



DOBCEL Main Office address:			
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DEFINITIONS

Term	Definition
Emergency	A serious, unexpected, and often dangerous situation requiring immediate action by the school or office location, drawing on their experience and available resources, using the school or office Emergency Management Plan. This type of incident requires an immediate response because it can cause: <ul style="list-style-type: none"> - Injury/illness; - Asset/property and/or environmental damage; - Local negative media interest only; or - Disruption to workplace operations/recovery issues.
Major Incident	Any incident where the location, number, severity or type of injuries and/or property damage requires extraordinary resources, that is likely to stretch the school or office location's experience and capacity to its limit. This type of incident is still managed by the school leaders, but it requires the Critical Incident Management Team (CIMT) to be notified.
Critical Incident	A serious, unexpected, and often dangerous situation that is beyond the experience or resources of a school or office location to manage without the assistance of CEB Directorate. These situations require the assistance of CEB Directorate to manage because they involve: <ul style="list-style-type: none"> - <i>A life-threatening</i> injury; - <i>Significant</i> asset/property and/or environmental damage; - <i>Significant</i> local and national media interest; or - <i>Significant</i> disruption to workplace operations/recovery issues.
CIMP	The <i>Critical Incident Management Plan (CIMP)</i> , may be activated after the initial Emergency Response.
CIMT	The Critical Incident Management Team (CIMT) has responsibility for managing each critical incident. This team includes the school Principal or office Chief Warden working with CEB Directorate.
Code – Red	Fire / Smoke.
Code – Blue	Medical Emergency.
Code – Purple	Bomb Threat.
Code – Orange	Evacuation.
Code – Yellow	Internal Emergency – essential services failure.
Code – Brown	External Emergency.
Code – Black	Personal Threat (persons threatening injury to others or themselves).
ECO	Emergency Control Organisation - is a site-specific group that comprises of persons appointed to Warden roles to direct and control the implementation of the site's Emergency Management Plan (EMP).
EMP	Emergency Management Plan - each school has an EMP to guide them in managing an Emergency or a Major Incident.
Emergency Services	Police, Fire Brigade, Ambulance and State Emergency Services.
HINT	Hazard Incident Notification Tool – Record incident details in SIMON.
ICP	Incident Control Point. The designated space where emergency services can coordinate their response, and access relevant information.
ISO 22320:2018	International Standard 22320:2018 - Guidelines for Incident Management.
Occupational Health and Safety Act 2004	An act of Parliament designed to promote and improve standards for occupational health and safety in Victoria.
Chief Warden	School principals (or nominees) and designated office employees who are trained to be the Chief Warden.

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1 INTRODUCTION

1.1 CRITICAL INCIDENT MANAGEMENT PLANNING STATEMENT

The Diocese of Ballarat Catholic Education Limited (DOBCEL) *Emergency & Critical Incident Management Policy* provides the framework for managing any *Emergency*, *'Major'* incident or *'Critical'* incidents.

The purpose of this Critical Incident Management Plan (CIMP) is to provide the Diocese of Ballarat Catholic Education Limited (DOBCEL) with a framework for a coordinated response to critical incidents. In the event of a critical Incident this plan will:

- support a timely and systematic response to incidents, maximise the safety of staff, students, contractors, and visitors to schools and offices;
- provide effective processes for documenting and evaluating sound decision making;
- provide guidance and direction on:
 - o managing an Emergency, Major incident and Critical incident;
 - o the level of collaboration required between a school and the Critical Incident Management Team to effectively manage an incident;
 - o reducing the impact of an incident on people, property and the environment as well as any vicarious liability;
- improve how DOBCEL manages information and communicates with stakeholders.

The CIMP is only activated if an incident is beyond the experience or resources of the school or office to manage, using their Emergency Management Plan (EMP).

Critical incident management arrangements must be flexible enough to adapt to any type of incident and provide sufficient support to allow for sound and rapid decision making, during the response phase.

Additional detail and a review of the customisation has been provided by Specialists on Safety to ensure compliance with Australian Standard 3745 - Planning for Emergencies in Facilities.

1.2 AUTHORITY

This CIMP has been produced with the authority of the Executive Director of DOBCEL, in accordance with the Occupational Health & Safety Act, 2004 and Australian Standard AS 3745, 2010.

This plan applies to all DOBCEL facilities, including all schools and offices.

A copy of the CIMP is to be kept by the school Principal and office Chief Warden in locations that can be accessed quickly to respond to an incident. For example, their cars and workplace reception areas.

1.3 TESTING AND IMPLEMENTING THIS PLAN

This Plan should be tested on an annual basis.

For assistance with implementing this plan please contact the following Catholic Education Ballarat employees:

- Occupational Health and Safety Coordinator: 0410 261 338
- Manager, Human Resources: 0436 460 275

2 INCIDENT NOTIFICATION AND ESCALATION

2.1 INCIDENT TYPES

The incident escalation process is used to determine if an event is an **Emergency, Major Incident** or **Critical Incident**.

2.2 WHAT IS AN EMERGENCY?

A serious, unexpected, and often dangerous situation requiring immediate action by the school or office location, drawing on their experience and available resources, using this Emergency Management Plan. This type of incident requires an immediate response because it can cause:

- injuries/illness;
- asset/property/environmental damage;
- local negative media interest only; or
- business continuity/recovery issues.

Most incidents that occur will be classified as emergencies e.g., a student or staff member having an asthma attack. These will be managed using the local Emergency Management Plan (EMP) and do not require escalation to the Critical Incident Management Team (CIMT).

2.3 WHAT IS A MAJOR INCIDENT?

Any incident where the location, number, severity or type of injuries and/or property damage requires extraordinary resources, that is likely to stretch the school or office location's experience and capacity to its limit. This type of incident is still managed by the school Principal or Office Chief Warden, but it requires the CIMT to be notified.

A small number of incidents that occur will be classified as Major incidents. They will be managed using their EMP.

2.4 WHAT IS A CRITICAL INCIDENT?

Any serious, unexpected, and often dangerous situation that involves:

- a *life-threatening* injury/illness;
- *significant* asset/property/environmental damage;
- *significant* local and national media interest; or
- *significant* business continuity/recovery issues.

This type of event is often beyond the experience or resources of a school or office location to manage without assistance. This type of event should be escalated to the CIMT and managed in collaboration with the school Principal or office Chief Warden, using the CIMP as a guide.

An extremely small number of incidents that occur in schools or office locations will be classified as Critical. For example, a fatal transport accident involving staff or students.

2.5 MAJOR OR CRITICAL INCIDENT NOTIFICATION

Incident occurs	The Principal or Educational Consultant will determine the classification of the incident as either major or critical using the Incident Escalation Flowchart and Incident Escalation Tool in Sections 2.6 and 2.7. To notify the Critical Incident Management Team (CIMT) of a major incident use HINT . To activate the DOBCEL CIMT to request support/assistance call 0436 46075 or Email: critical.incident@dobcel.edu.au
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Advise	WHO	your name and the number & names of person(s) involved
	WHAT	the nature of the major or critical incident
	WHEN	the time you became aware of the incident
	WHERE	the location of the incident and contact phone numbers

2.6 INCIDENT ESCALATION TOOL

The Principal in consultation with the Educational Consultant will assess and nominate the incident classification and the need for escalation, using the following Incident Escalation Tool and Incident Escalation Flowchart.

