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1.1 RESPONSE ARRANGEMENTS

1.2 CONTROL AGENCIES

The following agencies have the authority to take control of an emergency, major incident or critical incident:

Emergency Type	Control Agency
Bomb Threat/Suspicious Package	VICTORIA POLICE
Building Fire/Bushfire/Grassfire	VICTORIA POLICE/SES/CFA/FRV
Camp Cancellation or Discontinuance	SES/VICTORIA POLICE/CFFA/FRV
Chemical Spill/Gas, Sewerage or Water Leak	VICTORIA POLICE
Civil Disturbance	VICTORIA POLICE
Cyber Security Breach	AUSTRALIAN CYBER SECURITY CENTRE
Electrical Failure	SES
Entanglement	CFA/FRV/SES OR WORKSAFE VICTORIA
Explosion	CFA/FRV
External Emergency	CFA/FRV
Infection Control/Pandemic	DHHS
Intruder (onsite)	VICTORIA POLICE
Lost/Missing Person/Group	VICTORIA POLICE
Medical Emergency	AMBULANCE VICTORIA
Near Drowning	AMBULANCE VICTORIA
Overseas Group/Individual Evacuation	DEPT OF FOREIGN AFFAIRS & TRADE (DFAT)
Sever Weather/Storm or Air Pollution Event	SES/CFA/FRV/EPA/DHHS
Sharps (needle) and Biohazard Event	AMBULANCE VICTORIA/CFA/DHHS
Structural Damage	CFA/FRV/SES
Vehicle Collision (on route)	VICTORIA POLICE/CFA/FRV
Water or Food Contamination	DHHS

1.3 RECOVERY ARRANGEMENTS

1.3.1 WELFARE AND POST TRAUMA COUNSELLING

Being involved in major or critical incidents, particularly those resulting in life-threatening injuries or fatalities may have both short term and long term impact for staff, students and parents/carers. The Operations Coordinator will liaise with the Incident Controller, Education Consultant, Wellbeing Team and Converge International to assess the impact of the incident on those involved and identify any support needs.

Consideration should be given to the following as early as possible:

- Accommodation
- Medical treatment
- Counselling
- Access to public information
- Transport
- Incident investigation

The Incident Controller together with the Education Consultant and CIMT members will be responsible for ensuring there are contingency plans for establishing the above services in relation to any critical incident, if required.

Staff requiring support may contact [Converge International](#) via the website or by calling 1300 687 327.

1.3.2 RETURN

Generally speaking, when a full evacuation of the workplace has occurred, site access controls will need to be reviewed and re-established prior to the return of any staff and students.

Refer to the Emergency Management page on DOBCEL website for the for latest version.

1.3.3 BUSINESS CONTINUITY

In the event of a critical incident, it may take some time to return to an acceptable post incident level of operations. Consideration should be given to:

- the operational effectiveness of the workplace following an incident
- how the expected recovery time will be communicated to the staff, students, parents/carers and others in the community

The person responsible for business continuity messaging in relation to a critical incident is the CIMT Communications Coordinator, in consultation with the Incident Controller and/or Education Consultants and Wellbeing Team.

The CIMT Communications Coordinator will be responsible for assisting an Incident Controller (school Principal or office location Chief Warden) to manage all critical incident communications. Consideration should be given to:

- the operational effectiveness of the workplace following an incident
- advising the DOBCEL solicitors about the incident with a view to pre-determining:
 - Liability for injuries
 - Liability for acts and omissions
 - Liability for financial obligations incurred

1.4 RESPONSE GUIDES

Nothing in the following section removes the requirement for the first available person to seek assistance from the Emergency Services. The following guides are intended to assist with decision-making during a critical incident. A blank CIMP Response Guide template has been provided (see 1.4.17) if an additional guide is required.

