using remote backup services, a network connection to the remote backup location (or the Internet) will be required.
- Organise alternate facilities in order to continue operations.
- During a critical incident, employees may be required to work longer, more stressful hours, and a support system should be in place to alleviate some of the stress. Prepare staff ahead of time to ensure that work runs smoothly.

- Provide counselling opportunities and support - opportunities should be given for staff and students to discuss the incident in a supportive environment. If the incident involves death, staff and students should be apprised of funeral details and given leave to attend. A funeral plays an important role in helping people accept the reality of death and provides rituals for the shared experience of grief. Staff members are not expected to be counsellors; therefore, the establishment of a counselling support appropriate to the particular critical incident is important.

3.3 Review

After the critical incident has been dealt with it is essential that the organisation undertakes an evaluation. Evaluation of the CIMP and the roles and functions of the Coordinators and relevant support staff are an essential part of the process. Senior management should conduct a formal evaluation of the process involved in the management of the critical incident after debriefing has occurred. Formal evaluation provides opportunities for feedback on the strengths and weaknesses of the CIMP and provides an opportunity for continuous improvement. Feedback should be sought from those who have been involved in various aspects of the operation of the CIMP.

Any action taken in regard to the critical incident should be recorded along with the final evaluation of the handling of the critical incident. Where the incident, or an individual related to the incident is referred to another person or agency this should also be recorded; however, the privacy needs of individuals should also be respected in this case.

4. Version control

Document: Critical Incident Management Policy		
Policy owner: Executive Management Group		
Policy Developer/Reviewer: CEO	Version #: 1.2	Date: 30 June 2017

Version History

Version	Authorised by	Approval Date	Details
1.0	Executive Management Group	3 March 2016	Document creation
1.1	CEO	25 September 2016	Update the role of WHS Officer
1.2	CEO	30 June 2017	Review for alignment to HESF 2015; addition of Evacuation Plans for Levels 6 and 7

APPENDIX A

EMERGENCY CONTACTS

RESPONSIBLE OFFICER	CONTACT DETAILS
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In all cases:

Yifan Yang CEO	Mobile: 0419 606 259 Phone: 02 92121968
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In cases of critical incident related to a specific campus:

Kenny Liang WHS Officer	Mobile: 0433 311 567 Phone: 02 92121968
Rosa Zhang Student Support Officer	Mobile: 0406 815 831 Phone: 02 92121968

In cases of critical incident related to IT infrastructure:

Kenny Liang IT Support Officer	Mobile: 0433 311 567 Phone: 02 92121968
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EMERGENCY AND SUPPORT SERVICES

Service	Phone Number	Address
Police	000	
Fire Brigade	000	
Ambulance Service	000	
Local hospitals:		
1. Sydney Hospital& Sydney Eye Hospital	02 9382 7111	8 Macquarie St, Sydney
2. Sussex Medical Centre	02 9281 9133	Level 5, 401 Sussex St, Haymarket
State Emergency Service	132 500	
Nearest Police Station	02 9265 6499	City Centre Police Station, 192 Day St
Plumber	0416 139 138 02 97559166	42 Riverside Rd, Chipping Norton, NSW 2170
Electrician	0418 610 749 02 95919131	22 Rodgers Ave, Kingsgrove, NSW 2208

APPENDIX B: EVACUATION PLANS – SUITE 502 (LEVEL 5)

EVACUATION DIAGRAM

EmergencyDirect
 PHONE: 02 8417 6500
 www.emergencydirect.com.au

DATE OF ISSUE: 25 Sep 2014
(Valid for a period of 5 years)
Diagrams used on this sign are NOT to scale

RESPOND TO AN EMERGENCY

R.E.A.C.T™

RESPOND You should always respond to or raise the Alarm
EXAMINE Examine what type of emergency you may be facing
ASSASS Assess the risks to your life safety and that of others
CONTROL Take control of the situation, act responsibly
TALK Always Talk (Communicate) with all parties concerned

STAGES OF EVACUATION

Evacuation should be conducted in three distinct stages depending on the severity of the incident.

