



CRITICAL INCIDENT POLICY

Version	4.10	Number of pages	7
Responsible officer	Chief Operating Officer		
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Approved by	Morling College Board		
Responsible body	Morling College Board		
Keywords	Critical incident; WHS; Safety; Emergency; Staff; Student; Resident; Duty of care; Risk Management		
Access level <i>Select from the drop-down menu</i>	Public		
Dissemination Range	All staff and students		
Approval date	May 2022		
Effective date	May 2022		
Review date	May 2023		
Superseded documents	Critical Incident Policy July 2020		
Higher Education Standard	HES_2.3.5; National Code_6.8		
Document classification <i>Select from the drop-down menu</i>	Corporate Governance		

1. PURPOSE

To ensure the safety and wellbeing of staff, students and residents, and the protection of property, by managing any critical incident in a manner which provides the highest standard of duty of care.

2. DEFINITIONS

Key Term or Acronym	Definition
Critical incident	An event which results in or has the potential to cause serious harm to persons or property associated with Morling College and to the reputation of Morling College (MC). Serious harm includes trauma affecting victims and participants and where expert medical attention or professional counselling is required or the cost of structural repair is substantial. An emergency is also a critical incident.
Emergency	An event, actual or imminent, which occurs on or off-site, endangers or threatens to endanger life, property or the environment of MC and requires a significant and coordinated response.

Emergency services	Consist of the core services – police, fire and rescue services, emergency medical services.
HES	Higher Education Standards Framework 2015
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Possible Emergencies and/or Critical Incidents	<ul style="list-style-type: none"> ● Emergencies and/or Critical Incidents, whether occurring on-campus or off-campus, during or outside normal hours of college activity, may include but are not limited to the following: ● Natural or human-made disasters or potential disasters ● Fire, bomb threat, hazardous materials spillage, prolonged loss of a utility (e.g. water or power), ● Site invasion by those who cause harm to people or damage to property, whether by intent or not ● Incident onsite or offsite causing death or serious injury, student or staff suicide ● major vandalism ● Acts of self-harm or social irresponsibility ● Structural failure of building or equipment ● Acts of terrorism ● Riot or affray ● Onset of physical or mental illness ● Witnessing a critical incident affecting third parties including accident, assault, injury, death ● Person or persons missing and presumed to be at substantial risk ● Arrest ● A crime such as robbery or assault ● An epidemic or pandemic ● serious damage, or incidents with a potential for serious damage or harm, to MC property or MC reputation.
MC	Morling College
Principal	Morling College Principal
CAO	Chief Academic Officer
CAoO	Chief Administrative Officer

COO	Chief Operating Officer
CCLO	Chief Community Life Officer
CIMT	Critical Incident Management Team
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Staff	Members of MC's academic and administrative staff.

3. SCOPE

This policy applies to:

- students enrolled in, or attendance at, Morling College (MC) campus, noting this includes the Morling Residential College;
- students, staff, volunteers and visitors participating in officially endorsed MC activities (including non-academic activities);
- staff or contractors in the course of their duties on behalf of MC;
- a tenant of, or a tenant's occupation of, premises owned, operated or controlled by MC.

4. POLICY STATEMENT

Morling College is committed to providing the highest standard of duty of care to staff and students, and to protect its property in the event of a critical incident. Critical incidents are managed within the MC Risk Management Framework and in accordance with the Higher Education Standard Framework (2015) and the National Code 2018.

5. RESPONSIBILITIES

All staff and Students

- 5.1 All staff are responsible for following this Policy and all procedures for managing critical incidents

Principal

- 5.2 The Principal has overall responsibility and authority for oversight of a critical incident.
- 5.3 The Principal is responsible for convening a Critical Incident Management Team to assist him manage the response to a critical incident to its successful completion.
- 5.4 MC is committed to the professional development of staff in relation to responding to critical incidents. The Principal will be responsible for the provision of staff training and engaging, where necessary, professional support. MC staff will be made aware of the critical incident policy and

procedures and be given appropriate training to ensure the duty of care for domestic and international students is prominent in their thinking.

Critical Incident Management Team

5.5 Critical Incident Management Team is responsible for the response to critical incident with respect to:

- coordinating Emergency Evacuation Procedures (if required)
- liaising with Emergency Services and personnel to ensure effective ongoing management of the incident and post recovery
- notifying relevant emergency contacts for staff of students involved in the incident and providing appropriate support
- managing internal and external communications
- coordinating assistance and support for family members of the Morling community, as required
- coordinating appropriate counselling and support services
- completing a critical incident report
- reporting critical incidents (as appropriate) to:
 - Morling's Insurance company
 - SafeWork NSW or SafeWork WA
 - ACT
 - MC Board
- implementing an ongoing plan of support to ensure follow up concerning the well-being of individuals involved in the incident, and the wider MC community.
- making recommendations to the MC Board for the management of future incidents

Membership of the Critical Incident Management Team (CIMT)

5.6 The CIMT standard membership is the Principal and at least 2 other members of the Leadership Team (COO, CCLO, CAO and CAdO). The Principal may also include other staff or MC Board members, as relevant, depending on the nature of the critical incident.