1.4.1 ARMED OR DANGEROUS INTRUDER / ACT OF TERRORISM (CODE BLACK) RESPONSE GUIDE

Threat – A DOBCEL workplace has reported an armed or dangerous intruder is onsite and life-threatening injuries or fatalities are likely or have already occurred.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Incident Controller	Confirm immediate actions taken to secure safety and wellbeing of all at the incident location. Start <i>Action Log</i> of events and confirm Emergency Services contacted	
2.	Incident Controller	If safe to do so, arrange for staff to secure incident location for external Emergency Services personnel	
3.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
4.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
5.	Incident Controller	Appoint a person to brief and liaise with the Police and first responders. Assign the <i>Police Liaison</i> to the <i>Police Forward Command</i>	
6.	Incident Controller	Gather threat information – who, what, where, when, how and why	
7.	Communications Coordinator	Monitor media and social media	
8.	Operations Coordinator	If persons will be locked down for extended time, consider the welfare arrangements for persons – i.e. food, toileting	
9.	Communications Coordinator	Develop message strategy for internal audiences, and standby message for worst case scenario of a fatality or serious injury, or property/asset/environmental damage occurring	
10.	Incident Controller	If the act of violence is non-accidental injury to a child by a parent or caregiver, then it must be reported in accordance with the <i>Mandatory Reporting Procedure</i>	
11.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred, notify WorkSafe Victoria on 13 23 60	
12.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	

1.4.2 BUILDING FIRE / BUSHFIRE / GRASSFIRE (CODE RED) RESPONSE GUIDE

Threat – Where a fire has the potential to cause life threatening injuries or significant damage to DOBCEL infrastructure or a school camp (e.g., Outdoor Ed), this procedure will be implemented, if the incident escalates beyond an Emergency.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Incident Controller	Confirm immediate actions taken to secure safety and wellbeing of all at the incident location. Start <i>Action Log</i> of events and confirm Emergency Services contacted	
2.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
3.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
4.	Planning Coordinator	Liaise with the <i>Incident Controller</i> to determine what resources are required and the best course of action to keep everyone safe	
5.	Incident Controller	In consultation with the <i>CIMT</i> , declare the campus, camp or office location closed & evacuate or shelter-in-place, as required	
6.	Logistics Coordinator	Arrange transport and or accommodation to the nearest designated safe place for everyone on site, where required	
7.	Logistics Coordinator	Institute next-of-kin/counselling centre, if required	
8.	Communications Coordinator	Institute an information/news centre (and telephone hotline) to ensure continuation of points of contact with those affected	
9.	Operations Coordinator	Inform next-of-kin of any victims, and offer full support, welfare and counselling services (note: police are responsible for notifying next-of-kin of deceased)	
10.	Communications Coordinator	Develop message strategy and implement across key stakeholders	
11.	Incident Controller	Liaise with Emergency Services regarding priority actions during and post event	
12.	Planning Coordinator	Assess the effect (loss, duration, etc.) on study environment, operations and on the environment	
13.	Recovery Coordinator	Establish short and long-term recovery goals towards full resumption of operations	
14.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred, notify WorkSafe Victoria on 13 23 60	
15.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	

1.4.3 CHEMICAL SPILL / GAS, SEWERAGE OR WATER LEAK (CODE YELLOW) RESPONSE GUIDE

Threat – A chemical spill, gas, sewerage, or water leak has occurred resulting in life-threatening injuries/illnesses and/or significant asset/property/environmental damage or contamination.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Incident Controller	Ensure immediate implementation of the emergency evacuation plans	
2.	Incident Controller	Start <i>Action Log</i> of events	
3.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
4.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
5.	Incident Controller	Liaise with Emergency Services and Environment Protection Agency (EPA) for incident advice to stabilise and contain the scene as soon as possible	
6.	Incident Controller	Where necessary, invoke evacuation of all the site using the <i>Emergency Wardens</i>	
7.	Incident Controller	Where risk spreads beyond the site boundary, notify police, neighbours (in conjunction with Emergency Services) and the community	
8.	Logistics Coordinator	Seek appropriate specialist advice as to minimisation, containment and control within the site	
9.	Logistics Coordinator	Liaise with environmental authorities, all appropriate Government, health and regulatory bodies, investigative authorities, and any external Emergency Services	
10.	Planning Coordinator	With external supports, define recovery goals and instigate a full recovery plan	
11.	Operations Coordinator	Identify if DOBCEL's Environmental policy is compromised by the event, and respond to any issues	
12.	Operations Coordinator	Evaluate and prepare strategic response to any likely, broader operational effects	
13.	Communications Coordinator Recovery Coordinator	Develop message strategy and communicate with all key stakeholders. If necessary, set parameters for a lengthier campaign to outline DOBCEL's position and its plan for restoring the environment, emphasising the positive environmental record to date	
14.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
15.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred, notify WorkSafe Victoria on 13 23 60 and secure the site	
16.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.4 CIVIL DISTURBANCE / UNREST (CODE BROWN) RESPONSE GUIDE

Threat – A DOBCEL workplace or excursion/tour group is confronted with a life-threatening situation as a result of civil unrest or conflict (e.g. aggressive protesting or an overseas tour during a military coup).

