



Critical Incident and Emergency Management Policy

Table of Contents

A. Overview	3
B. Scope	3
C. Policy Principles.....	3
D. Framework for Critical Incident Management.....	3
E. Critical Incident.....	4
F. Critical Incident Team.....	4
G. Critical Incident Planning and Management.....	4
H. Critical Incident Response.....	4
I. Post Incident Management.....	4
J. Records of Critical Incidents.....	5
K. Reporting.....	5
L. Risk Reduction Measures.....	5
M. Appeals.....	5
N. Appendix I: Emergency Contacts.....	6
O. Appendix II: Critical Incident Team Contact Details	6
P. Appendix III: Evacuation Map.....	7
Version Control	8

A. Overview

- i. The Lead Institute of Higher Education ('the Institute' or 'LIHE') Critical Incident and Emergency Management Policy (the Policy) is designed for the management of all critical incidents that have impacted upon or have the potential to impact on the Institute. The purpose of this Policy is to identify and respond to critical incidents, mitigate the loss of LIHE assets and operations, protect the Institute's reputation, and reduce the impact on the Institute's students, staff, the community, and the environment.
- ii. LIHE will have processes in place to ensure that the Institute:
 - a. regularly identifies and assesses threats and potential critical incidents to strengthen the Institute's preparedness for any such events;
 - b. provides appropriate training, information and resources to staff;
 - c. has appropriate plans in place for managing an incident; and
 - d. can recover promptly from any crisis and resume normal business as soon as possible.

- iii. Definitions

For definitions, please refer to the 'Dictionary of Terms'.

B. Scope

This Policy applies to the management of campus facilities, incidents, critical incidents or an emergency, that has a likely impact on the LIHE community or its activities.

C. Policy Principles

This Policy and its related procedures demonstrate LIHE's commitment to:

- i. Protecting the health and safety of students and staff at the Institute;
- ii. Identifying and preventing incidents and critical incidents;
- iii. Allocating appropriate resources to manage incidents and critical incidents in compliance with LIHE's policies, procedures and legal obligations;
- iv. Delivering the highest possible standard of health and safety for students and staff in the event of an incident or critical incident;
- v. Evaluating the effectiveness, adequacy and ongoing suitability of its incident and critical incident responses;
- vi. Ensuring compliance with relevant legislations and standards so that:
 - a. exposure of persons to health and safety risks arising from incidents or critical incidents is avoided or minimised; and
 - b. physical and psychological trauma is reduced.

D. Framework for Critical Incident Management

The framework is based upon planning and preparedness for the three prime responses following any incident or critical incident:

- i. Emergency response: providing a capability to manage the immediate issues arising from the incident and focusing on the protection of life and property;
- ii. Business continuity phase: providing a capability to assist the Institute to continue to operate its critical business functions; and
- iii. Recovery phase: restoring critical business function and infrastructure to a state of routine operation.

E. Critical Incident

- i. A critical incident is defined as a traumatic event, or the threat of such which causes extreme stress, fear or injury. Critical incidents may include, but are not limited to:
 - a. natural disaster e.g. cyclone, earthquake, flood, hailstorm, or extreme temperature, both within Australia or the home country of international students or staff;
 - b. serious injury, illness or death of a student or staff;
 - c. fire, bomb threat, explosion, gas or chemical hazard, water leak;
 - d. a missing student;
 - e. severe verbal or psychological aggression;
 - f. physical assault;
 - g. terrorism, cyber terrorism and other kinds of cyber threats;
 - h. student or staff witnessing a serious accident or incidence of violence; and
 - i. social issues, such as sexual assault, drug use and alcohol abuse.

F. Critical Incident Team

- i. The Critical Incident Team (CIT) will consist of senior staff of LIHE who are trained and qualified to deal with critical incidents.
- ii. The CIT will be led by the Dean and will include the following staff:
 - a. Student Support Manager (Critical Incident Officer);
 - b. Course Directors;
 - c. IT Manager; and
 - d. Librarian.

G. Critical Incident Planning and Management

- i. The Critical Incident Officer will ensure that campus specific emergency plans and procedures are maintained and reviewed.
- ii. These plans and procedures will be overseen by the Dean to ensure they are consistent and meet the broad requirements of the Institute.
- iii. LIHE will ensure that the emergency evacuation plans and procedures will be communicated to staff and students during the staff induction and student orientation program respectively as well as regularly communicated to staff, students and visitors to the campus so that if an incident requires a response, appropriate procedures can be followed.
- iv. As per the campus building safety procedures, regular emergency drills in line with the schedule will be conducted on campus to ensure preparedness and adherence to safety protocols.

