SOUTHERN ACADEMY OF
HIGHER EDUCATION

Southern Academy of Higher Education (SAHE)

Critical Incident and Emergency Management Policy

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1. Policy Statement

The Critical Incident and Emergency Management Policy (the 'Policy') outlines the Southern Academy of Higher Education's ('SAHE' or the 'Academy') commitment to effectively manage critical incidents and emergencies and comply with the National Code 2018. This Policy has been designed to assure appropriate guidance and continuous improvement for campus facilities and security arrangements.

1.1 Definitions

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

2. Scope

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

3. Policy Principles

This Policy provides a framework to assure appropriate guidance and continuous improvement for campus facilities and security management and recover SAHE from a critical incident or an emergency affecting students, staff, visitors, contractors and stakeholders at the Academy. SAHE will strive to minimise the risks to the health, safety and welfare of those affected and the damage to property or reputation by identifying:

a. those who may be affected by a critical incident or an emergency;
b. the types of incidents and the threat that they may present to the Academy;
c. key activities and assets that may be threatened by a critical incident or an emergency; and
d. measures and procedures to manage, investigate (where appropriate), and recover from a critical incident or an emergency and its aftermath.

4. Campus Facilities

4.1 Location and Campus Facilities

a. SAHE Campus is located at – Level 1, 191 Thomas Street, Haymarket NSW 2000 Australia;
b. the Academy has modern classrooms equipped with audio-visual teaching aids;
c. students and staff have access to campus-wide free Wi-Fi;
d. the library is equipped with industry-specific and up-to-date teaching and learning resources which will be gradually enhanced. For further details, please refer to the *Library and Information Services Plan;*
e. SAHE will ensure that*:*
    i. the campus space allocation suitably supports students in their learning needs and staff in their workplace endeavours; and
    ii. whether owned or leased, the SAHE campus will be effectively, efficiently and responsibly managed.

4.2 Campus Facilities Management and Administration

This Policy is further intended to support SAHE's *Strategic Plan* and campus facilities management and administration objectives to:

a. have campus facilities to give SAHE a distinctive presence;

b. increase operational efficiency through facilities:
c. ensure that the campus is environmentally and economically sustainable;
d. enable opportunities for future student engagement.

4.3 Monitoring and Review of Campus Facilities and Resources

a. The Executive Management Team is responsible for overseeing the use, maintenance, and continuous review of facilities and resources in their area of responsibility.
b. Where improvements to the campus facilities and resources need to be addressed, any actions required will be decided upon by the Executive Management Team and will be allocated to a responsible person for completion within the approved timeframe.
c. If the improvement of facilities or resources requires resources beyond those allocated in the budget, the Dean will include that in their report to the Governing Council in conjunction with a request for additional funding.
d. If the Governing Council approves the additional funding request, the Executive Management Team will ensure the actions to implement the improvements are allocated to a responsible person for completion within the approved timeframe.

5. Critical Incidents

5.1 A critical incident or an emergency is a sudden or unexpected single incident or a sequence of incidents or events which cause or are likely to result in:

a. injury, harm or illness to students, staff, or anyone else affected by the Academy's activities;
b. damage to the Academy's property or reputation;
c. serious disruption to the program delivery at the Academy or its other activities;
d. intervention by the police or regulatory authorities; and
e. adverse media attention.

5.2 Examples of critical incidents or emergencies may include, but are not restricted to the following:

a. an accident, injury, illness or death of a student, staff or anyone else affected by the Academy's activities;
b. an outbreak of illness or contagious disease on the campus or affecting students or staff;
c. fire, floods, earthquake, storms, or any other natural disasters;
d. missing or abducted students and hostage situations;
e. security breaches, intruder access or vandalism;
f. criminal or terrorist acts;
g. assaults on or acts of violence towards students or staff or anyone else affected by the Academy's activities;
h. an unplanned evacuation of the Academy building/campus;
i. damage to the Academy's property or infrastructure including failure of services (gas, electricity, water etc) or computer systems.