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Field Coordinator or Incident Controller	Start <i>Action Log</i> of events	
2.	Field Coordinator or Incident Controller	Establish security measures to protect all staff, students and volunteers as well as property from damage	
3.	Field Coordinator or Incident Controller	Notify Emergency Services (if safe to do so) or Australian Consular Officials if overseas tour involved	
4.	Field Coordinator or Incident Controller	Ensure safety and well-being of all staff, students and volunteers. Invoke evacuation or shelter-in-place procedure	
5.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
6.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
7.	Incident Controller	Consider temporary cessation of operations or temporary repatriation of any tour groups who may be a target during civil unrest	
8.	Incident Controller	Establish the best and worst case scenarios, in terms of outcomes; DOBCEL position and strategic direction	
9.	Incident Controller	Delegate tasks to contain, control and remediate the situation	
10.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impact on students involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
11.	Communications Coordinator	In consultation with the <i>CIMT</i> , develop the message strategy and deliver briefings to all key stakeholders including staff, students, parents/carers, volunteers, visitors and the broader community	
12.	Communications Coordinator	In consultation with <i>CIMT</i> , prepare communications for relevant stakeholders	
13.	Logistics Coordinator	Seek advice from an authoritative, credible third party to form an independent inquiry to objectively examine all issues	
14.	Incident Controller	Where DOBCEL is directly targeted by a third party, provide Police with the information, as necessary	
15.	Communications Coordinator	Monitor media and social media for public commentary and provide a timely response	
16.	Recovery Coordinator Incident Controller	Establish recovery goals and implement	
17.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT and if a fatality, notify WorkSafe Victoria on 13 23 60	
18.	Incident Controller	Conduct de-brief and determine any modification to the plans	

Refer to the Emergency Management page on DOBCEL website for the for latest version.

1.4.5 CYBER SECURITY BREACH (CODE YELLOW) RESPONSE GUIDE

Threat – DOBCEL Information Technology hardware, software or processes have been significantly compromised or damaged and/or significant information has been stolen or misused, resulting in significant operational disruption.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Incident Controller	Start <i>Action Log</i> of events	
2.	Incident Controller	Seek to answer the following questions: <ul style="list-style-type: none"> – Who has attacked us? – What is the scope and extent of the attack? – When did the attack occur? – What did the attackers take from us? – Why did they do it? 	
3.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
4.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
5.	Incident Controller	Provide an update on the emergency response activities by the school or office location to identify the type, extent and magnitude of the cyber security breach to the <i>CIMT</i>	
6.	Incident Controller	Consider how best to limit and control the extent of the breach in consultation with the <i>CIMT</i> . This may include: <ul style="list-style-type: none"> – temporarily taking systems off-line – engaging an external specialist firm to investigate and implement new security measures 	
7.	Logistics Coordinator	In conjunction with the <i>Incident Controller</i> and <i>Operations Coordinator</i> develop identity theft & cyber security enhancement plan for all data breach victims. Initiate plans to enhance data loss prevention, intrusion detection and antivirus software to minimise the impacts of the breach. Complete an incident notification in S.I.M.O.N using HINT and submit report to the AUSTRALIAN CYBER SECURITY CENTRE	
8.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on students involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
9.	Logistics Coordinator	Ensure the potential for any reputational damage is monitored, contained and controlled, where necessary. Arrange for IT services to support all students and staff, as required	
10.	Recovery Coordinator	Consider effect of temporary suspension of all or part of the ITC systems whilst the investigation is undertaken	
11.	Communications Coordinator	Develop message strategy and implement it across all key stakeholders, after approval from the <i>Incident Controller</i>	
12.	Operations Coordinator	Work with Police to investigate the incident	
13.	Planning Coordinator Incident Controller	In conjunction with the <i>Recovery Coordinator</i> , assess the effect (loss, duration, etc.) on the school or office operations. Conduct de-brief and determine any modification to the plans	

