

C11 - CRITICAL INCIDENT POLICY AND PROCEDURES

1 PURPOSE

This policy outlines BBI – The Australian Institute of Theological Education (BBI-TAITE)'s framework in preparing for, responding to and recovering from, a critical incident.

2 BACKGROUND

BBI-TAITE is committed to ethical and legal conduct by all employees, contractors, volunteers and officers, including directors, in the course of their duties. BBI-TAITE encourages the reporting of conduct contrary to this standard and to ensuring appropriate safeguards for those who report such, without reprisal.

3 SCOPE

The policy applies to all staff, students and visitors.

4 DEFINITIONS

Critical Incident - a tragic or traumatic event or situation affecting a student/s and/or staff member/s which has the potential to damage BBI-TAITE staff, students and/or operations and its long-term prospects and/or reputation.

5 POLICY

Critical incident management is part of the BBI-TAITE Risk Management Framework which ensures risk assessments have been undertaken with respect to the likelihood and impact of potential adverse events on BBI-TAITE operations.

Critical incidents are classified into three levels:

- Minor event - localised impact which has been contained and is unlikely to escalate further. It can usually be handled by BBI-TAITE staff using normal operating procedures.
- Moderate event – localised impact on BBI-TAITE operations, staff and/or students, and may threaten life or property, or could potentially escalate into a major incident. It might include serious injury or death of a student or staff member.
- Major event – high impact or imminent severe adverse effect on BBI-TAITE operations, staff and/or students. It may entail or threaten to cause multiple fatalities or serious injuries and/or significant property damage or adverse media reporting.

6 PROCEDURE

In the event of minor incidents, the person receiving the information must report it to the BBI-TAITE Work Health and Safety Officer or equivalent.

In the event of moderate or major critical incidents on-or-off campus and involving death, serious injury or a threat to life, the person receiving the information must immediately contact any emergency services required (including police, fire, ambulance) and inform the BBI-TAITE Work Health and Safety Officer and Principal/Chief Executive Officer.

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, student).

Response Checklist

In the event of a critical incident, the BBI-TAITE Work Health and Safety Officer should ensure that all relevant Managers are informed and are coordinated in their response to the incident.

When managing a critical incident, the BBI-TAITE Work Health and Safety Officer should always consider:

- Preservation of life and avoiding any further injury;
- Preservation of BBI-TAITE assets and operations;
- Minimisation of the impact on the local community and environment;
- Supporting, where possible, emergency services response;
- Resumption of normal business operations as soon as is practicable.

Confidentiality and Privacy

Staff and student confidential and personal information will only be released with the consent of the person involved, next of kin or where it may be necessary to protect the health and wellbeing of others.

Communication Checklist

As soon as possible, the Work Health and Safety Officer will:

- inform the Executive Team of details of the critical incident;
- liaise with medical, government and other relevant professionals; and
- complete an incident report for the Principal/Chief Executive Officer.

The Executive Team will:

- liaise with relevant staff to prepare a communication plan;
- determine if legal assistance is required;
- contact next of kin and ensure support is provided to family and friends, including staff and students;
- provide follow-up condolence letters to family; and
- ensure counselling support is provided, if required;

For incidents during semester:

When a critical incident occurs during semester, BBI-TAITE will ensure that:

- relevant staff and faculty make appropriate arrangements for affected students (e.g. rescheduling assessments; withdrawal; refunds) as appropriate;

- in the case of death, notify all relevant areas, including Library, IT, Student Administration, etc.

Off-campus critical incidents involving staff or students should be reported by the person with the information as soon as possible to the Director Business Services.

Costs:

Costs incurred by a staff member or student, next of kin or family as a result of a critical incident will be met by the staff member, student and/or family, unless approval to provide financial support has been granted by the Principal/Chief Executive Officer.

7 KEY RELATED DOCUMENTS

8 NOTES

Contact Officer	Director Business Services
Implementation Officer/s	Work Health and Safety Officer / Executive Team
Approval Authority / Authorities	Executive Team/Governance Committee
Date Approved	12/03/2018
Date of Commencement	12/03/2018 (Operational as at approval of ET)
Date for Review	24 months after commencement
Amendment History	
Key Stakeholders	All staff, students, visitors