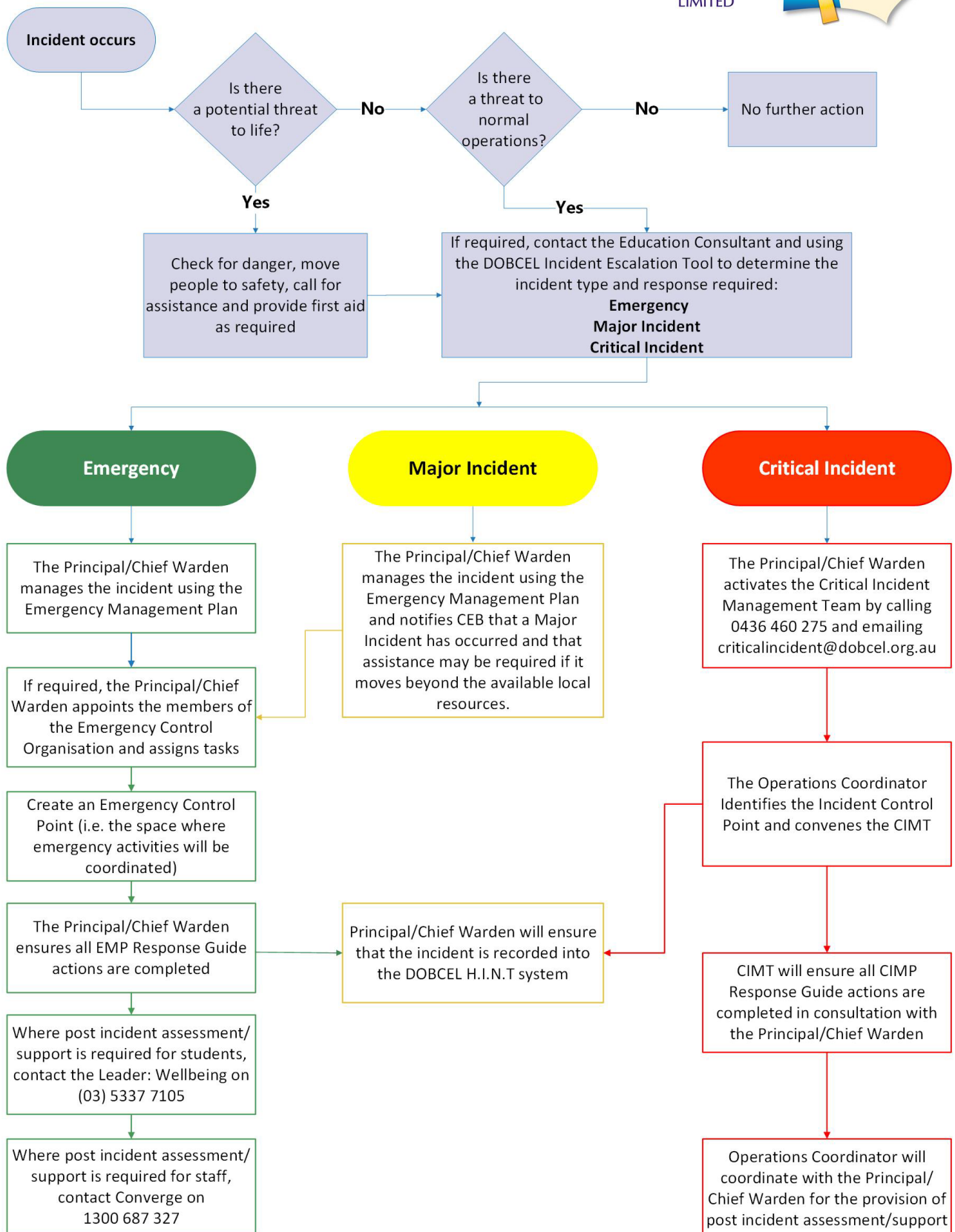
Impact Areas	Impact Levels		
	Emergency	Major Incident	Critical Incident
People	<ul style="list-style-type: none"> Single injury that can be managed locally May require Emergency Services assistance 	<ul style="list-style-type: none"> Single or multiple injuries that do require Emergency Services and will result in inpatient hospitalisation 	<ul style="list-style-type: none"> Single or multiple life-threatening injuries or fatalities
Assets	<ul style="list-style-type: none"> Partial site evacuation Partial building damage 	<ul style="list-style-type: none"> Evacuation of the entire site Extensive building damage and whole site inaccessible 	<ul style="list-style-type: none"> Site evacuation and closure Building(s) destroyed
Reputation	<ul style="list-style-type: none"> Incident may attract negative coverage in local media only 	<ul style="list-style-type: none"> Incident attracts negative coverage in local and State media 	<ul style="list-style-type: none"> Incident that attracts negative National media coverage
Regulatory Compliance	<ul style="list-style-type: none"> Non-compliance with regulations requiring internal investigation 	<ul style="list-style-type: none"> Major breach of Regulations with external investigation & notification to an Authority 	<ul style="list-style-type: none"> Negligence identified Criminal charges and/or fines likely
Business Disruption	<ul style="list-style-type: none"> 1-day impact on normal operations. IT access loss for <24hrs 	<ul style="list-style-type: none"> < 1-week impact on normal operations. IT access loss for 24 - 48hrs 	<ul style="list-style-type: none"> > 2 weeks impact on normal operations No IT access for 48hrs or more
Financial	<ul style="list-style-type: none"> Financial loss <\$10K 	<ul style="list-style-type: none"> Financial loss of >10K < 50K 	<ul style="list-style-type: none"> Financial loss >\$50K

Description	Response	Reporting
Emergency	Emergency response by school or office location. No need to notify or activate the Critical Incident Management Team (CIMT)	Local response only – by school Principal or Chief Warden and their staff
Major Incident	Emergency response by school Principal or Chief Warden. However, they must notify the CIMT of incident using HINT	Local response by school Principal or Chief Warden - CIMT notified as experience or resources stretched to the limit
Critical Incident	Activate the CIMT. The CIMT will work in collaboration with the school Principal or Chief Warden to respond to the incident and assist with the business recovery	DOBCEL response required – school Principal or Chief Warden to activate the CIMT by calling 0436 460 275 or by emailing: critical.incident@dobcel.edu.au

2.7 INCIDENT ESCALATION FLOWCHART

DOBCEL Incident Escalation Flowchart

DIOCESE
OF
BALLARAT
CATHOLIC
EDUCATION
LIMITED



To notify the DOBCEL Critical Incident Management Team (CIMT) of a major incident use [HINT](#). To activate the DOBCEL CIMT in relation to a critical incident call 0436 460 275 or Email: critical.incident@dobcel.edu.au

3 PLANNING ARRANGEMENTS

3.1 CRITICAL INCIDENT MANAGEMENT TEAM (CIMT)

The CIMT is made up of the school or officer location leaders working in collaboration with several members of Catholic Education Ballarat (CEB) to ensure that sufficient experience and resources are provided to manage the incident.

The following outlines the ‘primary’ and the ‘alternate’ members of the CIMT.

Critical Incident Management Team			
Role	Primary	Alternate	Support Group Roles
Field Coordinator	Staff member in charge of an activity offsite. e.g., an excursion	Staff member participating in an offsite activity	Staff or volunteers supporting the offsite activity
Incident Controller	<ul style="list-style-type: none"> Principal or Chief Warden 	<ul style="list-style-type: none"> Education Consultant Deputy Chief Warden 	Administrative Assistant Administration Assistant
Planning Coordinator	Executive Director, CEB	Deputy Director, CEB	Executive Assistant to EDCEB
Logistics Coordinator	Manager, Planning & Infrastructure, CEB	Advisor, Compliance & Risk, CEB	Properties & Facilities Advisor
Operations Coordinator	Manager, Human Resources, CEB	OHS Coordinator, CEB	Administrative Assistant
Communications Coordinator	Officer, Marketing and Communications, CEB	Assistant Director, System Improvement, CEB	Administration Officer
Recovery Coordinator	Assistant Director, Business Services, CEB	Manager, Planning & Infrastructure, CEB	Advisor, Compliance & Risk
Support Group Coordinator	Executive Assistant to EDCEB	Executive Assistant DD	Administration Assistant

The role of the CIMT is one of assistance and support regarding incident management, planning and response. The CIMT will convene annually to ensure that the CEB Directorate is prepared to assist the schools and offices to manage a major or critical incident. The Executive Director or Chief Warden will chair the meeting and invite representatives from the CEB Directorate to participate in a desktop scenario workshop/briefing on the Critical Incident Management Plan (CIMP).

In a critical incident, the school Principal or Chief Warden will be the designated Incident Controller. They will be responsible for coordinating the response at the incident location, in consultation with the other members of the CIMT. The Incident Controller will be the primary liaison with all Emergency Services on site and they will work directly with the Planning Coordinator to develop and implement the Incident Action Plan (IAP).

In the initial response phase, the Incident Controller may have to perform the other functions of the CIMT such as Planning, Logistics, Operations and Communications until the additional resources can be activated.