H. Critical Incident Response

- i. In the first instance, and if appropriate to the circumstances, the response to any critical incident will be the notification of Emergency Services. For further details, please refer to Appendix I – Emergency Contacts.
- ii. The Dean will be responsible for convening the CIT to manage critical incidents.
- iii. The CIT will be responsible for strategic direction, and implementation including student welfare considerations, review and management of the risks and incidents on campus.
- iv. Every critical incident will be dealt with according to the circumstances and the cohort of people affected.

I. Post Incident Management

- i. After managing the initial response to a critical incident, the CIT will review and refine, as necessary, any plans to manage the incident and put in place a recovery strategy.
- ii. When an incident disrupts a critical activity or process, the Institute's business continuity

- processes will be implemented.
- iii. Depending on the circumstances, the CIT may be disestablished by the Dean and the matter referred to the relevant manager to enable the effective continuation of services and planning for restoration to full recovery and return to business as usual.

J. Records of Critical Incidents

- i. The Critical Incident Officer will ensure that all actions, decisions, and accountabilities relating to a critical incident are managed in accordance with the Institute's *Records Management Policy* on behalf of the CIT.
- ii. The Critical Incident Officer will maintain up-to-date confidential incident records that will be reported to the Risk and Compliance Committee and will be available to members of the CIT and other persons authorised by the CIT on a need-to-know basis.

K. Reporting

- i. The Risk and Compliance Committee will investigate the incident, identify its cause and contributing factors, and develop recommendations to prevent a recurrence.
- ii. The Risk and Compliance Committee will develop a report, in consultation with the Dean, that includes:
 - a. relevant facts and evidence; and
 - b. recommended improvements to plans, processes, and/or training.
- iii. The Risk and Compliance Committee will report all critical incidents and recommended corrective actions to the Governing Council,
- iv. The Risk and Compliance Committee will also review the Institute's critical incident processes at least annually and propose revisions as appropriate for implementation.
- v. Responses to critical incidents will be overseen and monitored by the Governing Council through the Risk and Compliance Committee.

L. Risk Reduction Measures

- i. This Policy and related procedures will be disseminated to all students at the student orientation program and as part of the induction of new staff.
- ii. Students and staff are encouraged to be aware of safety, and prevention of risks and in all instances, to respond promptly to any perceived threats to safety.
- iii. Staff will be provided with regular emergency management training.
- iv. Critical incidents will be recorded in the Risk Register and monitored by the CIT.

M. Appeals

A student or staff may appeal a decision by writing to the Student Support Manager if they believe that the decision has not considered all the facts or there was a procedural or administrative error, within 10 working days from the date decision was sent. For details, refer to the *Student Grievance Policy and Procedure*.

