



Institution	Universal Institute of Technology
Policy Name	Critical Incidents
Policy Number	ADM 003
Policy Governance	Executive Management Group
References:	ESOS: Standard 6

1 Purpose

UIT recognises that any critical incident that occurs is documented, reported and action taken as they have potential detrimental impact on the physical and psychological well-being of all staff, students, contractors, and visitors.

This policy is designed to ensure that UIT:

- a) Meets its Duty of Care for wellbeing and safety of all stakeholders as a responsible vocational education and training institute
- b) Can respond to a Critical Incident effectively and promptly
- c) Provides appropriate support services to those affected
- d) Applicable information is provided to staff students and family members (if required)
- e) UIT's Critical Incident Plan deals with sudden and emergency/crisis situations which require an immediate response to defuse or ameliorate the immediate threat they represent to people.
- f) UIT will use the data to review outcomes and improve its duty of care
- g) all emergency contacts will be provided to students at induction through an easily accessible website

2 Scope

This Policy forms part of managing Critical Incident which is the schedule of activities to ensure that the Critical Incident Management Policy, Procedures remain aligned with roles and staff responsibilities

This Policy applies to all staff, students, contractors, volunteers, and visitors while they are participating in UIT-related activities, both on and off campus, within Australia or overseas.



3 Critical Incident Management Framework

The Critical Incident Management Framework will be annually reviewed to ensure it:

- facilitates prompt action when adverse trends are detected, or a non-conformity occurs;
and
- continues to be an effective system for managing disruption-related risk.
- Provide training to staff to ensure optimal responsiveness.

Annual scenario exercises and recovery infrastructure testing will assist to:

- build familiarisation with staff roles, responsibilities, processes and available tools;
- identify practical program improvements; and
- provide a high level of stakeholder assurance in the college's recovery capability.

4 Events, Incidents and Critical Incidents Assessment Categories

The following criteria apply to the categorization. There are three scenarios

- Events
- Incidents
- Critical Incidents.

UIT recognizes that any color-coded incident given below can range between Events, Incidents and Critical Incidents. Hence UIT's response will be based on the assessment of the situation and the level to which the situation has been escalated to. UIT will provide training for all the nominated and delegated staff at employment induction training.

The response members/ teams are identified based on the situation as follows.

- Event- Event is managed by first responders
- Incident is managed by IRG (Incident Response Group) - IRG consists of three members. The Academic Manager (incident convener) is the head of IRG assisted by Quality Assurance Officer and Student Support Officer.
- Critical Incident is managed by CIRG (Critical Incident Response Group) -The Critical Incident Response Group will oversee Critical Incident and recovery processes. CIRG is a team of three members. CEO is the head of the group (Critical Incident Convener). The other members are Academic Manager and Quality Assurance officer.



Level		Criteria/ Description	Responsible	Who to notify
Level 0	Event	<p>A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UIT community and the public and may entail some property damage.</p> <p>The Event has largely been contained and is unlikely to escalate in severity but still requires response and management by UIT personnel. It can usually be handled using normal operating procedures.</p> <ul style="list-style-type: none"> • Responses based on EBRG (Event-Based Response Guidelines Appendix-A) but not limited to • Emergency services may be notified if necessary, by calling 000 • 24-hour Emergency Contact Number for UIT – 0433 219 228 • Minimal impact on UIT • Impact on small number of persons or property • Event can be managed by responsible local staff or local campus facilities • Likely response will be less than 1 hour 	Delegated staff members as First Responders	IRG, Academic Manager, Quality Assurance Officer, Student Support officer
Level 1	Incident	<p>A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UIT community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UIT personnel. It can usually be resolved using normal operating procedures.</p> <ul style="list-style-type: none"> • Responses based on EBRG (Event-Based Response Guidelines Appendix-A) but not limited to • Emergency services may be notified if necessary, by calling 000 • 24-hour Emergency Contact Number for UIT – 0433 219 228 • Emergency is affecting the building • Requires coordination of large volume of people • Coordination required to manage relocation from areas of campus • People have been injured, or there is 	IRG, Academic Manager, Quality Assurance Officer, Student Support officer	CIRG, CEO, Academic Manager, Quality Assurance Officer