1.4.6 ELECTRICAL FAILURE (CODE YELLOW) RESPONSE GUIDE

Threat – Power to the site has been significantly disrupted, it is not expected to be restored for two weeks or more.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	<i>Incident Controller</i>	Ensure the site <i>Emergency Management Plan</i> has been implemented including evacuation plans	
2.	<i>Incident Controller</i>	Start <i>Action Log</i> of events	
3.	<i>Incident Controller</i>	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
4.	<i>Incident Controller</i>	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
5.	<i>Incident Controller</i>	Liaise with Emergency Services, Power Distribution Company and IT services for advice on the expected timeframe for return of the power and internet services	
6.	<i>Incident Controller</i>	Work with the school or office leaders to identify remote or off-site work/learning options	
7.	<i>Logistics Coordinator</i>	Liaise with all appropriate authorities and regulatory bodies to investigate the nature and cause of the incident	
8.	<i>Planning Coordinator</i>	With external supports, define recovery goals and instigate a full recovery plan	
9.	<i>Logistics Coordinator</i>	Confirm that DOBCEL's Electrical Safety Procedures is followed, and all outlets and lights are turned off during the outage and before power is restored. Check that all fridges and freezers are emptied and cleaned	
10.	<i>Operations Coordinator</i>	Work with the school or office leaders to evaluate and prepare an operational guide and strategic response for the staff, students and parents likely to be affected by the disruption	
11.	<i>Operations Coordinator Logistics Coordinator</i>	Complete an incident notification in S.I.M.O.N using HINT and if a fatality, notify WorkSafe Victoria on 13 23 60 and secure the site	
12.	<i>Communications Coordinator</i>	Develop message strategy, and communicate with all key stakeholders	
13.	<i>Communications Coordinator Recovery Coordinator</i>	If necessary, set parameters for a lengthier campaign to outline DOBCEL's position and its plan for restoring the school or office to normal operations	
14.	<i>Incident Controller</i>	Conduct de-brief and determine any modification to the plans	

SPECIAL CONSIDERATIONS:

Ensure site has been secured and all non-essential electrical equipment and lighting has been turned off to minimise the risk of overloading the switchboards when power is reinstated.

Municipal Safety and Emergency Management Plans will override this plan if the emergency is external.

1.4.7 EXPLOSION (CODE YELLOW) RESPONSE GUIDE

Threat – An explosion has caused life-threatening injuries or fatalities and/or significant asset/property damage.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Incident Controller	Ensure immediate implementation of the emergency evacuation plans	
2.	Incident Controller	Start <i>Action Log</i> of events	
3.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
4.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
5.	Incident Controller	Provide an update on emergency response activities by the school or office location to the <i>CIMT</i>	
6.	Incident Controller	Consider how best to evacuate the campus, camp or office location in consultation with the <i>CIMT</i>	
7.	Logistics Coordinator	In conjunction with the <i>Incident Controller</i> and <i>Operations Coordinator</i> develop human resources plan for any victims and next-of-kin. Establish counsel and welfare spaces for affected students, parents and staff. Identify off site alternatives, if the site may need to be evacuated	
8.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
9.	Logistics Coordinator	Ensure the potential for any environmental damage is monitored, and contained and controlled where necessary	
10.	Recovery Coordinator	Consider effect of temporary suspension of all or part of Campus operations	
11.	Communications Coordinator	Develop message strategy and implement across key stakeholders, after approval from <i>Incident Controller</i>	
12.	Operations Coordinator & Logistics Coordinator	Work with Fire and Rescue, police and WorkSafe in any workplace or regulatory investigation of incident	
13.	Planning Coordinator	In conjunction with the <i>Recovery Coordinator</i> , assess the effect (loss, duration, etc.) on study environment, operations and on the environment	
14.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred, notify WorkSafe Victoria on 13 23 60 and secure the site	
15.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.8 EXTERNAL MAJOR OR CRITICAL INCIDENT (CODE BROWN) RESPONSE GUIDE

Threat – A critical incident unfolds outside a DOBCEL school or office location. Initial reports from the site indicate that it could result in life-threatening injuries/illnesses and/or result in significant asset/property damage.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Incident Controller	Ensure immediate implementation of evacuation or lockdown procedures and call Emergency Services	
2.	Incident Controller	If safe to do so, arrange for staff to secure incident location for external Emergency Services personnel	
3.	Incident Controller	Start <i>Action Log</i> of events	
4.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
5.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
6.	Incident Controller	Appoint a person to brief and liaise with <i>VIC Emergency Services</i> on 1800 226 226	
7.	Incident Controller	Receive information from the Liaison and brief them on any information you have on the incident	
8.	Incident Controller	Gather threat information – who, what, where, when how and why	
9.	Communications Coordinator	Monitor media and social media	
10.	Operations Coordinator	If persons will be locked down for extended time, consider the welfare arrangements for persons – i.e. food, toileting	
11.	Communications Coordinator	Develop message strategy for internal audiences, and standby message for worst case scenario of a fatality or serious injury, or property/asset damage directly impacting on the school or office	
12.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred, notify WorkSafe Victoria on 13 23 60 and secure the site	
13.	Incident Controller	If the act of violence is non-accidental injury to a child by a parent or caregiver, then it must be reported in accordance with the <i>Mandatory Reporting Procedure</i>	
14.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
15.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.9 INFECTION CONTROL / PANDEMIC (CODE BLUE) RESPONSE GUIDE