In the absence of the Principal

5.7 In the event of the Principal being inaccessible, the Chief Operating Officer (COO) will undertake the responsibilities of the Principal for incidents in NSW and the CAdO for incidents in WA.

5.8 If neither the Principal, nor Chief Operating Officer are available then the Chief Community Life Officer (CCLO) or the Chief Academic Dean Officer

CCAO) will be responsible to undertake the action steps outlined under Principal or COO below.

Director of Student Services (DSS)

5.9 Student Files

The DSS is responsible for ensuring the student files are complete and up to date. For the purposes of managing incidents student files should normally contain:

- a coloured passport sized photograph
- emergency contact telephone numbers, details of next of kin, agent or sponsor
- other significant personal details: student ID, course details, medical conditions, allergy information, religion, etc.
- for international students, medical insurance details
- for international students, a copy of the Australian visa page of their passport.

Responsibility of Chief Operating Officer (COO) for NSW Incidents; or Chief Administrative Officer (CAoO) for WA incidents

5.10 Critical Incident Register

Maintain the Register of Critical Incidents

5.11 Reporting to Australian College of Theology (ACT)

Report serious incidents promptly to the Dean of the ACT. That is, incidents which result in serious harm to persons or property, often accompanied by trauma affecting victims and participants.

6. EMERGENCY AND SUPPORT SERVICE CONTACT DETAILS

6.1 NSW

- For emergency call 000 or text 106
- For people who have a speech or hearing impairment: visit the [National Relay Service](#) or call 1800 254 649
- For State Emergency Services (SES) flood advice call 132 500
- For emergency fire advice call 1800 679 737
- Further information at <https://www.lis.nsw.gov.au/what-we-do/emergency-contacts>

6.2 WA

- For emergency call 000 (fire, ambulance, police)
- Those with hearing or speech impairment call 106
- For State Emergency Services (SES) assistance call 132 500
- Power emergencies and interruption (Western Power) call 13 13 51
- Gas emergencies and faults (ATCO Gas) call 13 13 52
- Water emergencies, faults and security (Water Corp.) call 13 13 75

- Further information at <https://perth.wa.gov.au/live-and-work/community-services-and-facilities/emergency-and-disaster-relief>

7. PRINCIPLES

- 7.1 In the event of a critical incident, MC recognises that appropriate planning and infrastructure are required to manage the incident, including but not limited to:
- an effectively responding to critical incidents both during and immediately following the incident, and for the management of the longer-term consequences of such an incident
 - appropriate support and counselling services available to those affected
 - appropriate training and information resources provided to staff.
- 7.2 MC endeavours to provide appropriate resources to respond to a critical incident, including but not limited to
- physical and psychological safety of affected students, staff, contractors, volunteers and visitors
 - emotional and physical support
 - interventions required at different phases following the incident.
- 7.3 Responses to critical incidents will be timely and professional and take into account the safety of individuals involved as the paramount consideration.
- 7.4 The level of response will be appropriate to the circumstances and scale of the critical incident.
- 7.5 Where it is suspected that a crime has taken place, care shall be taken to preserve the scene of the incident and any related evidentiary items, provided that it is feasible to do so without adversely impacting the health and safety of those involved.
- 7.6 MC will keep appropriate records of critical incidents and of follow up actions taken for a minimum of 2 years (and longer where regulation requires it)

8. RELATED DOCUMENTS AND LEGISLATION

ACT Critical Incident Policy

ISANA Critical Incident

Work Health and Safety Act 2011

Work Health and Safety Regulations 2017

TEQSA Higher Education Standard Framework 2021

The National Code 2018

MC Communications Policy: Staff

MC Evacuation Policy and Procedures: Macquarie Park Campus

MC Evacuation Policy and Procedures: Perth Vose Campus

MC First Aid Policy and Procedures

MC Risk Management Policy

MC Work Health and Safety Policy and Procedure

SafeWork NSW Incident Report Form

9. REFERENCES

World Health Organisation

Excelsia Critical Incident Policy

10. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
4.10	COO	23 March 2023	23 March 2023	Emergency and support services contact details added.
4.01	Policy Coordinator	Feb 2023	Feb 2023	Header table updated to latest version, including addition of keywords.
4.00	MC Board	31 May 2022	31 May 2022	Updated titles and roles. Amended to include Perth Campus. Added religion to 5.9. Added 5.10 re register and 5.11 re reporting to ACT
3.00	MC Board	28 July 2020	28 July 2020	Procedures removed from the policy and procedure document. Document streamlined; changes to reflect changes in roles and responsibilities. Definitions
2.00	MC Board	October 2017	October 2017	Amended to reflect changes in structure and responsibilities
1.00	MC Board	May 2014	May 2014	New policy

Download this policy anew with each use, as it may have changed.