



Critical Incident Policy and Procedures

Holmes Institute recognises that critical incidents can arise that have the potential to impact seriously on the safety of staff and students and/or the Institute's business continuity. Holmes Institute further recognises that effective planning, management and rehearsal are the keys to success in the event of a critical incident affecting the Institute.

This policy and the related procedure are designed to ensure Holmes Institute:

- Meets its duty of care obligations in providing the highest possible standard of health and safety for staff, students and visitors and other persons working at or visiting the Institute;
- Is able to respond swiftly and effectively in the event of a critical incident;
- Implements an integrated approach to management of risks associated with critical incidents; and
- Is compliant with relevant legislation and Standards so that: (i) exposure of persons to health and safety risks arising from critical incidents is avoided or minimized; and (ii) physical and psychological trauma are reduced.

Policy Intent

This policy provides a framework for Holmes Institute's response to a critical incident in the period immediately following the incident, and for its management of the longer term consequences of such an incident.

This policy and the procedure define the roles and responsibilities of key staff in:

- The management, coordination and communication of information about a critical incident; and in
- The recovery and post incident review of the critical incident and its handling.

Definitions

In general terms, a critical incident is defined as a traumatic event which causes or is likely to cause extreme physical and/or emotional distress to staff and/or students and may be regarded as outside the normal range of experience of the people affected. These guidelines apply to critical incidents involving or otherwise impacting students and/or staff.

Some examples of critical incidents:

- Any fatality, near fatality or incident likely to affect seriously a number of staff and/or students;
- Serious traffic accidents;
- Murder or suicide involving students/staff and their family members;
- Physical or sexual assault;
- Serious injury;
- An under 18 student's disappearance for a prolonged period

- Fire, explosion, bomb threat;
- Chemical, radiation or bio-hazard spillage;
- Hold-up or attempted robbery;
- Threats of violence to staff/students;
- Major theft or vandalism;
- Threat of HIV infection;
- Incidents involving pain or abuse of children;
- Incidents in which sights, sounds, or smells are distressing;
- Storms/natural disasters;
- Acute illness (physical or mental).

Every critical incident is unique and will need to be dealt with differently, according to the needs of the people affected.

Emergency Critical Incident means an incident which involves the possibility of immediate or imminent threat, physical and/or emotional distress to staff, students and other visitors to the Institute; and which may be regarded as outside the normal range of experience of the people affected.

Non emergency Critical Incident means a critical incident which does not involve the need for an initial emergency response (for example the development of an avian flu pandemic from a lower phase to a higher phase).

Responding to a Critical incident

The Immediate Response

Where there is risk to life or property:

- An incident or potential incident should be reported to the Emergency Services (Fire, Police, Ambulance) and Campus Director immediately. In the case of an under 18's disappearance, beyond the police, Holmes will also notify the relevant state authority and the student's parents or legal guardians of the disappearance and continue liaising with them until the student is found.
- If the incident occurs outside Campus Opening Times or the Campus Director is not on campus or is involved in the Critical Incident, the 24 hour Emergency Contact should be called in place of the Campus Director. The 24 Emergency Contact will have access to contact numbers of senior staff.
- If necessary, evacuation procedures should be undertaken before contacting Campus Director

If the incident does not appear to require the immediate dispatch of Emergency Services, the Campus Director should be notified immediately and given the full details of the situation including the exact location of the incident, the type of incident and details of any person or persons who may be injured, in distress or at risk.

On arrival at the scene of a critical incident, the Campus Director will be responsible for its assessment. If it is assessed as a critical incident, the Campus Director will also be responsible for the assessment and co-ordination of responses to the incident, although other staff members may be co-opted as necessary to deal with specific aspects. It is the responsibility of the Campus Director to inform the General Manager or Director. Action to be undertaken by the Campus Director:

- Identification of the persons affected by the critical incident.
- Recommendation of response in terms of personnel and resources to be provided to the General Manager on the basis of an assessment of needs and priorities.

- Offer immediate assistance to persons involved in the incident.
- Liaise with Emergency Services, where appropriate and ensure requisite access for Emergency Services.
- Document details of the incident.
- Notify relevant emergency contacts for the individuals 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.
- Initiation of pastoral care services to be provided to individuals including victims and other persons affected by the incident.
- Provision of a quiet area will be established for the use of victims and/or their families. This area shall be protected from intrusion by anyone not immediately affected in the incident.
- The Campus Director is responsible for completing the Incident Report form and forwarding it to General Manager/HO within 24 hours of the incident.

Follow Up Action

The Campus Director, General Manager and Management Team (the Critical Incident Management Team) will assess the need for counseling, further information and debriefing sessions and liaise with appropriate Departments for implementation.

In implementing an ongoing plan of support, the Critical Incident Management Team will 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.

The Critical Incident Management Team will also ensure that Holmes complies with any additional legislative reporting requirements that may arise from the incident.

The Campus Director is responsible for preparing a detailed report of the management of the incident for General Manager and Management Team including recommendations for the management of such incidents in the future as appropriate and for recording the incident, as an update in the Risk Register. The report will be used by the Management to evaluate the response and recommend changes to policy and procedures.

Evaluation

The Management Team, in consultation with the Campus Director, will meet within one month after the critical incident to evaluate the implementation of procedures and responses.

Useful contacts

Holmes 24/7 contacts:	
Sydney	0413 758 861
Melbourne	0413 750 066
Brisbane	0413 758 869
Gold Coast	0413 758 862

Cairns	0413 758 863
NATIONAL	
Emergencies	000
Police	131 444
1800RESPECT (Domestic and Sexual Violence assistance)	1800 737 732
Mental Health Support	
Lifeline	13 11 14
Beyond Blue	1300 224 636
AUSTRALIAN CAPITAL TERRITORY Canberra Rape Crisis Centre	
	02 6247 2525
NEW SOUTH WALES NSW Rape Crisis Centre	
	1800 424 017
NORTHERN TERRITORY Sexual Assault Referral Services (SARC) Alice Springs	
	08 8955 4500 (after hours 0401 114 181)
Sexual Assault Resource Centre Darwin	08 8922 6472
QUEENSLAND Sexual Assault Help Line	
	1800 010 120
SOUTH AUSTRALIA Yarrow Place Rape and Sexual Assault Service	
	1800 817 421 (after hours/emergency 08 8226 8777)
VICTORIA Sexual Assault Crisis Line	
	1800 806 292
TASMANIA Sexual Assault Support Service	
	1800 697 877
WESTERN AUSTRALIA Sexual Assault Resource Centre	
	1800 199 888