Appendix I: Emergency Contacts

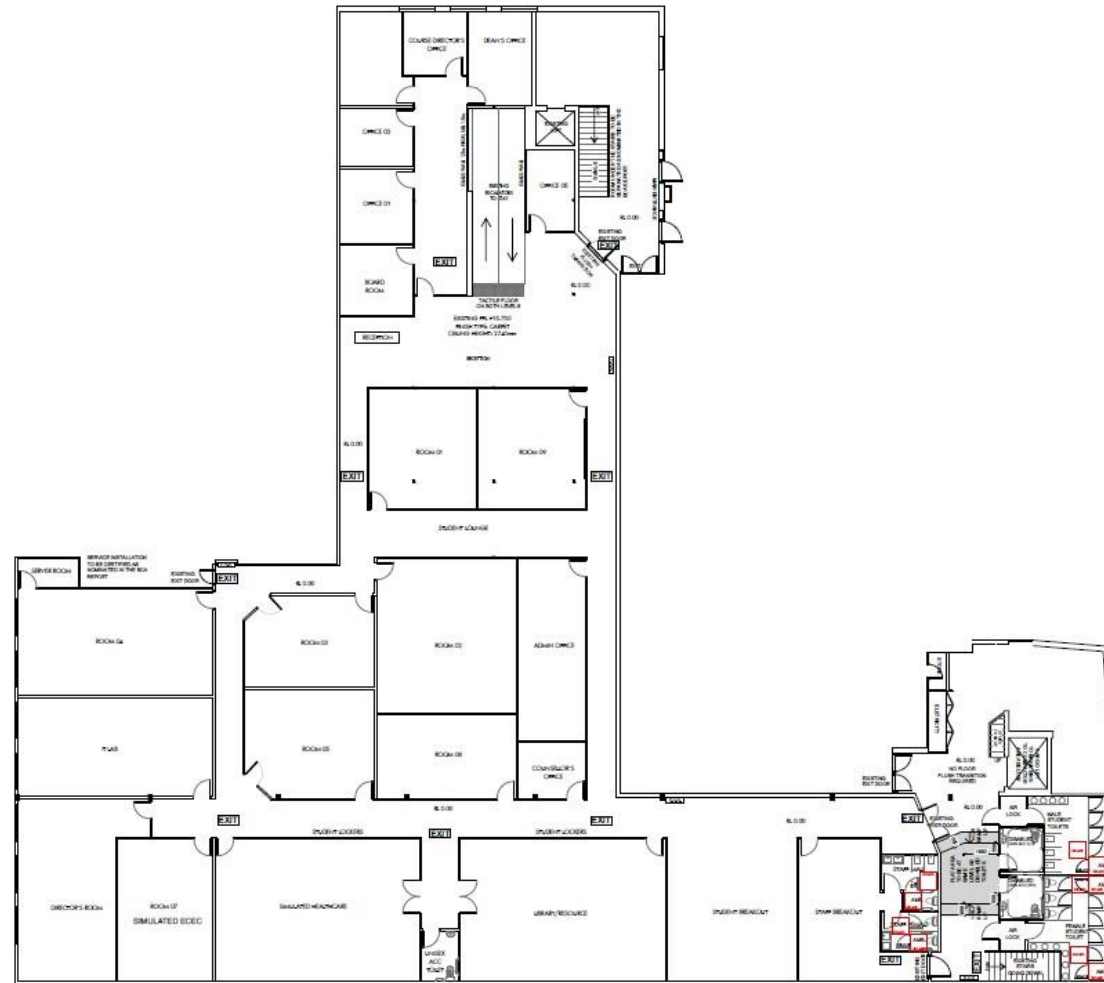
Fire Brigade/Police/Ambulance	TRIPLE ZERO (000)
Electricity	131388
Gas	131909
Translating & Interpreting Services	131450
Poisons Information Centre	131126
Water and Sewerage	132090
State Emergency Services (SES)	132500
Environmental Protection Agency (EPA)	131555

For more emergency services in NSW, please visit [NSW Emergency Services Contact](#).

Appendix II: Critical Incident Team Contact Details

Dean	TBA
Critical Incident Officer	TBA
Course Directors	TBA
IT Manager	TBA
Librarian	TBA

Appendix III: Evacuation Map



GENERAL NOTES:

- NO STRUCTURAL OR LAYOUT CHANGE PROPOSED;
- EXISTING WASTE COLLECTION AND MANAGEMENT SYSTEM TO BE RETAINED;
- EXISTING SIGNAGE ON MAIN ENTRANCE TO STAY;
- EXISTING FIRE EXITS AND SIGNAGE EQUIPMENTS TO REMAIN AS IS.

PROJECT
 ADDITION TO THE EXISTING EDUCATIONAL ESTABLISHMENT AT SUITE 2 / LEVEL 1, 244 CHURCH STREET, PARRAMATTA, SYDNEY NSW 2150

CLIENT
 LEAD COLLEGE PARRAMATTA

DRAWING
 COLLEGE LAYOUT PLAN

SCALE	DATE	PROJ. STAGI
1:200@A3	25.08.21	CC
JOB NO.	DRAWN BY	REVISION
2056	AI	E

DRAWING NO.
 CC-02

01 FLOOR PLAN
 - 1:200@A3

Version	Approved by	Approval Date
3	Governing Council	21 June 2024
Next Review	Custodian	Effective Date
Refer to the <i>Policy Documents Review Schedule</i>	Dean	27 October 2023
Related Documents	Dictionary of Terms Risk Management Plan Strategic Plan Student Grievance Management Policy Human Resources Management Policy Sexual Assault and Sexual Harassment Policy Work, Health and Safety Policy Records Management Policy	
References and Legislations	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Standards Framework (Threshold Standards) 2021	