6. Procedure

6.1 Critical Incident Response Team (CIRT)

a. SAHE CIRT includes the following members:

i. The Dean (Leader)
ii. Marketing Manager
iii. Student Services Manager
iv. IT Coordinator

6.2 Prevention and Preparation

a. All SAHE campus facilities will be subject to regular maintenance.
b. Emergency evacuation procedures illustrating the location of assembly in the event of a fire, or any other emergency will be displayed on notice boards and in Student Handbook and Staff Handbook.
c. Staff and students will be made aware of the *Critical Incident and Emergency Management Policy* as part of staff induction and student orientation programs.

6.3 Managing the Incident

a. The CIRT Leader is responsible for the overall management of the incident. In the absence of the CIRT Leader, the Student Services Manager will take on the role of the CIRT Leader.
b. The CIRT will determine the extent of the incident and take appropriate actions.
c. The CIRT will obtain accurate information about the incident as soon as possible and will seek to establish:
i. the nature of the incident;
ii. when, where and how the incident occurred;
iii. who has been affected and who might be affected;
iv. the extent of casualties or damage caused; and
v. the involvement of third parties including emergency services.
d. The CIRT will:
i. assess ongoing risks and take immediate steps to safeguard the health, safety and welfare of students, staff or anyone else affected by the incident;
ii. make adequate arrangements to liaise with the emergency services and ensure that the emergency services are provided with up-to-date information including site plans and campus access;
iii. provide information to and arrange support for and welfare assistance to students, staff, or anyone affected by the incident and to include follow up support as appropriate;
iv. make adequate arrangements to liaise with parents, relatives or appropriate contacts of those affected by the critical incident or emergency as appropriate;
v. ensure that all appropriate site-evacuation and health and safety procedures have been followed; and
vi. ensure that SAHE premises and property are secure following the incident.

6.4 Internal Investigations

a. A member of the CIRT will be nominated to investigate the incident if the CIRT considers that an investigation is necessary.

b. Investigations may be required in order to discover the immediate and/or root causes of a critical incident or an emergency to prevent a recurrence.

6.5 Follow-up, Review and Monitoring

a. Where possible, the Academy will make all necessary arrangements to ensure the continuing provision of education for students.
b. The Academy will also consider arrangements for support and follow-up for staff and students who have been affected by a critical incident or an emergency, such as counselling.
c. Following a critical incident or an emergency, this policy, and other related policies, procedures and plans will be reviewed.

6.6 Record Keeping

a. Following a critical incident or an emergency, the Academy will take all reasonable steps to collect and preserve relevant evidence and documentation.
b. Evidence and documentation will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the process, or as required by law.
c. The Academy will not keep evidence and documentation containing personal information, which has been collated as a result of an incident for any longer than is reasonably necessary and in compliance with the *National Code 2018* and *Records Management Policy.*

6.7 Evaluation

Following the completion of a response to a critical incident or an emergency, Risk Management Committee will undertake a review to determine the effectiveness of the response and any improvements that can be made going forward.

7. Responding to Critical Incidents and Emergency

Any person at the scene of a critical incident or emergency must:

a. assess the situation for immediate dangers to one's safety and take appropriate steps to protect oneself;
b. in case of an emergency contact the Emergency Services 000 and alert the CIRT Leader;
c. report an incident, by completing the *Incident and Hazard Report Form*;
d. assist any person in immediate danger if safe to do so;
e. contain or combat the emergency only if safe to do so;
f. evacuate to a safe location if necessary.