		<p>potential of injury</p> <ul style="list-style-type: none"> • Requires (multiple) emergency services • Requires management at off-campus locations • Requires management of key stakeholders • Media exposure at the local or state level • Likely response will be up to 4 hours 		
Level 2	Critical Incident	<p>A major issues or series of issues that have the potential to severely damage UIT’s people, operations, environment, its long-term prospects and/or its reputation.</p> <p>It requires a significant response and ongoing management.</p> <ul style="list-style-type: none"> • Responses based on EBRG (Event-Based Response Guidelines Appendix-A) but not limited to • Emergency services may be notified if necessary, by calling 000 • 24-hour Emergency Contact Number for UIT – 0433 219 228 • Large scale impact on UIT • Critical services impacted • Coordination required for complete campus evacuations or lockdowns • May impact staff, students, physical or virtual infrastructure or reputation • Requires management of key stakeholders and media • Requires strategic management • Media exposure at national or international level, <p>Likely response will be more than 4 hours</p>	CEO - Critical Incident Convener and CIRG	EMG & Board of Directors



5 Incident and Critical Incident Codes

Due to the broad definition of what comprises a Critical Incident, UIT is applying the International Coding of Incidents** to increase its response preparedness and effectiveness. The color code represents the type incident. Table summary of the color code is provided below.

International Color code**	
Fire or Smoke	Code Red
Bomb Threat	Code Purple
Personal threat	Code Black
Internal Emergency	Code Yellow
External Emergency	Code Brown
Medical Emergency	Code Blue
Evacuation	Code orange
Sexual Harassment	Code Green

Colour Code	Type of Incident	Examples of Threats or Risks
Yellow	Internal Incident	<ul style="list-style-type: none"> • Biological • Chemical hazard • Construction accident • Critical equipment failure • Gas leak • Failure of essential services/utilities • Industrial action • Sabotage of building • Structural damage



		<ul style="list-style-type: none"> • Theft, fraud, malice • Water damage • Cyber Attack • Data / records loss • Business system failure • IT equipment failure • IT software failure
Red	Smoke / Fire	<ul style="list-style-type: none"> • Fire • Explosion • Discovery of smoke/fire
Purple	Bomb Threat	<ul style="list-style-type: none"> • Bomb threat • Suspicious item
Blue	Medical emergencies/ Threat	<ul style="list-style-type: none"> • Allergies • Death staff / student • Medical Emergency • Poisoning • Pandemic diseases • Shock • Asbestos exposure
Black	Personal Threat	<ul style="list-style-type: none"> • Active Shooter • Assault • Child protection matter • Robbery / Burglary



		<ul style="list-style-type: none"> • Kidnapping • Missing students / staff • Self-harm, attempted • Serious assault • Siege • Suicide • Violent behaviour • Terrorism • Privacy
Green	Sexual assault/ harassment	<ul style="list-style-type: none"> • Sexual assault • Sexual harassment
Orange	Evacuation	<ul style="list-style-type: none"> • Building evacuation
Brown	External	<ul style="list-style-type: none"> • External party impact • Natural disasters, earthquake, flooding, bushfire • Off campus Incident • Partner failure • Public disorder • Reputation • Severe weather and storms • Supplier Failure • Third party negligence • Transport accident



6 Governance, accountabilities, and responsibilities

The Board of Directors and EMG carries overall responsibility and accountability for policy formation about critical incident management and response. The UIT critical incident policy is approved by the Board and subject to annual review. The ULG CEO holds first line responsibility for operational accountability. CEO ensures that all critical incidents are reported to the EMG & Board of Directors. EMG & Board of Directors properly assess for the efficacy of arrangements implemented by UIT to ameliorate impact on students, staff, relatives and the general public.