Threat – There is a life-threatening infection control / pandemic outbreak, and the workplace has been identified as a primary close contact exposure site.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	<i>Incident Controller</i>	Confirm immediate actions taken to secure safety and wellbeing of all at the incident location. Start <i>Action Log</i> of events	
2.	<i>Incident Controller</i>	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
3.	<i>Incident Controller</i>	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
4.	<i>Operations Coordinator Logistics Coordinator</i>	Contact DHHS for advice and to report incident. Call 1300 650 172 or mobile phone callers (+613) 9096 9000 . Complete an incident notification in S.I.M.O.N using HINT	
5.	<i>Incident Controller</i>	Coordinate overall containment activities including cordons, visitor restrictions, cessation of activities	
6.	<i>Incident Controller Operations Coordinator</i>	Ensure next-of-kin notified and offered counselling and welfare services (note: police are responsible for notifying next-of-kin of deceased)	
7.	<i>Incident Controller Operations Coordinator</i>	Work with appropriate health authorities and WorkSafe to establish contaminant and cause, and best possible remedy	
8.	<i>Incident Controller</i>	Facilitate isolation of all infected persons for testing / assessment	
9.	<i>Incident Controller</i>	Arrange for staged evacuation of site and testing for all close contacts with the infected person(s)	
10.	<i>Communications Coordinator</i>	In collaboration with the <i>CIMT</i> , develop the message regarding site closure, deep clean and expected return to operations dates, for the internal/external stakeholders	
11.	<i>Operations Coordinator Communications Coordinator</i>	Brief internal stakeholders re site closure, deep clean and expected return to operations & the abovementioned message. Then deliver message to external stakeholders	
12.	<i>Operations Coordinator</i>	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
13.	<i>Logistics Coordinator</i>	Arrange deep clean of facilities. Secure additional supplies of hand sanitiser & disinfectant wipes for return to normal operations	
14.	<i>Incident Controller</i>	Consider remote work/learning while risk remains 'High'	
15.	<i>Incident Controller</i>	Post health warnings and brief visitors to the school, camp or office location, while the risk continues	
16.	<i>Recovery Coordinator</i>	Establish short and long-term recovery goals	
17.	<i>Planning Coordinator Recovery Coordinator</i>	Establish DOBCEL exposure/culpability in outbreak, and set issues management parameters	
18.	<i>Incident Controller</i>	Conduct de-brief and determine any modification to the plans	

Refer to the Emergency Management page on DOBCEL website for the for latest version.

1.4.10 LOST / MISSING PERSON / GROUP (CODE BROWN) RESPONSE GUIDE

Threat – An excursion, camp or overseas tour has a lost or missing person/ group in life-threatening circumstances. It is envisaged that DOBCEL will utilise the services of appropriate external organisations to assist it in responding to this threat.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Incident Controller	Start <i>Action Log</i> of events	
2.	Incident Controller	Ascertain all facts and information and where possible, confirm all information with local representative	
3.	Incident Controller	Notify Emergency Services and carry out immediate actions needed to ensure search procedures are activated	
4.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
5.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
6.	Operations Coordinator	Advise Australian Embassy contact (if overseas)	
7.	Operations Coordinator	If overseas, standby recovery personnel, shelter and/or possible evacuation personnel & transport	
8.	Incident Controller	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred in Victoria, notify WorkSafe on 13 23 60 and secure the site	
9.	Operations Coordinator	Standby required counselling and support personnel	
10.	Operations Coordinator	If possible, prepare a people at risk log, listing missing persons, their medical status and next-of-kin details	
11.	Communications Coordinator	Liaise with the appropriate authorities and prepare message strategy for families, students and staff	
12.	Operations Coordinator	Activate next-of-kin contact	
13.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
14.	Logistics Coordinator	Identify and make travel arrangements for <i>Emergency Response "flying Squad"</i>	
15.	Media Advisor	Prepare briefings and media statements for local, national and overseas media outlets that identify a spokesperson. Set up a call centre and media monitoring arrangements	
16.	Planning Coordinator	Prepare information report for <i>CIMT</i>	
17.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.11 MAJOR OR CRITICAL MEDICAL INCIDENT (CODE BLUE) RESPONSE GUIDE