8. Reporting and Evaluation of the Effectiveness of SAHE's Response

a. The critical incident and emergency information must be captured and reported for all types of incidents. All critical incidents and emergencies are to be reported to the CIRT Leader immediately and an incident report is to be submitted by the CIRT to the Risk Management Committee (RMC).

b. The RMC will review the report submitted by the CIRT in a timely manner to investigate the incident, identify its cause and contributing factors, and develop recommendations to prevent a recurrence.

c. The RMC will determine if the critical incident or emergency is a notifiable event. If deemed notifiable the Chair of the RMC will submit a notice to the Governing Council, Board, relevant regulatory bodies and government agencies.

d. The Report will include the following:

i. type of critical incident;
ii. a summary of events including the response;
iii. a copy of the completed Incident and Hazard Report Form (if any);
iv. a list of all persons involved in the incident and their role;
v. incident outcome and ongoing activity in response to the incident;
vi. recommendations for improving critical incident response procedures.

e. The report will be presented to Academic Board and Governing Council for consideration and action where necessary.

f. The RMC will conduct an annual review of the effectiveness of SAHE's response to critical incidents and emergencies and provide a report to the Governing Council.

g. The Report will include effectiveness of corrective actions, relevant facts and evidence; and recommended improvements to plans, processes for managing similar future critical incidents and training needs.

h. Responses to critical incidents will be overseen and monitored by the Governing Council through the RMC. The annual review will be presented to the Governing Council for review and consideration of the need for a review of the relevant policies, plans and procedures to ensure necessary actions are take.

i. The Governing Council will review this Policy in accordance with the *Policy Documents Review Schedule*, and/or following the receipt of a Report, or at any other time as it deems necessary.

9. Appeals

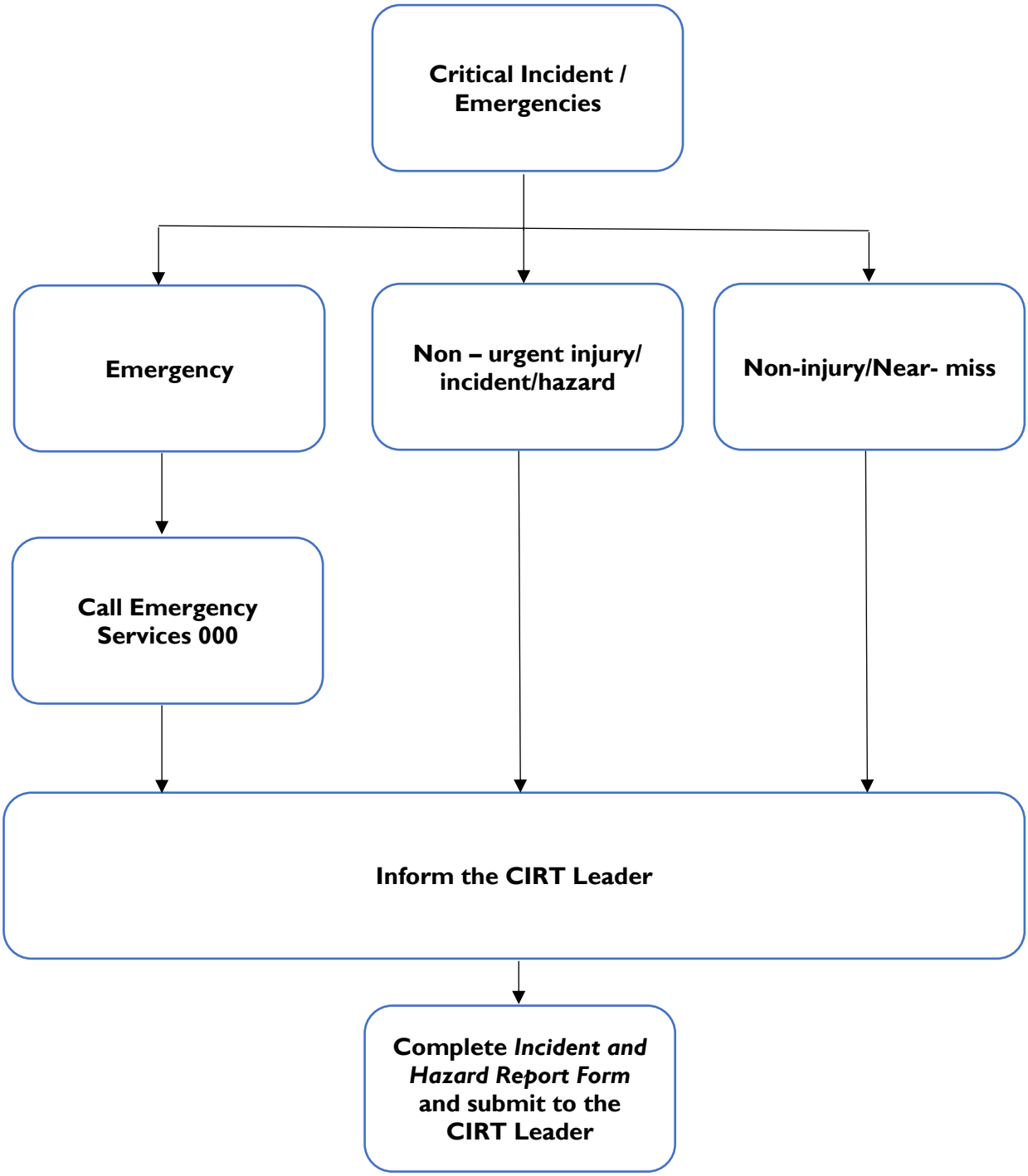
A student or staff may appeal against a decision made under this Policy. The appeal may be lodged in accordance with the Academy's *Student Grievance Management Policy* and *Human Resource Management Policy* respectively.