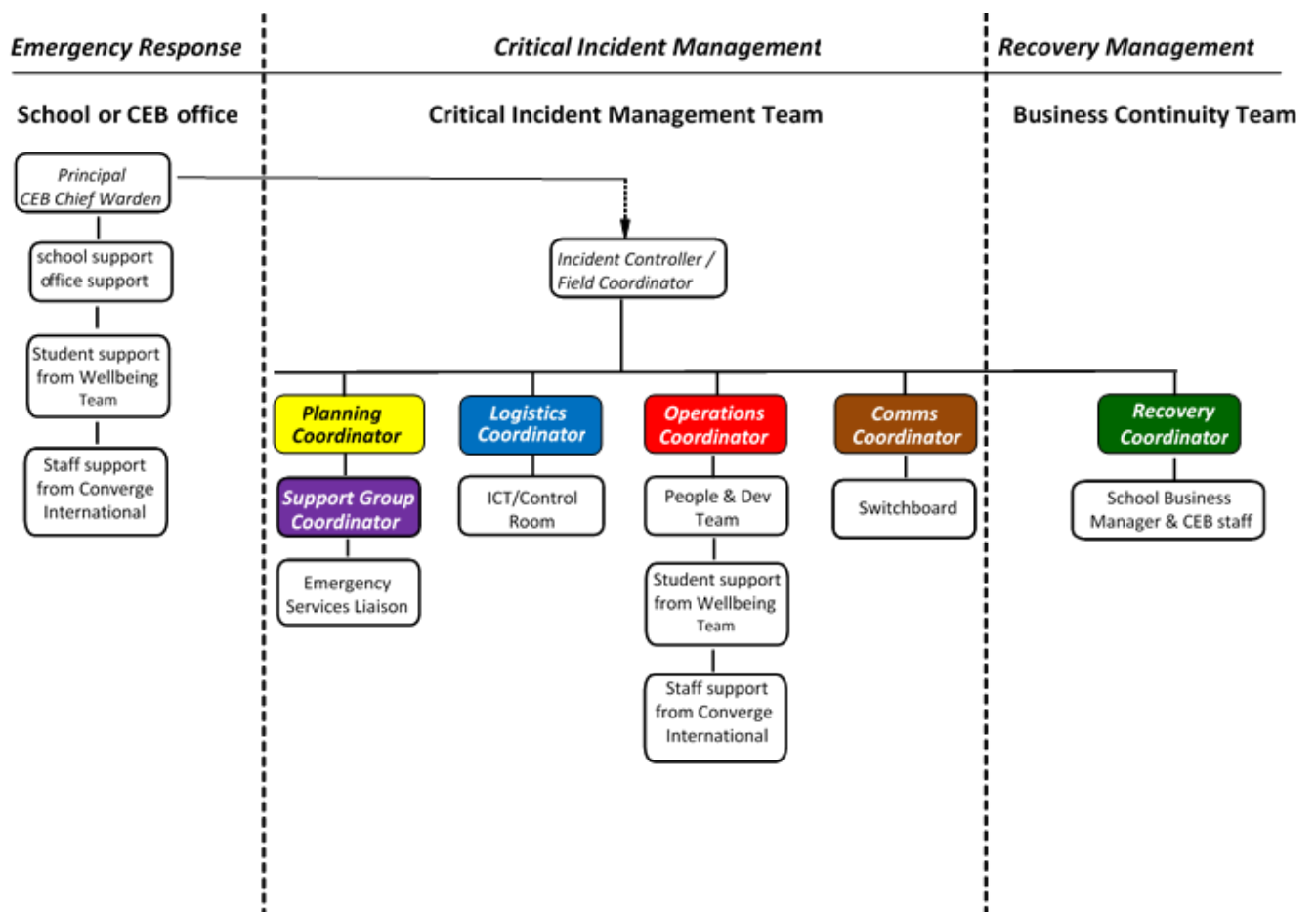
Not all critical incidents require the activation of the entire CIMT. Depending upon the size and severity of the incident the number of CIMT members called upon to assist with managing and responding to the incident may vary. E.g., an incident that may attract media attention may only require the Principal, Operations Coordinator and Communication Coordinator. Consequently, it is important to facilitate annual CIMP workshops/briefings for the CEB Leadership Team members and staff that are most likely to fill these CIMT roles during an incident.

For individual role checklists, please refer to the Critical Incident Management Team (CIMT) Roles Checklists in this document.

3.2 CRITICAL INCIDENT MANAGEMENT TEAM (CIMT) ROLES CHECKLISTS

This section provides a checklist for each key role within the CIMT. The checklist for each assigned role will provide guidance on the tasks that may require completion to manage the incident.

The following diagram outlines the transition from Emergency Response to activation of the Critical Incident Management Team to Recovery Management.



Field Coordinator (The senior employee present at the time of incident)

Role:

The *Field Coordinator* is responsible for coordinating the initial critical incident response in the field e.g., a teacher in charge of an off-site activity. If the incident escalates from an *Emergency* to a *Major* incident or a *Critical* incident, then the teacher in charge will become the *Field Coordinator*. They have responsibility for the safety of staff, students and volunteers in the field.

Objectives:

The primary objectives of the *Field Coordinator* are to:

- alert the *Incident Controller* as soon as possible
- assist the *Incident Controller* with coordinating an on-site first response to a *Critical Incident*
- contact and liaise with any Emergency Services personnel on-site
- maintain communications between all internal and external stakeholders at the incident site
- carry out the response activities as provided by the *Incident Controller*.

STEP	TASK	REF	DONE
1.	Confirm safety of those involved or arrange for relocation to safety asap		
2.	Nominate a staff member to record all actions taken		
3.	If necessary, call Emergency Services		
4.	Establish any required staging areas (assembly, first aid, parent pick-up, media etc)		
5.	Contact the <i>Incident Controller</i> to notify them of the incident. Brief them on the incident details and what actions have already been taken e.g., calling '000'. Record incident details using the Hazard Incident Notification Tool (HINT) using a mobile phone or ask the <i>Incident Controller</i> to complete the notification in S.I.M.O.N. Discuss the Incident Action Plan (IAP) and the response activities to be undertaken		
6.	Ensure cordon is in place if necessary, to prevent entry into incident zone		
7.	Brief Emergency Services on arrival		
8.	<i>If overseas, liaise with tour group operator, or the Department of Foreign Affairs and Trade (DFAT), local Australian embassy and local officials as available to jointly access the situation, plan response, and allocate tasks</i>		
9.	Once the <i>Incident Controller</i> has been briefed, they will assume all <i>Critical Incident Management Team (CIMT)</i> roles, until the <i>CIMT</i> can be activated		
10.	Establish with the <i>Incident Controller</i> a schedule to provide regular updates on actions taken and interactions with others onsite e.g., contact every 30 minutes		
11.	Brief staff, volunteers and students on the IAP, as required. Then delegate tasks in accordance with the IAP		
12.	Maintain records about the location and deployment of resources		
13.	Supervise & evaluate the operations at the incident. Maintain a record of all school or office location staff that are responding ' <i>Onsite</i> ' or ' <i>Offsite</i> '		
14.	Liaise with the <i>Operations Coordinator</i> to have the Wellbeing Team assess the impacts on those involved (students, teachers, volunteers etc.) and to identify support needs. Arrange with <i>Operations Coordinator</i> for Wellbeing Team to support students and Converge International to support staff, as required		
15.	Provide advice to the <i>Incident Controller</i> on the need for additional resources		
16.	Implement and maintain fatigue management procedures for all onsite staff		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Incident Controller (School – Principal (or nominee) / Office – CEB Chief Warden)

Role:

The *Incident Controller* is responsible for fulfilling all critical incident management functions and responsibilities until the *Critical Incident Management Team (CIMT)* can be activated. Once the *CIMT* is activated, the team will collaboratively coordinate the incident response with the *Incident Controller*.

Objective:

The *Incident Controller* has the primary responsibility for coordinating the on-site response to the incident.

STEP	TASK	REF	DONE
1.	Confirm safety of those involved or arrange for relocation to safety asap		
2.	Check incident has been recorded using the Hazard Incident Notification Tool (HINT) by the <i>Field Coordinator</i> or complete the notification on their behalf		
3.	Commence recording a log of actions taken (including any actions taken by a <i>Field Coordinator</i>), using the <i>Action Log</i> in Appendix B – <i>CIMP Templates and Forms</i>		
4.	If required, notify Emergency Services that you are the <i>Incident Controller</i>		
5.	Confirm with Emergency Services the location of the <i>Incident Control Point (ICP)</i> at the scene. Ask the Emergency Services officer to provide you with regular updates		
6.	Confer with the Education Consultant about the classification of the incident (Refer to the Incident Escalation Tool) and the Incident Action Plan (IAP)		
7.	Activate the <i>Critical Incident Management Team (CIMT)</i> by calling the Operations Coordinator on 03 5337 7109 and establish a schedule for providing situational reports to the <i>CIMT</i>		
8.	Provide details on the IAP implemented so far and seek advice from the <i>CIMT</i> via the <i>Operations Coordinator</i> on the IAP moving forward		
9.	Identify and report back to the <i>CIMT</i> on any key issues, developments, or emerging/foreseeable grievances		
10.	Liaise with the <i>Operations Coordinator</i> to have the Wellbeing Team assess the impacts on those involved (students, teachers, volunteers etc.) and to identify support needs. Arrange with <i>Operations Coordinator</i> for Wellbeing Team to support students and Converge International to support staff, as required		
11.	As required, brief the <i>Communications Coordinator</i> on any information that needs to be prepared and distributed to both internal and external stakeholders		
12.	Liaise with the <i>Planning Coordinator</i> and the <i>Communications Coordinators</i> to determine what will be the messaging strategy and who will be delivering it		
13.	Brief relevant staff to assist with key stakeholder communications		
14.	Delegate actions to staff involved in the IAP and recording the incident response		
15.	If an incident response is expected to be more than 8 hours, start planning for shift rosters to minimise the risk of fatigue		
16.	Manage the media at the incident in the absence of the <i>Communications Coordinator</i> , until enquiries can be redirected to the Control Room		
17.	Ensure the <i>Planning Coordinator</i> is advised prior to release of information to the media, general public or community		
18.	Liaise with the Recovery Coordinator on expected recovery actions and timeframes		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Planning Coordinator (Executive Director, CEB)

Role:

This role has the primary responsibility of developing the *Incident Action Plan (IAP)*.