In the day to day operation of the policy, the CEO has the Board's delegation to implement the policy and procedures as outlined. In the absence or unavailability of the CEO, the Academic Manager, assumes the responsibility.

The CEO/Academic Manager is responsible for promulgation of the policy; for ensuring relevant key staff are aware of their roles and responsibilities under the policy in the event of a situation; and for arranging annual review of the policy with the Board.

The CEO/Academic Manager is responsible for ensuring all staff and students are aware of the procedures in the event of a situation; for scheduling of relevant training and inclusion in induction programs; and for arranging critical incident procedure 'drills' not less than annually.

Other staff have responsibilities as set out in the procedures and/or as delegated in the absence of the officer with primary responsibility.



7 Incident Response Group

- Incident is managed by IRG (Incident Response Group) - IRG consists of three members. The Academic Manager is the head of IRG assisted by Quality assurance Officer and Student Support Officer.
- The UIT Incident Response Group provide additional expertise and resources via local knowledge and skill to support the Incident Lead in managing an Incident, including recovery processes and access to required resources.

8 Critical Incident Response Group

- Critical Incident is managed by CIRG (Critical Incident Response Group) -The Critical Incident Response Group will oversee Critical Incident and recovery processes. CIRG is a team of three members of which The CEO is the head also called Critical Incident Convener. The other members are Academic Manager and Quality Assurance Officer.
- The Critical Incident Response Group can provide their expertise, resources, and support in managing a Critical Incident. The Critical Incident Response Group will oversee Critical Incident and recovery processes.

9 Critical Incident Management procedure

9.1 Activation and Flowchart Appendix B

Event

When an Event occurs, it is managed on campus by relevant campus resources by delegated staff as first responders or local emergency services. The Event is either resolved or escalated to an Incident and the IRG or Emergencies services is notified by dialing 000 and managed. IRG is headed by Incident convener usually the Academic Manager and other delegated staff members

Incident

Upon being notified of an Incident, **Incident convener** will triage the Incident and contact IRG to manage as required. The Incident is either resolved or escalated to a Critical Incident by IRG and The Critical Incident Convener notified.

Critical Incident

The Critical Incident Convener manages the Critical Incident and activates the Critical Incident Response Group as required. The Critical Incident Convener notifies the EMG & Board of Directors (ULG Group).



10 Communication

All communication concerning an incident, or a Critical Incident will be conducted by the Critical Incident Convener or staff member/s delegated by EMG & BOD.

A copy of the Critical Incident Reports is submitted to the ULG Audit and Risk Committee for record and review.

11 Campus and Service Closure

In the event of an Incident or Critical Incident, UIT campuses remain open and staff are to stay at work until advice is received only from the Critical Incident Convener.

The decision to close a campus is made when it is requested by State or Federal Government authorities or decided by the Critical Incident Convener to be necessary in the best interests of the campus students and staff.

12 Critical Incident Management Mitigation and Recovery

UIT will identify strategies to facilitate the protection of people and assets and recovery of Critical Business Functions within agreed timeframes. This includes strategies to mitigate the impacts of an Incident or Critical Incident, including:

- protecting UIT property and infrastructure;
- stabilising the situation;
- continuing, resuming, and recovering Critical Business Functions; and
- reducing the likelihood, length and impact of future disruptions.

Strategies will examine:

- response and recovery team structures and critical roles, including activation, escalation and communication procedures;
- Critical Incident Management Policy and Procedures;
- response action plans; and
- redundancy options for physical sites, operational infrastructure and technology.

13 Critical Incident Record Management

All critical incidents must be recorded using Critical Incident Form (Appendix C). This form along with the remedial action and outcomes must be stored for a minimum period of 2 years. UIT will use the data to improve its critical incident management processes.