Appendix 1: Emergency Contact Details

Critical Incident Response Team	
Position	**Contact Details**
Dean	+61 428 205 113
Marketing Manager	+61 2 9071 0177
Student Services Manager	+61 2 9071 0177
IT Coordinator	+61 2 9071 0177

NSW Emergency Contact Numbers	
Police/Fire & Rescue/	Triple Zero (000)
Victims Access Line	1800 633 063 (24-hour support for victims of crime)
Crime Stoppers	1800 333 000
Lifeline Counselling Service	13 11 14 (24-hours)
NSW Mental Health Line	1800 011 511 (24-hours)
Suicide Call Back Service	1300 659 467
NSW Rape Crisis, Rape and Domestic Violence Services Australia	1800 424 017
Alcoholics Anonymous	1300 22 22 22 or 9799 1199 (24-hours)
Homeless Persons' Information Centre	1800 234 566 (7 days, 9am – 10pm)

Appendix 11: Incident Response Flow Chart



Appendix III: Incident and Hazard Report Form

Incident and Hazard Report Form

Personal Details	
Name:	
Contact Details	Phone:
	Address:
	Email Address:
(Please tick)	Staff ☐ Student ☐ Contractor ☐ Visitor ☐ Other ☐
Type of Incident/Emergency	
Injury/Illness ☐ Hazard ☐ Near Hit/Miss ☐ Fire/Explosion ☐ Property Damage ☐ Vehicle Event ☐ Environmental Event ☐ Spill ☐	
Details of the Incident	
Date of the incident:	Time:
Place *(specific location)*:	
Describe the incident (attach sketch where appropriate):	
Details of the Hazard	
1. Where is the hazard? *(specific location)*	