Objective:

The *Planning Coordinator* is responsible for gathering information about the incident, assessing the risks, and developing the operational plan to manage the incident.

REMEMBER SAFETY FIRST			
STEP	TASK	REF	DONE
1.	Obtain a briefing from the <i>Field Coordinator/Incident Controller/Operation Coordinator</i>		
2.	Review all <i>Action Log(s)</i> already commenced. Confirm arrangements for CEB staff to commence recording a log of action taken by the CIMT using the <i>Action Log</i> template in Appendix B – <i>CIMP Templates and Forms</i>		
3.	Review and seek clarification on: <ul style="list-style-type: none"> ▪ Who is involved? ▪ How are they contactable? ▪ What are the safety considerations? ▪ What are the key issues? ▪ What is the current situation: stable, escalating, de-escalating? ▪ What other factors might impact on the IAP? E.g., environmental impacts, weather forecasts, transport logistics, external investigations etc. 		
4.	Check that the <i>Field Coordinator / Incident Controller</i> has established contact with all relevant Emergency Services and has made arrangements or the flow of information between the Emergency Services and the <i>CIMT</i>		
5.	Liaise with the <i>Operations Coordinator</i> to have the Wellbeing Team assess the impacts on those involved (students, teachers, volunteers etc.) and to identify support needs		
6.	In consultation with all members of the <i>CIMT</i> , develop an <i>Incident Action Plan (IAP)</i> using the template in Appendix B – <i>CIMP Templates and Form</i>		
7.	Ensure that the following questions can be addressed: <ul style="list-style-type: none"> ▪ What is the current situation? ▪ What is the predicted situation in 1 hour, 8 hours, 1 day? ▪ What is the current response strategy? ▪ Who is required to be notified internally and externally? Including regulatory authorities ▪ What available options/alternatives have been considered? ▪ What is the likely impact on students, staff and volunteers? 		
8.	Confirm schedule to receive regular reports and review the strategy in consultation with the <i>Incident Controller</i>		
9.	Brief the <i>Communications Coordinator</i> and <i>Incident Controller</i> on the <i>IAP</i> before disseminating any information to the <i>Field Coordinator</i> for implementation		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Logistics Coordinator (Manager, Planning and & Infrastructure CEB)

Role:

Coordinating the distribution of necessary resources to the incident responders.

Objective:

The *Logistics Coordinator* is responsible for providing facilities, services and materials in support of the management of the critical incident.

STEP	TASK	REF	DONE
1.	Obtain a briefing from the <i>Field Coordinator / Incident Controller and Planning Coordinator as required</i>		
2.	Review all <i>Action Log(s)</i> already prepared and confirm arrangements for recording of actions, using the <i>Action Log</i> template in Appendix B – <i>CIMP Templates and Forms</i>		
3.	Establish the Control Room with ICT		
4.	Map the logistical requirements for identified needs		
5.	Participate in the preparation of the <i>Incident Action Plan (IAP)</i>		
6.	Confirm location, timing, and availability of required resources		
7.	If required, confirm location and availability of essential staff welfare requirements e.g., meals, drinks, and temporary accommodation		
8.	Liaise with Operation Coordinator to set up physical spaces for counselling / debriefing / pastoral care, media & call centre rooms. Check the spacing of the rooms is adequate to maintain privacy as well as security. Set up media room away from counselling, debriefing, next-of-kin and Control Room spaces		
9.	Confirm with <i>Field Coordinator</i> or <i>Incident Controller</i> the location of the incident staging areas at the incident location e.g., the incident control point; assembly area(s); media staging area; parent pick-up point(s); first aid station		
10.	Brief <i>Logistics</i> staff and allocate tasks as required		
11.	Receive resourcing requests from the <i>CIMT</i> and procure physical resources, facilities, services, and materials, as required		
12.	For ' <i>off campus/out of office</i> ' incidents, organise alternative transport and / or accommodation for staff, volunteers and students, as required		
13.	Liaise with external resource and service providers and ensure procurement agreements are in place		
14.	Set up catering requirements for all staff and support services, as required		
15.	Regularly provide progress reports on logistical support to the <i>CIMT</i>		
16.	Anticipate and estimate future service and support needs		
17.	Ensure a safe working environment for all staff involved in the response is provided		
18.	Implement and maintain fatigue management procedures for all staff, as required		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Operations Coordinator (Manager, Human Resources CEB)

Role:

The *Operations Coordinator* coordinates the human resources and organisational support required to assist staff, students, volunteers and parents/carers during the incident.

Objective:

The *Operations Coordinator* is responsible for responding to people related issues during a critical incident.

REMEMBER SAFETY FIRST			
STEP	TASK	REF	DONE
1.	Obtain a briefing from the <i>Incident Controller</i> and/or <i>Field Coordinator</i>		
2.	Review all <i>Action Log(s)</i> already prepared. Confirm arrangements for recording actions taken using the <i>Action Log</i> template in Appendix B – <i>CIMP Templates and Forms</i>		
3.	'Activate' the <i>Critical Incident Management Team (CIMT)</i> and brief the team on situation and key risks		
4.	Liaise with the Wellbeing Team to assess the impacts of the incident on those involved (students, teachers, volunteers etc.) and to identify support needs. Arrange with Wellbeing Team to support students and their families. Arrange for Converge International to support staff, as required		
5.	Provide advice to the <i>CIMT</i> on the human resource and wellbeing requirements of the <i>Incident Action Plan (IAP)</i>		
6.	Provide all personnel records/details required. For example, medical, payroll, emergency contacts etc		
7.	Gather details of fatalities, injuries and affected next-of-kin		
8.	Notify responsible external organisations in relation to the incident		
9.	If required, establish a secure onsite next-of-kin centre and telephone inquiry response service		
10.	Ensure staff and next-of-kin communication and information procedures are implemented. Maintain contact with next-of-kin, being aware of cultural and religious requirements		
11.	Monitor internal wellbeing, morale and respond appropriately to rumours		
12.	Assist with funeral arrangements, if required by next-of-kin		
13.	Assist in travel arrangements of next-of-kin if necessary		
14.	If requested by next-of-kin, assist with return of body to place of burial		
15.	Arrange for a staff member to accompany body, if requested by next-of-kin (in the event of an interstate or overseas fatality) whilst on a tour		
16.	Coordinate any financial assistance required		
17.	Ensure victims' families are protected from media or other public approaches		
18.	Coordinate counselling services for members of the <i>CIMT</i> and staff involved		
19.	Review likely long-term impact of incident on staff		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Communications Coordinator (Officer, Marketing & Communications CEB)

Role:

The *Communications Coordinator* contributes to the development of all internal and external messages that are to be communicated. The *Communications Coordinator* coordinates the distribution of all internal and external messages and may also speak directly to external stakeholders, including the media, if approved by the *Planning Coordinator*.

Objective:

The *Communications Coordinator* is responsible for all critical incident response media related issues and communications with the key stakeholders.

STEP	TASK	REF	DONE
1.	Obtain a briefing from the <i>Incident Controller</i> and/or <i>Field Coordinator</i> or <i>Operations Coordinator</i>		
2.	Review all <i>Action Log(s)</i> already prepared by the CIMT Team members. Confirm administrative staff arrangements for recording the actions of the <i>Communications Coordinator</i>		
3.	Liaise with the <i>Support Group Coordinator</i> to ensure that all messages are recorded and regularly passed to the appropriate CIMT members, using the <i>Telephone Call Register</i> and <i>Media Call Log</i> in Appendix B		
4.	Discuss and agree with the <i>Incident Controller</i> and <i>Planning Coordinator</i> on all messages to be released to internal and external stakeholders/ media		
5.	Prepare a methodology to receive and respond to questions, rumours and false/misleading information		
6.	Determine procedure for approval of media releases and statements		
7.	Establish media space (if required)		
8.	Monitor media outlets at a local, national, and international level to determine what (if any) response is required to information reported		
9.	Monitor social media platforms		
10.	Establish a media call logging system		
11.	Establish and maintain links with local and national media outlets, community leaders and relevant government authorities		
12.	Confirm with the <i>Incident Controller</i> and <i>Planning Coordinator</i> , the methods of communicating with and updating the internal stakeholders (including staff, students, parents/carers & volunteers)		
13.	Coordinate media conferences and messaging as appropriate		
14.	Develop a narrative for switchboard staff on key messages for incoming calls and questions. Ensure they know how to respond and redirect enquiries to the appropriate Coordinator, as required		
15.	Liaise with staff to ensure communications are assessed and adequate information is being shared		
16.	Act as the first point of contact for media and develop media releases and stakeholder information to be endorsed by the <i>Incident Controller</i> and approved by the <i>Planning Coordinator</i>		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Recovery Coordinator (Assistant Director, Business Services CEB)

Role:

The *Recovery Coordinator* provides support to the *Incident Controller* with business recovery.

