

Critical Incident (Emergency Situations) Response

The Hazard – Critical Incident

A critical incident is an emergency situation that usually involves an abnormal and sudden occurrence such as a fire, explosion, a chemical leak, a bomb threat or terrorist attack that is dangerous or potentially dangerous to life, property or the environment. The incident may occur at the College or through a related College-based activity or circumstance.

Critical incidents are a specific type of business continuity disruption event, that not only usually disrupt normal College operations and activities, they also pose immediate and significant danger to life, property and/or the environment.

St Gregory's College's Policy

St Gregory's College Campbelltown is committed to providing a safe working environment for all our workers, students, visitors and guests.

How we respond to a critical incident will depend largely on its size, nature and complexity.

It is our policy to:

- Identify potential critical incident situations;
- Conduct regular internal risk assessments with respect to those critical incidents;
- Develop appropriate response plans;
- Create a **Critical Incident Management Team (CIMT)** trained to deal with critical incidents; and
- Regularly test the overall effectiveness of our risk management and critical response procedures.

By identifying potential critical incident situations, risk assessing them, implementing preventative measures and planning our response, St Gregory's College Campbelltown seeks to gain control over such situations so as to ensure, that if they do occur, the best possible help is available in a timely manner.

St Gregory's College's Risk Assessment Procedures

St Gregory's College Campbelltown has developed a **Enterprise Risk Management Program** based on the International Standard ISO 31000 as well as a detailed **Workplace Safety Program**.

St Gregory's College's **Workplace Safety Program** sets out our risk assessment procedures for safety hazards.

Using these procedures we identify critical incidents that we believe may potentially occur, assess the risks relating to these incidents in terms of the likelihood of the incident occurring and the potential consequences should the incident in fact occur, and develop controls and responses based upon our risk assessments.

All risk assessments with respect to critical incidents are recorded utilising our **CompliSpace Assurance Software**. These are subject to regular review and may change from time to time.

Refer to Barry Graham, Director of Studies, who is responsible for managing our risk program, for information with respect to current risk assessments of potential critical incidents.

Preventing Critical Incident from Occurring

As far as practicably possible St Gregory's College Campbelltown seeks to prevent critical incidents from occurring and to minimise the potential impact of these events.

To this end, St Gregory's College Campbelltown has developed policies and procedures that are specifically targeted towards prevention of critical incidents. Examples of such policies include our **Fire Safety Policy** and **Allergy Awareness Policy**.

Three Stage Critical Incident Response Process

Because critical incidents come in various forms and sizes it will not always be possible to predict the exact nature of the situation that we may have to deal with, nor is it possible to accurately predict the best way in which we should respond.

For this reason when responding to critical incidents it is useful to think in terms of three stages of response:

Stage 1: Emergency Response

This is the initial response to a disruption which usually involves the removal or protection of people and property from immediate harm. Examples of emergency responses are the development of structured **Evacuation Procedures** and **Lockdown Procedures**.

Stage 2: Continuity Response

The Continuity Response commences once the initial emergency response (if any) has been completed. The continuity response involves re-establishing minimum acceptable levels of processes, controls and resources to ensure that St Gregory's College Campbelltown continues to meet its critical operational objectives. Our **Critical Incident Communications Policy** provides a good example of a continuity response.

Stage 3: Stabilisation Response

Finally once we have re-established minimum acceptable levels of processes, controls and resources to ensure that St Gregory's College Campbelltown continues to meet its critical operational objectives we may need to implement procedures that are designed to stabilise the College environment and return operations to normal over a period of time.

An example of a stabilisation response is our **Critical Incident Management (Traumatic Events) Policy** which may be utilised to provide ongoing support to members of the College community when dealing with the aftermath of a critical incident.

Critical Incident Management Team (CIMT)

St Gregory's College Campbelltown has established a Critical Incident Management Team (CIMT) whose responsibility it is to:

- Make an initial assessment of an incident and support any individuals involved in the initial emergency response;
- Determine and implement the most appropriate additional response strategies;
- Ensure staff welfare and support;
- Investigate the cause and nature of the incident and assess its impact on business operations;
- Determine and implement the most appropriate communications strategy; and
- Activate any response plans.

For more details of the CIMT refer to our **Critical Incident Management Team & Response Procedures**.

Summary of Key Critical Incidents & our Response Plans

A list of critical incidents that we have identified, together with the incident prevention and response plans we have developed are set out below.

This list may not be definitive. If you identify a risk that you believe we should add to this list please **Report the Risk** immediately.

Critical Incident	Critical Incident Management Team & Response Procedures
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Accident/Incident (Life Threatening)	Accident Management Policy First Aid Policy
Armed Robbery & Cash Handling	Armed Robbery & Cash Handling Procedures
Anaphylactic Shock	Allergy Awareness Policy Anaphylactic Shock Management Policy Medication Administration Policy Accident Management Policy
Bomb Threat	Threats Received Policy Evacuation Procedures
Chemical Spill (Major)	Chemical Spills Policy
Fire (in College Building)	Fire Safety Policy Evacuation Procedures
Hostage Situation/Gunman on College Grounds	Hostage Situation/Siege Policy Lockdown Procedures Evacuation Procedures Critical Incident Management (Traumatic Events) Policy
Storm	Storm Management Policy Lockdown Procedures
Suicide (of Student or Teacher)	Self Harming Behaviours Policy Critical Incident Management (Traumatic Events) Policy
Suspicious Object Found On College Grounds	Suspicious Objects on Grounds Policy Evacuation Procedures
Terrorist Attack	Lockdown Procedures Evacuation Procedures Critical Incident Management (Traumatic Events) Policy
Violent Intruder on Grounds	Violent Intruder on Grounds Policy Lockdown Procedures Evacuation Procedures

Workers' Responsibility

All workers are responsible to ensure:

- Participation in critical incident response training as required;
- Cooperation in carrying out their duties in an emergency situation;
- Prompt action is taken to secure or isolate any hazardous situation in an emergency if this can be done so without placing themselves or other workers at risk; and
- Immediately report any critical incident to their KLA Coordinator.

Signage

There is a wide range of signage that may be used to assist in the prevention and or response to a particular emergency situation. This signage is referred to in the policies that relate to each type of incident.

Emergency contact numbers as well as details of members of the CIMT are displayed in strategic locations around the College.

Implementation

This policy is implemented through a combination of:

- Risk management identification and assessment procedures;
- The development of incident specific policies and procedures;
- Establishment of a Critical Incident Management Team ;
- Staff training;
- Effective incident notification and response procedures; and
- Initiation of corrective actions where necessary.

Discipline for Breach of Policy

Where a staff member breaches this policy, St Gregory's College Campbelltown may take disciplinary action.

Related Policies

Accident Management
Allergy Awareness Policy
Anaphylactic Shock Management Policy
Armed Robbery & Cash Handling Procedures
Chemical Spills Policy

Critical Incident Communications Policy
Critical Incident Management Team & Response Procedures
Critical Incident Management (Traumatic Events) Policy
Evacuation Procedures
Fire Safety Policy
First Aid Policy
Hostage Situation/Siege Policy
Lockdown Procedures
Medication Administration Policy
Self Harming Behaviours Policy
Storm Management Policy
Suspicious Object on Grounds Policy
Threats Received Policy
Violent Intruder on Grounds Policy