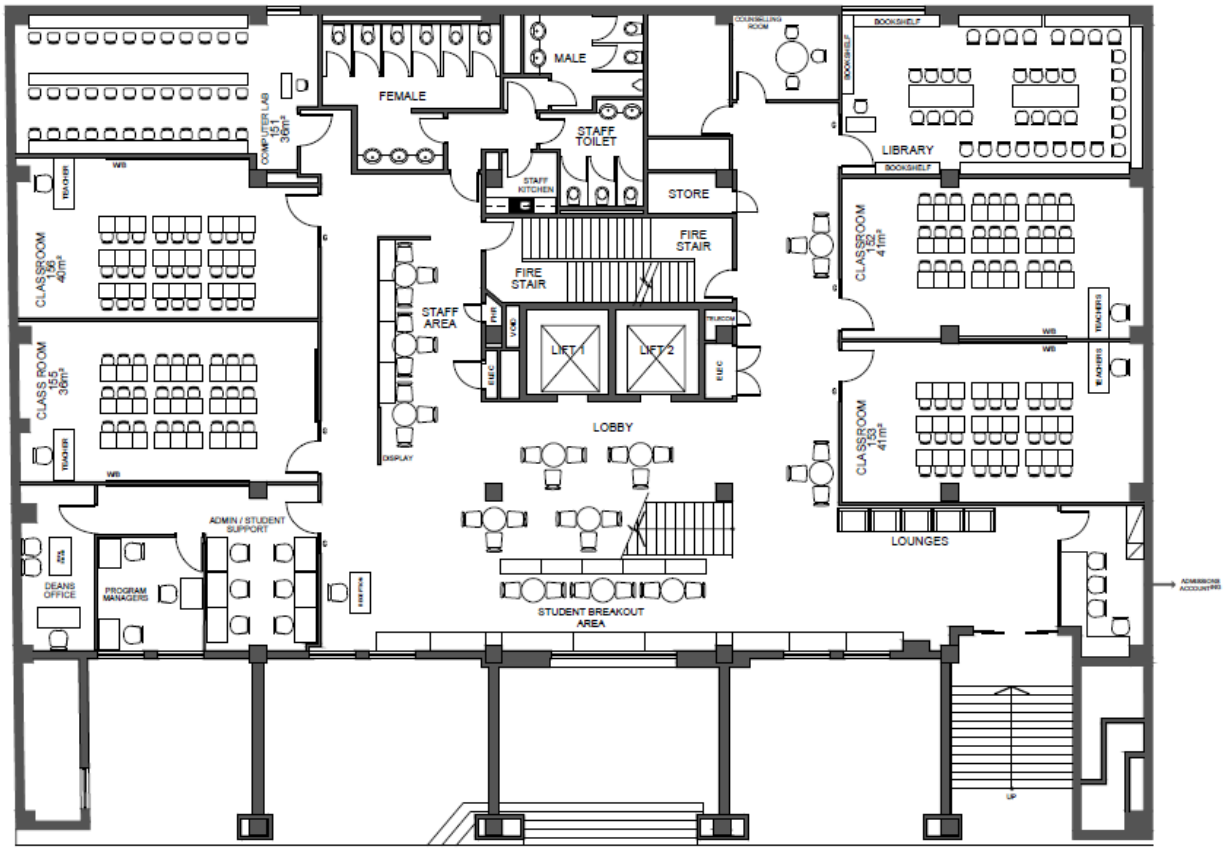
2. Describe the hazard:
Details of Injury or Illness
1. Describe the injury and the part of the body affected:
2. Action taken in relation to the incident/hazard:
3. Has the injured person lost one or more days of work or study? Yes ☐ No ☐

CIRT Leader			
Sign:		Date:	/ /
Name:			

Please return this form using the details above

Appendix IV: Evacuation Diagram

Appendix V: Floor Plan



01 LEVEL 1
FLOOR PLAN – FURNITURE LAYOUT
SCALE 1 : 100 @ A2

Version Control

Version	v1.3
Review	The Governing Council will review this Policy in accordance with the Southern Academy of Higher Education *Policy Documents Review Schedule*.
Approving Body	Governing Council
Approval and Effective Date	4 May 2023
Policy Custodian	Dean
Policy Contact	Dean
Higher Education Standards Frameworks (Threshold Standard) 2015 (Cth)	B1.1 "Higher Education Provider" Category Standard 2.1, ss 1,2 Standard 2.3, ss 5 Standard 6.2, ss 1 Standard 7.3, ss 3 National Code 2018 Standard 6.8
Benchmarking Institutes	Federation University Deakin University University of the Sunshine Coast University of Technology Sydney
Related Document	Dictionary of Terms Student Grievance Management Policy Human Resource Management Policy Work, Health and Safety Policy Records Management Policy

Related Legislations	Higher Education Standards Framework (Threshold Standards) 2021 (Cth); Tertiary Education Quality and Standards Agency Act 2011 National Code 2018