Threat – There is a life-threatening medical incident or fatality has occurred at a DOBCEL workplace.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
19.	Incident Controller	Confirm immediate actions taken to secure safety and wellbeing of all at the incident location. Start <i>Action Log</i> of events	
20.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
21.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
22.	Incident Controller	Confirm site has been secured (including cordons, visitor restrictions, cessation of activities)	
23.	Operations Coordinator Logistics Coordinator	Confirm Victoria Police notified if a fatality has occurred. Complete an incident notification in S.I.M.O.N using HINT . Notify WorkSafe Victoria on 13 23 60 and confirm with Incident Controller site has been secured	
24.	Incident Controller Operations Coordinator	Ensure next-of-kin has been notified by Victoria Police and then offered counselling and welfare services by DOBCEL (note: police are responsible for notifying next-of-kin of deceased)	
25.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
26.	Incident Controller Operations Coordinator Planning Coordinator	Work with appropriate authorities and WorkSafe to establish the nature and cause of the incident. Review workplace policies, procedures, practices and training to ensure all reasonable actions have been taken to minimise the likelihood of a recurrence	
27.	Communications Coordinator	In collaboration with the <i>CIMT</i> , develop the message regarding the medical incident, workplace response and expected return to normal operations dates, for both the internal/external stakeholders	
28.	Operations Coordinator Communications Coordinator	Brief stakeholders on the abovementioned message and offer counselling and EAP assistance to anyone affected by the incident	
29.	Logistics Coordinator	Arrange for a deep clean of facilities to remove any evidence of the incident before a return to normal operations, if required	
30.	Planning Coordinator Incident Controller	Consider remote work/learning of all staff and students immediately following the incident	
31.	Recovery Coordinator	Establish short and long-term recovery goals to return the workplace to normal operation. This should include reputational impacts and ongoing media messaging	
32.	Planning Coordinator Recovery Coordinator	Liaise with DOBCEL legal provider to establish legal liabilities in relation to the incident and potential human and financial cost implications	
33.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.12 OVERSEAS GROUP / INDIVIDUAL EVACUATION (CODE BROWN) RESPONSE GUIDE

Threat – Natural disaster, civil unrest, criminal/terrorist act, political unrest or medical emergency requiring the tour suspension / cancellation or the evacuation of individuals back to Australia.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Field Coordinator	Start an <i>Action Log</i> of events	
2.	Field Coordinator	Assume control of the immediate response at the location	
3.	Field Coordinator	Ensure the safety of your people: <ul style="list-style-type: none"> ▪ Move away from immediate danger (relocate to nominated evacuation point) ▪ Call the emergency services ▪ Provide any immediate first aid ▪ Conduct a head count and determine any injury status 	
4.	Field Coordinator	In conjunction with the tour operator, assess the situation and determine level of response and whether the incident should be escalated, if in doubt always escalate	
5.	Field Coordinator	Allocate any immediate tasks to other staff or students	
6.	Field Coordinator	Liaise with the Emergency Services, local authorities or Consular offices to transport everyone out of danger zone	
7.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
8.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
9.	Operations Coordinator	Inform next-of-kin of the situation, and offer full support, welfare and counselling services (note: police are responsible for notifying next-of-kin of deceased)	
10.	Incident Controller	Complete an incident notification in S.I.M.O.N using HINT	
11.	Field Coordinator	Liaise with the local medical professionals, contracted international assistance provider and Consular offices, to understand the appropriate arrangements to facilitate local medical transfer and then travel back to Australia	
12.	Incident Controller	Brief the team on the situation, allocate roles and clarify plan	
13.	Incident Controller	Contact with the Dept of Foreign Affairs & Travel (DFAT): <ul style="list-style-type: none"> ▪ Confirm the presence of the group in the area ▪ Identify actions required to extract the group or individual ▪ Identify medical support required to evacuate everyone ▪ Establish stakeholder communications schedule 	
14.	Planning Coordinator	In conjunction with tour operator and DFAT: <ul style="list-style-type: none"> ▪ Verify the current situation, threat level, weather forecasts ▪ Confirm communications arrangements, including language translators, if required ▪ Establish actions to extract everyone to the nearest safe staging point and then onwards to a country exit point 	
15.	Logistics Coordinator	Confer with the <i>Planning Coordinator</i> and arrange: <ul style="list-style-type: none"> ▪ Accommodation at the designated safe staging point 	

Refer to the Emergency Management page on DOBCEL website for the for latest version.