STAGE 1 - REMOVAL OF PERSONS FROM THE IMMEDIATE DANGER AREA
 Occupants are removed from the affected compartment into the next compartment, eg from a room into a corridor. Doors should be closed to confine smoke and fire in the affected compartment.

STAGE 2 - REMOVAL TO A SAFE AREA
 If the severity of smoke or heat warrants further evacuation, occupants and visitors should be moved to safe areas on the same level.

STAGE 3 - COMPLETE EVACUATION OF THE FLOOR
 Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

ASSEMBLY AREA

501-510 Level 5, 25-29 Dixon Street, Haymarket, NSW, 2000

CARBON DIOXIDE
FIRE EXTINGUISHER

DRY CHEMICAL POWDER
FIRE EXTINGUISHER

FIRE BLANKET

EMERGENCY EXIT

ASSEMBLY AREA

APPENDIX B: EVACUATION PLANS – SUITE 601A (LEVEL 6)

EVACUATION DIAGRAM

EmergencyDirect
 PHONE: 02 8417 6500
 www.emergencydirect.com.au

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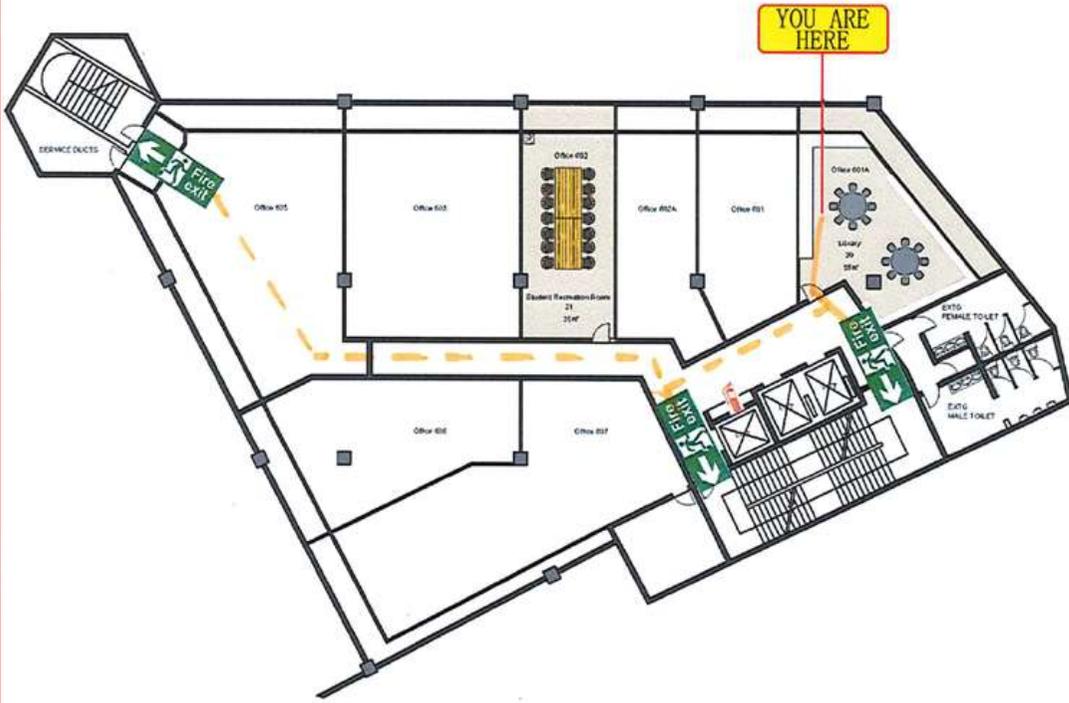
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STAGE 3. COMPLETE EVACUATION OF THE FLOOR
 Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

ASSEMBLY AREA





601A Level 6, 25-29 Dixon Street, Haymarket, NSW, 2000



CARBON DIOXIDE
FIRE EXTINGUISHER



DRY CHEMICAL POWDER
FIRE EXTINGUISHER



FIRE BLANKET



EMERGENCY EXIT



ASSEMBLY AREA



APPENDIX B: EVACUATION PLANS – SUITE 602 (LEVEL 6)