Objective:

The *Recovery Coordinator* is responsible for recovering critical business functions and returning the school or office to normal operations as soon as possible after the incident. The *Business Continuity and Recovery Plan* can be accessed for relevant strategies.

STEP	TASK	REF	DONE
1.	Activate <i>Business Continuity and Recovery Plan</i>		
2.	Using information provided by the <i>CIMT</i> , identify the critical functions potentially/impacted by the incident i.e., <i>Financial, Operations, Reputation, Human & Legal</i> (Refer to <i>DOBCEL Business Recovery Plan</i>)		
3.	Assist each Coordinator to assess the business impacts mentioned above, relevant to their respective roles and reference the impacts in their reports		
4.	Prepare advice to <i>CIMT</i> in relation to each critical function impacted or potentially impacted, along with expected/potential recovery costs and timeframes		
5.	Liaise with the <i>Operations Coordinator</i> to have the <i>Wellbeing Team</i> assess the impacts of the incident on those involved (students, teachers, volunteers etc.) and to identify the post incident support needs, as required		
6.	Develop with the <i>Communication Coordinator</i> the recovery plan message to be issued by the <i>Media Spokesperson</i>		
7.	Manage the purchases required during the incident response		
8.	Initiate and manage any insurance claim entitlement arising from the incident		
9.	In collaboration with the <i>Logistics Coordinator</i> , follow <i>DOBCEL Procurement & Contractor Management</i> procedures to obtain quotes for the supply of goods and services, to facilitate the recovery		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Support Group Coordinator (Executive Assistant to EDCEB)

Role:

Prepare and maintain the log and record all information flows and key decisions.

Objective:

The *Support Group Coordinator* will manage the administrative support staff selected to maintain the action logs and records of the key decisions made by the *Critical Incident Management Team (CIMT)*.

STEP	TASK	REF	DONE
1.	Liaise with the <i>Communications Coordinator</i> to confirm the procedures for coordinating the response to all external and internal enquiries as well as disseminating information to key stakeholders. Notify all administration and reception staff of; <ul style="list-style-type: none"> ▪ Incident ▪ Response/enquiry procedures 		
2.	Coordinate the rostering of relief staff, if the incident is predicted to exceed 8 hours		
3.	Ensure an <i>Action Log</i> is established and maintained for each of the <i>CIMT</i> Coordinators. Confirm arrangements with the Administration staff to support each Coordinator and use the <i>Action Log</i> in Appendix B – <i>CIMP Templates and Forms</i>		
4.	Confirm the agreed schedule to exchange information with all key stakeholders		
5.	Coordinate the recording and exchanging of incident details captured on digital whiteboards, emails and phone messages coming into and going out of the Incident Control Room. Check that they are attached to each of the <i>Action Logs</i>		
6.	Check that the control room is operational with the <i>Logistics Coordinator</i> and <i>ICT</i>		
7.	Liaise with the Logistics Coordinator to ensure that catering requirements include the <i>CIMT</i> and support staff		
8.	Set up rest facilities for <i>CIMT</i> during protracted incidents		
9.	Liaise with Logistics Coordinator to coordinate the administrative support services required for the counselling / debriefing / pastoral care and media room spaces		
10.	Liaise with the <i>Operations Coordinator</i> to assess the impacts of the incident on each staff member involved to identify any support needs to be provided by Converge International		

NOTE: Record report number relevant to the TASK completed in the REF Column.

Switchboard (School and office reception/switchboard staff)

Role:

Ensure calls into school or CEB office locations relating to the incident are redirected to the appropriate Coordinators in the *Critical Incident Management Team (CIMT)*.

Objective:

- Handle the increased volume of calls consistently, and professionally
- Screen and effectively route calls relating to the incident to the correct recipients
- Provide support to the communications efforts of the various response teams

REMEMBER SAFETY FIRST			
STEP	TASK	REF	DONE
1.	Receive a briefing from the <i>Communications Coordinator</i> on: <ul style="list-style-type: none"> ▪ Identifying the caller (student, parent/carer OR media/public/contractor) and reason for the call, so the call can be redirected ▪ Key information that can be provided to stakeholders about the incident ▪ how to respond to inquiries relating to the incident 		
2.	Advise the <i>Communications Coordinator</i> as appropriate of calls received or significant changes in volume or nature of calls		
3.	Call Forwarding - Screen calls to enable them to be routed to the appropriate individual or team, depending on the nature of the inquiry. Calls should be directed as follows:		
	If the caller is:	Direct the call to (in order of preference):	
	<i>Emergency Services</i> or response agencies	<i>CIMT</i> Control Room	
	Asking for a specific or named person	Person's normal extension	
	Staff member	<i>Operations Coordinator</i>	
	Media	<i>Incident Controller</i> or <i>Communications Coordinator</i>	
	Parent of a student	<i>Incident Controller</i> or <i>Communications Coordinator</i>	
	Politician, official or DOBCEL Board member	<i>Incident Controller</i> or <i>Planning Coordinator</i>	
	Member of the general public	First, try politely to discourage the caller from pursuing the call. If unsuccessful, direct the call to the <i>Communications Coordinator</i> NO CALLS from the public are to be directed to the <i>CIMT</i> Control Room	
	Contractor or Service Provider (related to Incident Response)	<i>Logistics Coordinator</i>	
	If you are unsure how to handle the call	<i>Communications Coordinator</i>	
<p>In asking the nature of the call, DO NOT initially mention the incident, as the call may be completely unrelated. If the call is related to the incident, DO NOT volunteer information or opinions about the incident, injuries, etc. Others will be more up to date or thoroughly briefed to handle these callers.</p>			

NOTE: Record report number relevant to the TASK completed in the REF Column.

3.3 TRAINING AND BRIEFINGS

Primary and alternate Critical Incident Management Team members

These roles require an annual critical incident workshop and briefing on the CIMP, roles, Incident Escalation flowchart and Incident Escalation Tool referenced in Section 2. The session should include a desktop scenario involving an identified critical incident.

It is recommended that an experienced Emergency Management and Critical Incident Management provider be engaged to co-facilitate the workshop and briefing. The provider should provide certificates of attainment for each participant.

The Operations Coordinator or Chief Warden should schedule the workshop and briefing dates in Semester 1 and 2 each year and record the details below:

Semester	Training Provider	Workshop and Briefing	Date

3.4 MEDIA MANAGEMENT

During major or critical incidents there is a likelihood that the media may want to obtain an interview or statement. The Communications Coordinator and Support Group Coordinator will advise all school and office staff to direct all media inquiries to the Communications Coordinator.

3.5 DEBRIEFING POST AN INCIDENT

A debrief will take place as soon as practicable after any major or critical incident. The Operations Coordinator in consultation with the Principal or Chief Warden and Education Consultant will convene and chair a meeting to review and assessing the adequacy of the CIMP and to recommend any changes.

The CEB Wellbeing Team may also be asked to report back on the impact of the incident on any students affected. Converge International may also be asked to provide a report back on the impact of the incident on any staff affected. It may also be appropriate to conduct a separate recovery debrief to address recovery/operations continuity issues. The Operations Coordinator will be responsible for providing staff with feedback from the debriefing session(s).

3.6 MAINTENANCE OF THE PLAN

This plan must be reviewed on an annual basis to ensure that the information it contains is accurate and current. Critical changes such as primary and alternate CIMT member details will be promulgated and distributed immediately.

3.7 COMMUNICATIONS

Mobile phones will be the primary source of communications during a major or critical incident. However, consideration will be given to implementing a backup/alternate communication system in remote locations.

4 PREVENTION ARRANGEMENTS

4.1 THE ROLE OF CEB DIRECTORATE LEADERS AND STAFF

CEB Directorate leaders and staff have a key role in providing support to the schools and office locations during a major or critical incident.

4.2 PREPAREDNESS

The primary and alternate CIMT members will receive an annual workshop and briefing training on Incident Management, and this will include a desktop exercise.

4.3 HAZARD RISK REVIEW

During the preparation of the CIMP a hazard risk assessment (refer to Section 9) was carried out to identify and risk control potential natural and manmade hazards that may result in a major or critical incident. The CIMP is made available to all school and office location leaders and support staff to assist with creating a unified incident response.

The CIMT members (refer to Section 3.1) are tasked with the re-assessment of threats to the workplace on an annual basis.

4.4 TERRORISM REVIEW

Based upon the geographical location of the schools and offices throughout the Diocese, the risk of a school or office becoming a target for an act of terrorism is considered to be 'Low' to 'Negligible'. It is possible, but unlikely, that extremists would target one of the workplaces.

4.5 PREVENTION AND MITIGATION STRATEGIES

The following strategies and people have been identified to minimise the impact of major or critical incidents arising in the DOBCEL schools and offices

STRATEGY	RESPONSIBLE OFFICER/GROUP
Annual Emergency Management Plan revision	School Principal or office Chief Warden
CIMT Communication Tree update	Operations Coordinator (or nominee)
CEB Employee and Volunteer Emergency Induction	Operations Coordinator (or nominee)
CIMT briefing and scenario workshop	Operations Coordinator (or nominee)
CIMP Review	CIMT
Emergency Warden training	CIMT
CIMP Response Guides	Operations Coordinator (or nominee)
First Aid	Designated First Aid Officer
Incident reporting using HINT	Operations Coordinator
Incident Debriefings	Operations Coordinator (or nominee)
Enterprise Description & Diocese Maps	logistics Coordinator (or nominee)

4.5.1 FIRE RISK MITIGATION STRATEGIES AND FIRE DANGER RATING DISTRICTS

Schools and office locations will complete bi-weekly checks of the weather and Fire Danger Rating (FDR) updates during the bushfire season at all locations on the BARR or GARR. They will monitor the [Vic Emergency](#) app and set alert notifications on their computer and mobile devices to review updates and minimise the hazardous event risks to staff and students. Any warnings will be discussed with the Leadership Team and staff.

If there are pre-existing fires, or a Fire Danger Index (FDI) rating of *Very High*, *Severe* or *Extreme* fire conditions forecast, the Leadership Team will determine whether everyone on site is to be relocated to a safer location. For example, a day trip to a larger town centre, or to cancel, suspend or close the workplace.

All year, the viability of all current and forthcoming off-site activities, including camps, excursions, and transport arrangements, will be assessed by the *Chief Warden*, in consultation with the Leadership Team and staff. Students and parents shall be notified of any potential relocations, closures or cancellations

On all declared Code Red days, arrangements will be made to transport everyone back to either a safer place or the main workplace, the day before. All staff will be notified of the forecast conditions and the decision to close the workplace.

4.5.2 FIRE DANGER INDEX (FDI) AND FIRE DANGER RATING (FDR)

Fire Danger Index (FDI) and Fire Danger Rating (FDR)

Every day during the fire season, the Bureau of Meteorology uses the Fire Danger Index (FDI) reference in Section 4.6 to provide forecasts of the Fire Danger Rating (FDR) by considering the predicted weather including temperature, humidity, wind speed and dryness of the vegetation. A warning will be issued if the FDI is close to or above 50 for the following day. This advice may be upgraded at any time if the need arises.

Any district that declares a Total Fire Day will also identify the FDI and FDR. This advice will refer to both *grasslands* and *forests* and may identify different FDRs for each. Therefore it is important to check for both and take action based upon the highest FDR identified. Any bushfires that start in Victoria will be posted on [VIC Emergency](#) website:

School Principals or Chief Wardens should set up their computers and mobile devices to receive alerts if any FDI is close to or above 50 and follow the advice detailed in Section 4.6.

4.6 GENERAL FDI/FDR OVERVIEW AND ADVICE

FDI	FDR	ADVICE
100+	Code Red (catastrophic)	These are the worst conditions for a bush or grass fire. If you are staying in a bushfire prone area the safest option is to leave the night before, or early in the morning.
75 – 99	Extreme	Expect extremely hot, dry and windy conditions. The safest option is to leave early in the day if you are staying in a bushfire prone area and your Bushfire Survival Plan is to leave. Plan a 'day trip' to a safer location, to minimise the risk and need to cancel the activity or close the workplace.
50 – 74	Severe	Expect hot, dry and possibly windy conditions. The safest option is to leave early in the day if you are staying in a bushfire prone area and your Bushfire Survival Plan is to leave. Plan a 'day trip' to a safer location, to minimise the risk and need to cancel the activity or close the workplace.
25 – 49	Very High	If you are staying in a bushfire prone area and your Bushfire Survival Plan is to leave, the safest option is to leave at the beginning of the day. Plan a 'day trip' to a safer location, to minimise the risk and need to cancel the activity or close the workplace.
12 – 24	High	Check your Bushfire Survival Plan
0 – 11	Low – moderate	Check your Bushfire Survival Plan

5 CIMP RESPONSE GUIDES

selection of CIMP Response Guides has been created for each of the identified hazards listed below. They include debriefing and business recovery arrangements. These can be viewed or downloaded from the [CEVN Emergency Management](#) webpage.

Armed or Dangerous Intruder / Act of Terrorism	Infection Control / Pandemic
Building Fire / Bushfire / Grassfire	Lost / Missing Person / Group
Chemical Spill / Gas, Sewerage, Water Leak	Major or Critical Medical Incident
Civil Disturbance / Unrest	Overseas Evacuation (Group / Individual)
Cyber Security Breach	Near Drowning / Drowning
Electrical Failure	Severe Weather / Storm / Air Pollution Event
Explosion	Structural Damage
External Major or Critical Incident	Vehicle Collision (on route)

6 TEMPLATES AND FORMS

The following templates and forms support the *Critical Incident Management Plan (CIMP)*. They are to be used by the Critical Incident Management Team (CIMT) in the ongoing management of an incident.

6.1 INITIAL REPORT FORM

Your Name:		Incident Date:		
Date:		Incident start time:		
Time:		Incident type (e.g. fire):		
Callers Name:		Incident Location:		
Callers' location:		Incident Stable?	<input type="checkbox"/> Stable	<input type="checkbox"/> Escalating
Callers number:		Community affected?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Contact arrangements:		Media Involved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Incident Details:				
Emergency Services Needed:	<input type="checkbox"/> Fire	<input type="checkbox"/> Police	<input type="checkbox"/> Ambulance	
Medical Treatment Needed:	<input type="checkbox"/> First Aid	<input type="checkbox"/> Ambulance	<input type="checkbox"/> Hospital	
Number Casualties	<input type="checkbox"/> Injured No: ____	<input type="checkbox"/> Deceased No: ____	<input type="checkbox"/> Missing No: ____	

Name(s) Casualty / Missing	Staff / Student / Volunteer / Other	Injured or Missing		Condition if known	Next-of-Kin Contacted?
1.		<input type="checkbox"/> Injured	<input type="checkbox"/> Missing		
2.		<input type="checkbox"/> Injured	<input type="checkbox"/> Missing		
3.		<input type="checkbox"/> Injured	<input type="checkbox"/> Missing		
4.		<input type="checkbox"/> Injured	<input type="checkbox"/> Missing		

Additional questions to ask Overseas Staff-in-Charge

Information	Y/N	Comment
Is your premises impacted?		
Can you stay there?		
Is it safe in your immediate area?		
Have you established contact with local Emergency Services?		
Have you established contact with the Australian Embassy?		
What actions have you already taken?		
What are you planning on doing next?		
Do the staff need any support?		
Is counselling required?		
Time to talk next		
Best phone number to reach them on		

A. Control Room

Control Room resources / Support Group Area resources

Control Room location: CEB – MacKillop and Glowery Room	
Control Room resources:	Support Group Area resources needed:
<ul style="list-style-type: none"> ▪ Telephones: two landlines & mobile phones with charges ▪ Whiteboards x 2 with markers, pens & stationary ▪ Copy of current <i>CIMP</i> & the school or office location <i>Emergency Management Plan (EMP)</i> & <i>Evacuation Diagrams</i> ▪ School or office location <i>chemical register</i> & mapped utility mains locations at the affected site ▪ A1 Maps of all transport routes (Road/Air/Train) from each school, office location or off-site (e.g. camp or Outdoor Ed) facility used by the Diocese 	<ul style="list-style-type: none"> ▪ Telephones: 2 connected landlines ▪ Telephone directories - internal & external contacts ▪ Telephone call register & call sheets ▪ 2 networked notebooks ▪ Catering facilities ▪ Stationery ▪ Copy of <i>CIMP Templates & Forms</i> ▪ Copy of school or office location emergency contact details

Control Room activation procedure:	
1	Arrange furniture see Layout Plan
2	Connect landline telephones
4	Connect computer to network
5	Set out the role cards – Incident Controller, Planning, Logistics, Operations, Communications
6	Print – Agenda, Action Log and <i>Incident Action Plan</i> Forms
7	Set up the White Board –marker pens, eraser
8	Obtain stationery – paper, pens, stapler, paper clips, highlight markers
9	Advise <i>Incident Controller</i> and <i>Planning Coordinator</i> that the <i>CIMT</i> Control Room is set up ready for use
10	Advise Switchboard where to direct calls
11	Advise Security that the <i>CIMT</i> Control Room has been activated

CIMT Control Room Layout – insert set up details

6.2 ACTION LOG

Name:

Initials

Action Log REF No:
(Use your Initials #001)

Date:	
Location:	
Time Covered:	

Situation Overview: What is the overall current situation? (Delete old information)

Issues identified:	By Whom?

Actions taken to Date: What has been done to date?	By Whom?

Actions to be completed: What will be done?	Responsible Role:

During an Incident it is important to record for future reference times, actions, calls and contacts made. However, in recording events it is equally important to note down **ONLY FACTS**. Do not: provide a person opinion, omit details, mislead; comment on liability; speculate; attempt to lay blame or assume.

Signed

6.3 TELEPHONE CALL REGISTER

(reception & inbound call centre to maintain a central record of all incoming calls received)

Name:

Initials

Date:

Sheet REF No:

(Use your Initials #001)

Title:

Location:

Time	Caller	Enquiry	Action

6.4 INCOMING CALL SHEET

(reception or inbound call centre staff to record the details of each individual call)

Information	Details
Callers Name:	
Date/Time:	
Name of Organisation (If Media):	
Or name of person calling about & relationship to that person e.g. student	
Return Phone Number:	
Information Provided (Bulletin Number):	
Information Sought:	
Follow up required:	
Copy deadline:	
Call received by (name & number):	

Information	Details
Callers Name:	
Date/Time:	
Name of Organisation (If Media):	
Or name of person calling about & relationship to that person e.g. student	
Return Phone Number:	
Information Provided (Bulletin Number):	
Information Sought:	
Follow up required:	
Copy deadline:	
Call received by (name & number):	

6.5 INCIDENT ACTION PLAN

An *Incident Action Plan (IAP)* should be developed for each type of critical incident by the *Planning Coordinator*. This should be done in consultation with the *Critical Incident Management Team (CIMT)* members. The *IAP* will guide the *CIMT* members in responding to a critical incident.

The *IAP* should be written to ensure continuity throughout the response and should:

- Describe the overall incident
- Identify key risk exposures (including community and environmental)
- Ensure continuity of control operations
- Provide effective use of resources
- Identify total anticipated resources
- Be reviewed and updated every 16 hours

An effective *IAP* will include:

- A statement of the current situation and predictions of the incident's likely development
- Incident objectives to be achieved
- Strategies to be adopted to achieve the defined incident objectives
- Information on alternative or 'fall back' strategies
- A *Phone Tree* of the contact details for each of the *CIMT* personnel working at the time
- Management arrangements that are to apply, including the establishment of sectors
- Identification of the resources to be allocated to each sector
- Maps of the incident area showing sectors and the impact area
- A medical plan and/or consideration of occupational health and safety issues
- A communications plan including information on other agencies and appropriate contact details
- Timings of meetings and changeovers
- Accommodation and welfare arrangements
- Information regarding the necessary logistical arrangements
- Information plan for dissemination of information to all stakeholders

6.6 INCIDENT ACTION PLAN (IAP)

From:

Event:

Date:

Plan version:

1. Situation

○ Current Situation

By Planning Coordinator. Describe the event. What has happened, where, scale of impact, affected communities, effect on transport, infrastructure and utilities.

○ Prognosis

By Planning Coordinator. Describe the likely development of the event. What is predicted to happen, when, where and what effect will this have on the overall situation.

○ Key Risk Exposures

By Planning Coordinator. Describe any elements that are at particular risk as a result of this event (e.g. critical load customers).

○ Mission

○ Objectives to be Achieved

By Planning Coordinator. Describe what the objectives are. For each objective, include an intent (what), a time parameter (when) and a space parameter (where). Objectives must be SMART: Specific, Measurable, Achievable, Relevant and Time Framed. Include justification, risks and likely outcome associated with each.

○ Execution

○ Strategies

By Communications Coordinator. Describe the strategies outlining the approach to be taken in working towards achievement of the stated objectives. For each objective, include at least one strategy. Include only overall strategies that apply to the entire event here.

○ Alternative (fall back) Strategies

By Planning Coordinator. Describe any alternative strategies that could be used if the primary ones fail, or if the situation changes significantly. Include justification, risks and likely outcome associated with each.

○ Resources

By Planning Coordinator. Describe the resources that are to be used in implementing the strategies described above.

○ Maps and Site Plans

By Planning Coordinator. Include any relevant maps or site plans that may have been drawn up.

Administration

- **Meetings**

By Incident Controller. Provide an update on the situation at the site of the incident including actions taken and advice from Emergency Services.

- **Shift Changeovers**

By Logistics coordinator. Give details of when and how shift changeovers are to take place.

- **Accommodation Arrangements**

By Logistics Coordinator. Give details of accommodation arrangements: who goes where, when etc.

- **Welfare & People Arrangements**

By Operations Coordinator. Give details of the human resourcing welfare and pastoral care arrangements required to support staff, students and visitors etc.

- **Logistics Arrangements**

By Logistics coordinator. Describe the logistics arrangements: where and when teams can collect supplies, fuel, feeding employees, provision of drinks etc.

- **Medical Plan**

By Planning Coordinator. If a medical plan is required, include it here

- **Information Plan**

By Communications Coordinator. Describe how information is to be disseminated to all stakeholders, including the media.

Control, Command and Communication

- **Critical Incident Management Team Structural Chart**

By Communications coordinator. Include a CIMT Phone Tree (refer to CIMT Templates and Forms) with names and contact details of staff in the operational structure, up to the next shift.

- **Divisions and Sectors**

- **Communications Plan**

By Communications coordinator. Describe communications arrangements for all agencies involved, including appropriate contact details.

6.7 BRIEFING TEMPLATE

BRIEFING BY:	
DATE:	TIME:
Situation Current situation Impacts Key risks Expected Outcome / Prognosis	
Mission Objectives to be achieved	
Execution Strategies Alternative strategies Priorities Resources	
Administration Meeting intervals Shift changeovers Welfare arrangements Logistics arrangements Information plan	
Control / Command / Comms <i>Critical Incident Management</i> <i>Team</i> Structure Communications Plan Internal/external communications	
Safety Key safety issues	
QUESTIONS	

6.8 DEBRIEFING TEMPLATE

DEBRIEF DETAILS:	LOCATION:	
FACILITATOR:		DATE:
What occurred? Facts of the situation Sequence of events		
Actions taken Actions of personnel Decision made		
What went well? Identify and examine actions that had positive results and why		
What could be improved? Identify actions or areas that could benefit from improvement and why		
Actions arising Identify actions arising from debrief and responsibilities for following up		
Acknowledge Ask for questions Ask questions to confirm		

6.9 INITIAL CRITICAL INCIDENT MANAGEMENT MEETING AGENDA

Suggested agenda items

The purpose of this agenda is to provide the *Incident Controller* some guidance on what items to cover in the initial *Critical Incident Management Team (CIMT)* meeting. Regular meetings will be scheduled with an 'ongoing' meeting agenda provided for these meetings.

- *Incident Controller* and *Planning Coordinator* to convene meeting
- Confirm welfare of all *Critical Incident Management Team (CIMT)* members
- *Incident Controller* to provide update to *CIMT*:
 - Summary of events including timings and locations
 - Summary of network interruption details
 - Confirmation of employee location, safety & follow-on welfare
 - Key locations (control facilities, depots)
 - Shift times and changeover arrangements
 - Update on any staff injuries
- Other *CIMT* members to provide update:
 - *Planning Coordinator*
 - *Communications Coordinator*
 - *Operations Coordinator*
 - *Logistics Coordinator*
- *CIMT* to check *Incident Escalation Checklist* to ensure all initial steps complete
- *CIMT* members to review impact assessment and record agreement on escalation, response & key actions
- *CIMT* to establish protocol for communications -frequency, format (in person/teleconference) and content
- *Planning Coordinator* in consultation with the *Incident Controller* to allocate immediate tasks to members of the *CIMT* (refer to individual Roles & Responsibility checklists):
 - *Incident Controller*
 - *Planning Coordinator*
 - *Communications Coordinator*
 - *Operations Coordinator*
 - *Logistics Coordinator*
- Agree time of follow-up meeting to provide update on actions and outcomes
- *Incident Action Plan (IAP)* to be started (responsibility with *Planning Coordinator*)

6.10 ONGOING CRITICAL INCIDENT MANAGEMENT MEETING AGENDA

Suggested agenda items

Note: *Incident Action Plan* (IAP) should be developed/updated and distributed to *Critical Incident Management Team* (CIMT) prior to meetings.

- *Incident Controller* or *Planning Coordinator* to convene meeting
- Confirm welfare of all *CIMT* members
- *Incident Controller* to provide update to *CIMT* on any new information
- *CIMT* members to provide update on actions since last meeting (*Communications Coordinator* or *Incident Controller* to go through key items on *IAP*)
- Agree to actions to be undertaken before the next meeting
- Confirm time of the next meeting to provide further updates on actions and outcomes

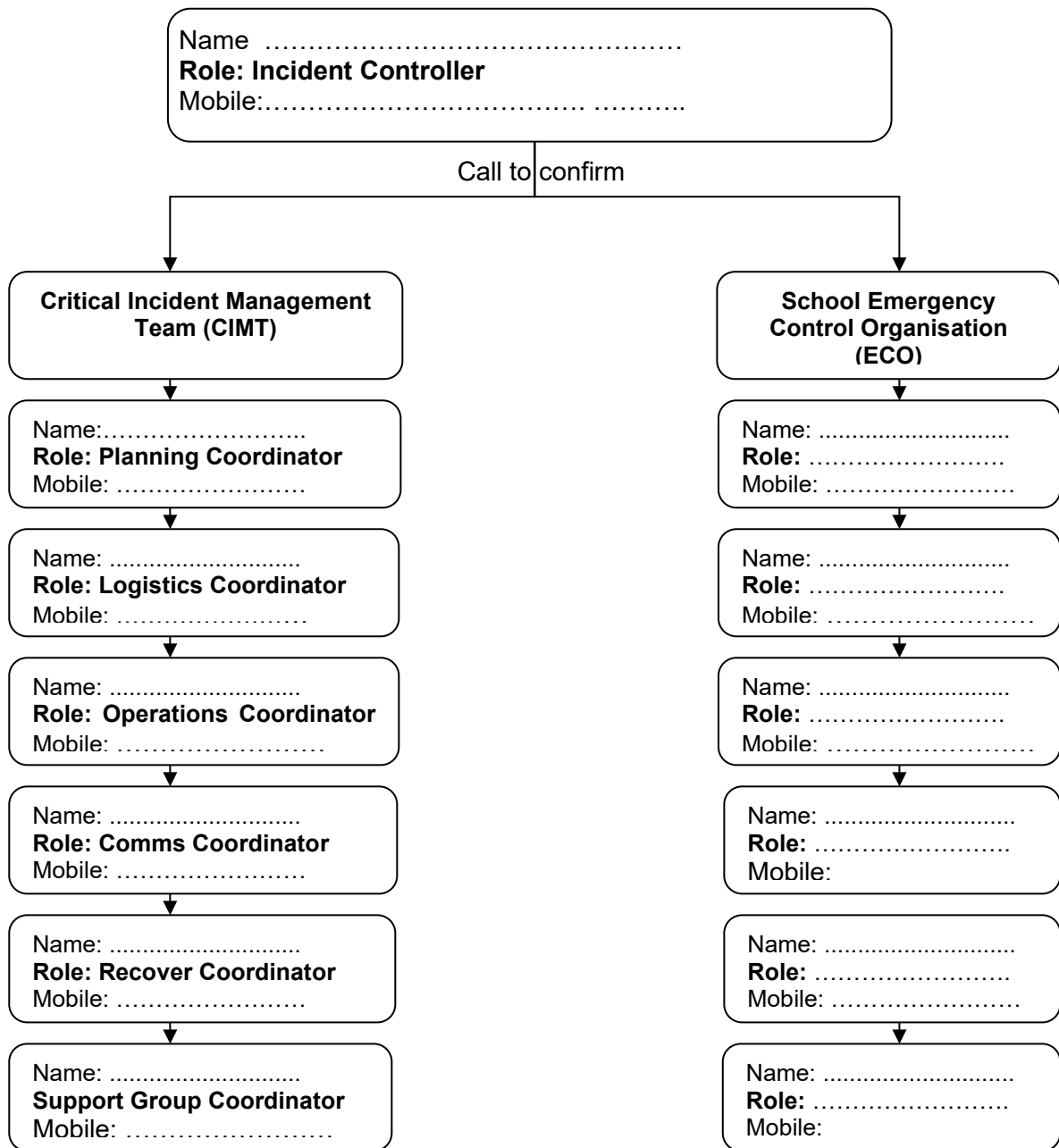
Shift Changeover Agenda

In a protracted incident, the response may require multiple shift changes to enable a continued and effective response. The changeover of *CIMT* personnel is a critical stage.

Before the incoming *CIMT* arrive, the outgoing *Coordinators* should prepare the following details for a briefing session:

- Current situation
- Progress and projected developments
- Current response plan, objectives, strategies and rationale
- Current operational activities
- Special hazards and safety issues
- Resources and their deployment
- Current and potential key risk exposures (political, economic, social, public health, and environmental)
- Key contacts and communications arrangements (such as inter-organisation and community contacts)
- Shift and welfare arrangements
- Other items relevant to the *Coordinator's* specific unit

6.11 CIMT COMMUNICATION TREE

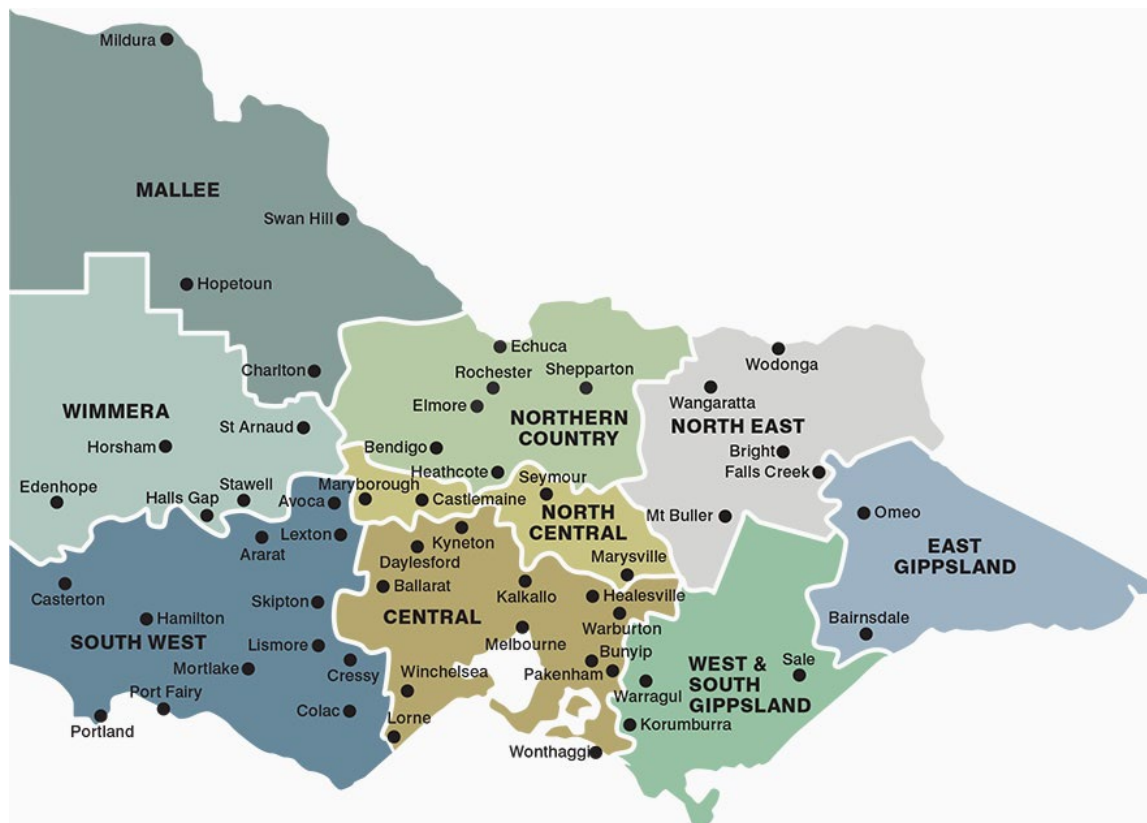


6.12 OTHER CRITICAL INCIDENT MANAGEMENT CONTACTS

Name	Phone
North Western Regional Department of Education (DET) Manager, Operations & Emergency Management	1300 338 691
South Western Regional DET Manager, Operations & Emergency Management	1300 333 232
Country Fire Authority (CFA) or Fire Rescue Victoria (FRV)	"000"
Victorian Bushfire Information Line	1800 240 667
SES (flood, storm and earthquake)	13 25 00
WorkSafe Victoria	13 23 60
Department of Health & Human Services (DHHS)	1300 650 172
Vic Emergency Services	1800 226 226

6.13 MAP OF FIRE DISTRICTS IN VICTORIA

More information can be found at the link [Find your Fire District](#)



7 ORGANISATIONAL SAFETY

7.1 ENTERPRISE DESCRIPTION

Particular	Description	
Operating days:		
Operating hours:		
Telephone:		
Email:		
Diocese profile: Description of schools and office locations	Number of schools	
	Number of offices	
	Age range of students	
Total number of students:	10,0029	
Total number of staff:	2,200	
Critical Incident Control Room:		

7.2 DIOCESE MAPS

Maps should be reviewed for any updates every three (3) years or when changes are made to any of the schools or office locations in the Diocese.