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
		<ul style="list-style-type: none"> ▪ Transport to the country exit point & flights back home 	
16.	Communications Coordinator	Develop message strategy for <i>CIMT</i> to implement in discussions with all key stakeholders	
17.	Communications Coordinator	Institute an information centre (and telephone hotline) to ensure continuation of points of contact with those affected	
18.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
19.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.13 NEAR DROWNING / DROWNING (CODE BLUE) RESPONSE GUIDE

Threat – A DOBCEL employee or student has sustained a life-threatening injury or has passed away as a result of near drowning / drowning incident.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
34.	Incident Controller	Confirm with Emergency Services whether the patient is deceased or not. Confirm that the patient/body has been screened/covered. Start <i>Action Log</i> to record actions taken at the scene of the incident	
35.	Incident Controller	Confirm that overall containment activities including cordons, visitor restrictions, cessation of activities near incident have been put in place. Confirm whether the media has contacted the school or office location	
36.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
37.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
38.	Incident Controller Operations Coordinator	Ensure police notify the next-of-kin. Offer the next-of-kin counselling and wellbeing services (note: police are responsible for notifying next-of-kin of deceased)	
39.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT and if a fatality, notify WorkSafe Victoria on 13 23 60 and secure the site	
40.	Operations Coordinator Communications Coordinator	In collaboration with the <i>CIMT</i> , the next-of-kin and Wellbeing Team, develop the message regarding the fatality, counselling and welfare support and any disruption to the operations	
41.	Operations Coordinator	Brief internal stakeholders re operational / organisational ramifications & the abovementioned message	
42.	Communications Coordinator	Deliver the message regarding the fatality, memorial services and expected return to operations	
43.	Logistics Coordinator	Arrange a risk review of all potential drowning hazards and the risk control measures in place to prevent a recurrence	
44.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impact on students involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
45.	Planning Coordinator Incident Controller	Consider remote work/learning of some or all staff and students directly affected by the fatality	
46.	Incident Controller	Check warning signs are in place and brief visitors to the school, camp or office location on water safety controls	
47.	Recovery Coordinator Incident Controller	Establish short and long-term recovery goals	
48.	Planning Coordinator Recovery Coordinator	Establish DOBCEL exposure/culpability in the fatality, and set issues management parameters	
49.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.14 SEVERE WEATHER / STORM OR AIR POLLUTION EVENT RESPONSE GUIDE

Threat – Major flooding, severe winds, storm damage or air pollution event that involves life-threatening injuries/illnesses and/or significantly asset/property damage to the workplace or school camp. Operations have been suspended or ceased.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Field Coordinator or Incident Controller	Start <i>Action Log</i> of events	
2.	Field Coordinator or Incident Controller	Ensure immediate evacuation or shelter-in-place arrangements have been initiated to move everyone to safety and notify Emergency Services	
3.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
4.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
5.	Field Coordinator or Incident Controller	As far as is possible, ensure security of assets and site generally. Secure high-risk areas and consider temporary stop to operations	
6.	Field Coordinator or Incident Controller	As far as is possible institute roll-call/headcount of those on site and redirect others off site, away	
7.	Logistics Coordinator	Liaise with the school, camp or office location to arrange alternative transport to evacuate everyone from the site. Arrange alternative accommodation for staff or students in residence or on tour, as required	
8.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impact on students involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
9.	Communications Coordinator	Institute an information/news centre (and telephone hotline) to ensure continuation of points of contact with those affected	
10.	Operations Coordinator	Inform next-of-kin of any victims, and offer full support, welfare and counselling services (note: police are responsible for notifying next-of-kin of deceased)	
11.	Communications Coordinator	Develop message strategy and implement across key stakeholders	
12.	Planning Coordinator	Assess the effect (loss, duration, etc.) on study environment, operations and on the environment	
13.	Planning Coordinator	Establish short and long-term recovery goals towards full resumption of operations in collaboration with the <i>Business Recovery Coordinator</i>	
14.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred, notify WorkSafe Victoria on 13 23 60 and secure the site	
15.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.15 STRUCTURE DAMAGE (CODE YELLOW) RESPONSE GUIDE