EVACUATION DIAGRAM

EmergencyDirect
 PHONE: 02 8417 6500
 www.emergencydirect.com.au

DATE OF ISSUE: 25 Sep 2014
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STAGE 3. COMPLETE EVACUATION OF THE FLOOR
 Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

ASSEMBLY AREA

602 Level 6, 25-29 Dixon Street, Haymarket, NSW, 2000

CARBON DIOXIDE
FIRE EXTINGUISHER

DRY CHEMICAL POWDER
FIRE EXTINGUISHER

FIRE BLANKET

EMERGENCY EXIT

ASSEMBLY AREA

APPENDIX B: EVACUATION PLANS – SUITE 708 (LEVEL 7)

EVACUATION DIAGRAM

EmergencyDirect
 PHONE: 02 8417 6500
 www.emergencydirect.com.au

DATE OF ISSUE: 25 Sep 2014
 (Valid for a period of 5 years)
 Diagram used on this sign are NOT to scale

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STAGES OF EVACUATION

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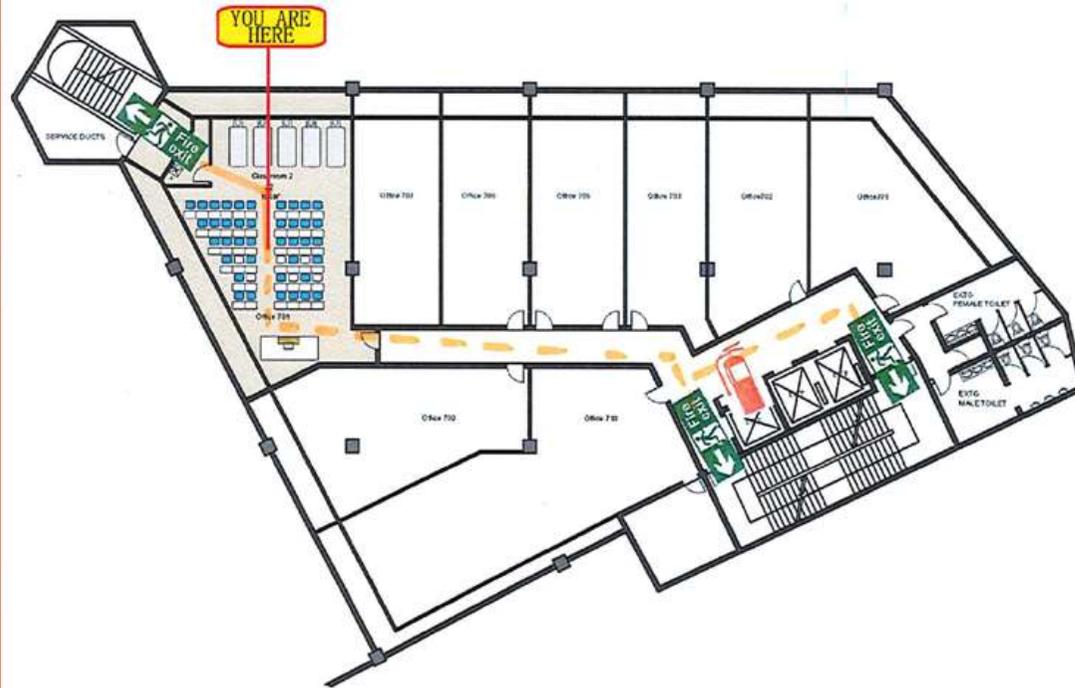
STAGE 2 - REMOVAL TO A SAFE AREA

If the severity of smoke or heat warrants further evacuation, occupants and visitors should be moved to safe areas on the same level.

STAGE 3. COMPLETE EVACUATION OF THE FLOOR

Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

ASSEMBLY AREA



708 Level 7, 25-29 Dixon Street, Haymarket, NSW, 2000



CARBON DIOXIDE
FIRE EXTINGUISHER



DRY CHEMICAL POWDER
FIRE EXTINGUISHER



FIRE BLANKET



EMERGENCY EXIT



ASSEMBLY AREA

