PURPOSE

This Procedure outlines the processes to be followed in response to a Critical Incident occurring on any of the University’s campuses or locations (whether within or outside Australia) and is designed to ensure that the University:

(a) meets its duty of care obligations in providing the highest possible standard of health and safety for staff, students and other persons working at or visiting the University;

(b) is able to respond swiftly and effectively in the event of a concerning or Critical Incident, disaster or crisis; and

(c) is compliant with relevant legislation and Standards.

In the event of a Critical Incident, Staff and Students should follow this Procedure and also exercise common sense ensuring that the safety of all concerned is given priority.

For University sponsored activities occurring off campus the relevant School or Division conducting the activity must have its own critical response plan specific to that activity. Any critical response plan developed for an off campus activity must nominate a staff leader and provide for a reporting structure that is consistent with this Procedure.

RELATED POLICY AND REGULATIONS

This Procedure should be read in conjunction with the following Policies:

- Policy: Critical Incident Management

This Procedure should be read in conjunction with the following Guidelines and Forms:

- Guidelines: Risk Management
- Critical Incident Occurrence Report
- Emergency Response Guidelines/Manual

The above documents are located on the Website and in N: Policies

DEFINITIONS

A Critical Incident refers to a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. It can include:

- Natural disasters.
- Death, serious injury, robbery, missing students or staff, deprivation of liberty, sexual assault, violence.
- Severe verbal or psychological aggression
**SCOPE**

Each critical incident is unique, the aim of this Procedure and any Critical Incident plan is to provide a general framework to be followed at each campus or location in which a critical incident occurs. Staff must ensure that while compliance with the Policy is expected, the safety of those involved in the incident is paramount.

In most instances the University will require involvement and support from external emergency agencies to assist with the management of the Critical Incident.

**REPORTING A CRITICAL INCIDENT**

1. Any staff member, student or visitor involved in, witnessing or becoming aware of a Critical Incident must immediately contact Security on the relevant campus using the following numbers. Where the critical incident involves a threat to the University as a whole, Security on each campus should be notified.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fremantle</td>
<td>Ext 123 or 0438 923 955</td>
</tr>
<tr>
<td>Broome</td>
<td>Ex 3600 or 0408 962 889</td>
</tr>
<tr>
<td>Sydney Broadway/City Road:</td>
<td>0403 458 011</td>
</tr>
<tr>
<td>Darlinghurst:</td>
<td>0406 318 213</td>
</tr>
</tbody>
</table>

2. Depending on the incident, the staff member, student or visitor must contact the relevant Emergency Services on the following numbers.

Security will attend the incident, provide a report to Emergency Services and notify the designated Campus Critical Incident Officer as listed in *Attachment 1*.

**Fremantle Campus**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Police</strong></td>
<td></td>
</tr>
<tr>
<td>Life threatening emergencies</td>
<td>000</td>
</tr>
<tr>
<td><strong>Police</strong></td>
<td></td>
</tr>
<tr>
<td>Police assistance (24/7)</td>
<td>131 444</td>
</tr>
<tr>
<td>International callers:</td>
<td>+61 8 9351 0699</td>
</tr>
<tr>
<td>Interstate callers:</td>
<td>(08) 9351 0699</td>
</tr>
<tr>
<td><strong>Fire</strong></td>
<td></td>
</tr>
<tr>
<td>Emergencies</td>
<td>000</td>
</tr>
<tr>
<td><strong>Fire</strong></td>
<td></td>
</tr>
<tr>
<td>Fremantle</td>
<td>(08) 9335 6262</td>
</tr>
<tr>
<td><strong>Ambulance</strong></td>
<td></td>
</tr>
<tr>
<td>Life threatening emergency/injury</td>
<td>000</td>
</tr>
</tbody>
</table>

**Broome Campus**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Police</strong></td>
<td></td>
</tr>
<tr>
<td>Life threatening emergencies</td>
<td>000</td>
</tr>
<tr>
<td><strong>Police</strong></td>
<td></td>
</tr>
<tr>
<td>Police assistance (24/7)</td>
<td>131 444</td>
</tr>
<tr>
<td>International callers:</td>
<td>+61 8 9351 0699</td>
</tr>
<tr>
<td>Interstate callers:</td>
<td>(08) 9351 0699</td>
</tr>
<tr>
<td><strong>Fire</strong></td>
<td></td>
</tr>
<tr>
<td>000</td>
<td></td>
</tr>
</tbody>
</table>
3. The Critical Incident Officer will have immediate responsibility for controlling the situation at the location and liaising with Security and Emergency Services.

The Critical Incident Officer will:

- Attend the location, assess the situation and report the incident to the relevant Head of Campus who will immediately notify the Chief Operating Officer and/or Vice Chancellor;
- If the Head of Campus is not on campus or involved in the Critical Incident, notify the next senior level office holder of the University (as detailed in Attachment 1);
- Remain at the location until directed by the Co-ordinator of the Critical Incident Management Team to leave;
- Offer immediate assistance to persons involved in the incident;
- Liaise with Emergency Services and ensure access for Emergency Services obtain the names of persons involved in the incident; and
- Document details of the incident and provide a report to the Critical Incident Management Team.

4. Once the Critical Incident Management Team is convened it will assume responsibility for the response and recovery of the incident.

Depending on the scope of the Critical Incident, the Head of Campus, Chief Operating Officer, or the Vice Chancellor will convene the Critical Incident Management Team (CIMT) and appoint a Coordinator of the CIMT.

The CIMT will be made up of appropriate University staff and will assume responsibility for managing and directing the incident.

The CIMT will:
- Co-ordinate Emergency Evacuation Procedures (if required).
- Liaise with Emergency Services and personnel to ensure effective ongoing management of the incident and post recovery.
• Notify relevant emergency contacts for staff or students involved in the incident and provide appropriate support. If an International student dies or sustains serious injury, this support may extend to many of the tasks that may otherwise have been dealt with by the family.
• Co-ordinate appropriate counselling and support services for any international students involved in the Critical Incident
• Manage communication both internally to staff and students and externally through media statements and releases.
• Once the incident has moved from critical to recovery stage the CIMT will arrange a Critical Incident/emergency review meeting. At this meeting the CIMT will complete a Critical Incident Occurrence Report.
• Provide a confidential Critical Incident Debriefing Report to the Chief Operating Officer and Vice Chancellor informed by feedback gathered from those present at the incident and other stakeholders, and including recommendations for the management of such incidents in the future as appropriate.
• Implement an ongoing plan of support to ensure follow up concerning the well-being of individuals involved in the incident. This support may be extended to provide accommodations or adjustments to student or staff workload to provide for recovery from injury and or shock.
• Ensure (in conjunction with the Legal Office) that the University complies with any additional legislative reporting requirements that may arise from the incident.

• Liaise with the Manager, Risk and Compliance, to ensure that the University’s Risk Register is updated, as appropriate.
• If deemed necessary the University Registrar will contact the Department of Immigration and Border Protection and/or the International Student’s next of kin.
Designated Officers and Contact Details – Management of Critical Incidents

**Fremantle Campus**

Head of Campus: (08 9433 0647)

Senior Officer: Executive Director Business Operations (08 9433 0702)

Critical Incident Officers:
- Campus Services Manager (08 9433 0549)
- Manager, Risk & Compliance (08 9433 0857)
- Executive Director, Admissions and Student Services (08 9433 0532)
- University Librarian (08 9433 0702)

**Sydney Campus**

Head of Campus: (02 8204 4293)

**Broadway**

Senior Officer: Executive Director Business Operations (02 8204 4448)

Critical Incident Officers:
- PVC, Student Engagement & Services (02 8204 4293)
- Campus Services Manager (02 8204 4414)
- Campus Registrar (02 8204 4443 or 02 8204 4400)

**Darlinghurst**

Senior Officer: Dean, School of Nursing (8204 4275)

Critical Incident Officers:
- Associate Dean, School of Nursing (02 8204 4289 or 02 8204 4275)
- Executive Officer, School of Medicine (02 8204 4454 or 02 8204 4450)
Broome Campus

Broome Campus
Head of Campus (08 9433 0957)
Senior Officer Deputy Head of Campus (08 9192 0646)
Critical Incident Officers: Residential Coordinator (08 9192 0615)
Campus Minister (08 9192 0669)

National
Vice Chancellor (08 9433 0850)
Chief Operating Officer (08 9433 0845)
University Registrar (if international students are involved) (02 8204 4449 or 02 8204 4400)