Threat – Significant asset/property damage to workplace or school camp that may involve life-threatening injuries/illnesses. Normal operations have been suspended or ceased.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	Field Coordinator or Incident Controller	Start <i>Action Log</i> of events	
2.	Field Coordinator or Incident Controller	Ensure immediate evacuation or shelter-in-place arrangements have been initiated to move everyone to safety and notify Emergency Services	
3.	Incident Controller	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
4.	Incident Controller	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
5.	Field Coordinator or Incident Controller	As far as is possible, ensure security of assets and site generally. Secure high-risk areas and review suspension or cessation of operations	
6.	Field Coordinator or Incident Controller	Confirm workplace has completed a roll-call/headcount of those on site and redirect others off site, away	
7.	Logistics Coordinator	Liaise with the school, camp or office location to confirm arrangements have been made to evacuate everyone from the site, if required. Arrange alternative accommodation for staff or students in residence or on tour, as required	
8.	Operations Coordinator	If required, coordinate a debriefing by the Wellbeing Team to assess the impacts on student involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
9.	Communications Coordinator	Institute an information/news centre (and telephone hotline) to ensure continuation of points of contact with those affected	
10.	Operations Coordinator	Inform next-of-kin of any victims, and offer full support, welfare and counselling services (note: police are responsible for notifying next-of-kin of deceased)	
11.	Communications Coordinator	Develop message strategy and implement across key stakeholders	
12.	Planning Coordinator Business Recovery Coordinator Logistics Coordinator	Assess the effect (loss, duration, etc.) on study environment, operations and on the environment. Establish short and long-term recovery goals towards full resumption of operations in collaboration with the <i>Business Recovery Coordinator</i>	
13.	Operations Coordinator Logistics Coordinator	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred, notify WorkSafe Victoria on 13 23 60 and secure the site	
14.	Incident Controller	Conduct de-brief and determine any modification to the plans	

1.4.16 VEHICLE COLLISION ON ROUTE (CODE BROWN) RESPONSE GUIDE

Threat – A DOBCEL school or office location vehicle or charter service is involved in a collision resulting in life-threatening injuries or fatalities.

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.	<i>Incident Controller</i>	Confer with the <i>Field Coordinator</i> to establish lines of communication and that everyone has been moved to safety. Advise <i>Field Coordinator</i> to have someone record all contact names and phone details of persons witnessing the collision, injured, or travelling with injured persons to hospital	
2.	<i>Incident Controller</i>	In consultation with Education Consultant use the <i>Incident Escalation Tool</i> to verify classification of the incident	
3.	<i>Incident Controller</i>	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief team on situation and key risks	
4.	<i>Incident Controller</i>	If collision involves a charter bus service, notify the service Operations Manager and seek assistance to provide alternative transport for persons not injured	
5.	<i>Incident Controller</i>	Confirm with Emergency Services which hospital injured or deceased persons will be transported too	
6.	<i>Operations Coordinator</i>	Notify emergency contacts for each injured person of the hospital they are being transported to. Consider the welfare arrangements for the emergency contacts – i.e. child minding, meals, accommodation and access to counselling services etc	
7.	<i>Incident Controller</i>	Appoint a person to brief and liaise with the ambulance services, hospital(s) and the police at the scene	
8.	<i>Incident Controller</i>	Confirm alternative transport arrangements have been made and the reunification process for staff and students not injured with their families	
9.	<i>Incident Controller</i>	Complete an incident notification in S.I.M.O.N using HINT . If a fatality has occurred in Victoria, notify WorkSafe on 13 23 60 and secure the site	
10.	<i>Communications Coordinator</i>	Monitor media and social media	
11.	<i>Communications Coordinator</i>	Develop message strategy for internal and external audiences, and standby message for worst case scenario of a fatality or significant property/asset damage occurring	
12.	<i>Operations Coordinator</i>	If required, coordinate a debriefing by the Wellbeing Team to assess the impact on students involved and to identify support needs. Arrange for Converge International to provide staff support services, if required	
13.	<i>Incident Controller</i>	Conduct de-brief and determine any modification to the plans	

1.4.17 CIMP RESPONSE GUIDE BLANK TEMPLATE

Threat –

Response

REMEMBER SAFETY FIRST			
STEP	RESPONSIBILITY	TASK	DONE
1.		-	
2.		-	
3.		-	
4.		-	
5.		-	

SPECIAL CONSIDERATIONS: