



# DOBCEL Emergency and Critical Incident Management Policy

Reviewed: October 2020

Ratified: December 2020

Next Review: October 2023)

## Rationale

In partnership with families, Diocese of Ballarat Catholic Education Limited (DOBCEL) is entrusted with the care of children and young people in DOBCEL schools and work together with families for the wellbeing of all students. The DOBCEL Board has legal and pastoral responsibilities for the duty of care to students to take reasonable care to avoid acts or omissions, that are reasonably foreseeable and that would be likely to result in harm or injury to students in DOBCEL schools.

The DOBCEL Board has a responsibility to ensure that each DOBCEL school provides a safe learning environment for its students in accordance with Schedules 4 and 8 of the Education and Training Reform Regulations 2017.

These regulatory requirements are reflected in the Guidelines to the Minimum Standards and Requirements for School Registration published by the Victorian Registration and Qualifications Authority. It requires schools to have policies and plans in place to provide students with a safe environment where the risk of harm is minimised and students feel safe.

Accordingly, this policy outlines the emergency and critical incident management planning required to effectively respond to emergencies, major incidents and critical incidents at DOBCEL schools.

Each school will maintain an Emergency Management Plan. Emergency exercise will be coordinated by the school principal and school leadership team using the EMP Response Guides.

A Critical Incident Management Plan (CIMP) has been prepared by DOBCEL to provide the overarching framework for managing all incidents that escalate beyond the experience or resources of a school to manage. The CIMP represents a collaboration between the school principal and the Catholic Education Ballarat (CEB) Directorate personnel and it provides a structure for DOBCEL to respond to critical incidents.

## Definitions

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

- Injury/illness;
- Asset/property and/or environmental damage;
- Local negative media interest only; or
- Disruption to workplace operations/recovery issues.

**EMP - Emergency Management Plan** is a plan developed by each school or office location to guide how an *Emergency* is managed.

**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.

**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 immediate action to manage:

- A *life-threatening* injury;
- *Significant* asset/property and/or environmental damage;
- *Significant* local and national media interest; or
- *Significant* disruption to workplace operations/recovery issues.

**CIMP - Critical Incident Management Plan** is the plan developed by the CEB Directorate to respond to 'Critical' incidents.

**CIMT - Critical Incident Management Team.** The designated roles in the *CIMT* are:

- **Incident Controller** – School Principal or Chief Warden responsible for the workplace
- **Planning Coordinator** – Executive Director, Catholic Education Ballarat
- **Operations Coordinator** – CEB Manager, Human Resources
- **Logistics Coordinator** – CEB Manager, Planning and Infrastructure
- **Communications Coordinator** – CEB Marketing & Communications Officer
- **Recovery Coordinator** – CEB Assistant Director, Business Services

**Emergency Wardens** – person(s) appointed to direct and control the implementation of the workplace's **emergency** management plan. These include:

- **Chief Warden** – is the school principal or office location manager responsible for the management and direction of emergency responses in their building or work area. This includes evacuation plans and checking the availability and readiness of emergency equipment
- **Deputy Chief Warden** – is responsible for supporting the Chief Warden in their role and stepping into the role of the Chief Warden in their absence
- **Area Warden** – is responsible for individual areas of a workplace. An Area Warden, on becoming aware of the emergency, should ascertain the extent of the emergency and report back to the Chief Warden. They should also assist people in immediate danger to safety; and
- **Assembly Warden** – act on instructions from the Chief Warden to assist people to the designated Emergency Assembly Area(s).

## Policy Statement

Chief Wardens (school Principals and DOBCEL office location Managers) are responsible for:

- identifying, reviewing and appropriately classifying an incident in consultation with the Educational Consultant, using the DOBCEL Incident Classification and Escalation Tool (see Attachment 1 & 2)
- the management of emergencies and major incidents using the site Emergency Management Plan (EMP)
- the appropriate escalation of incidents to higher or lower classifications as required by the incident classification and incident escalation tool
- reviewing and updating the emergency contact details in the EMP each year and communicate the updates to staff
- ensuring the site EMP is reviewed at least annually and/or following an emergency
- ensuring that each year the EMP is submitted to the CEB Compliance and Risk Advisor before the commencement of the bushfire season each year
- testing Emergency Response Guides by conducting drills at least once per term

## Emergency Management

Emergency Management includes incidents classified as *Emergencies* and *Major Incidents*. Each DOBCEL location must have a current Emergency Management Plan (EMP) that addresses site specific hazards and threats which have the potential to result in emergencies which include:

- circumstances that pose a risk to the health, safety or wellbeing of one or more students or employees
- incidents requiring school/office closure, lockdown
- incidents that significantly affect the normal operations of the DOBCEL school/office

Details of each *Major incident* are to be recorded in SIMON using the [Hazard Incident Notification Tool](#) (HINT). The *Critical Incident Management Team (CIMT)* will then be notified and CEB Directorate will liaise with the school Principal and Education Consultant.

## Critical Incident Management

The CEB Directorate will establish and maintain a *Critical Incident Management Plan (CIMP)* to manage any 'Critical' incidents that escalate beyond the limits of the EMP . The CIMP establishes a *Critical Incident Management Team (CIMT)* that has the necessary experience and resources to assist the school principal or office location manager with responding to the incident.

To activate the CIMT the Principal or Chief Warden must contact the CEB Human Resource Manager on: Phone: 0436 460 275 or by Email: [critical.incident@dobcel.catholic.edu.au](mailto:critical.incident@dobcel.catholic.edu.au)

## Recovery Management - welfare and post trauma counselling

Being involved in an emergency, major or critical incident may have both short term and long term traumatic impact for staff, students and parents/carers. The Chief Warden or Operations Coordinator will liaise with the Education Consultant, Wellbeing Team and Converge International to assess the impact of the incident on students and staff involved and to identify any support needs.

## Emergency Management training requirements

All DOBCEL employees must:

- participate in '*Emergency Drill*' exercises as scheduled/required; and
- participate in *Emergency Induction* training as scheduled/required

All DOBCEL Chief Wardens or Deputy Chief Wardens must:

- complete annual training in the use of any Fire Panel and/or Emergency Warden Intercom System (EWIS) panel as applicable
- participate in critical incident briefing and/or a desktop exercise each year; and
- complete annual training in the safe use of firefighting equipment

All nominated '*Area Wardens*'

- should participate in the safe use and operation of firefighting equipment on an annual basis

## Critical Incident Management training requirements

All DOBCEL employees that are designated as members of the *Critical Incident Management Team (CIMT)* must participate in an annual briefing and/or a desktop exercise on:

- the Critical Incident Management Plan (CIMP)
- the three (3) incident classifications - *Emergency, Major Incident or Critical Incident*
- the escalation process to *notify*' or to *activate*' the *Critical Incident Management Team (CIMT)*, *CIMP Response Guides; Templates and Forms; Contact details*
- testing the integrity of the *Critical Incident Management Plan (CIMP)*

- providing an opportunity for CIMT members to better understand their roles and responsibilities in the management of a *Critical Incident*; and
- providing an opportunity to simulate the collaboration between the school or office location leaders and the *CIMT* members

## Annual Emergency Drills

### DOBCEL Schools:

Principals must complete at least one *Emergency Drill* exercise each school Term.

### DOBCEL Offices:

- Chief Wardens shall complete at least one *Emergency Drill* exercise every six (6) months.

## Principles

### Common good

People are fundamentally social beings. Social, political and economic organisation has, therefore, implications for the entire community. Each social group, therefore, must take account of the rights and aspirations of other groups, and of the well-being of the whole human family. The common good is reached when all work together to improve the wellbeing of society and the wider world. The rights of the individual to personal possessions and community resources must be balanced with the needs of the disadvantaged and dispossessed.<sup>1</sup>

### Human dignity

Our common humanity requires respect for and support of the sanctity and worth of every human life. All other rights and responsibilities flow from the concept of human dignity. This principle is deemed as the central aspect of the Church's social teaching. The belief that each life has value is shared with International Human Rights which are universal, inviolable and inalienable.<sup>2</sup>

### Transparency and accountability

Transparency demands timely and accurate disclosure/reporting concerning the performance, decision making and financial health of DOBCEL to all stakeholders.

Accountability refers to the obligation of DOBCEL to accept responsibility for its activities and to disclose the results. It also includes responsibility for money or other entrusted property.

These two principles converge in the social responsibility to care for persons, resources and our planet as precious and vital to life. Responsible stewardship is integral to the mission of the Church and is a fundamental tenet of the Church's spirituality. It entails a responsibility for service that aims to nurture a gift from another. Frequently understood in relation to care.<sup>3</sup>

## References

- Education and Training Reform Act 2006
- Schedule 4, Clause 12, Education and Training Reform Regulation 2017
- Victorian Registration and Qualification Authority (VRQA) Minimum Standards 2018
- VRQA Guidelines for Bushfire Preparedness - Registered Schools 2017
- Occupational Health and Safety Act 2004 (VIC) & OHS Regulations 2017
- AS 1851: Maintenance of Fire Protection Systems and Equipment 2012
- AS 3745: Planning for Emergencies in Facilities 2010
- ISO 22320:2018 Incident Management Guidelines

<sup>1</sup> <https://www.caritas.org.au/learn/cst/the-common-good>. See also *The Light from the Southern Cross, op.cit.*, p.162.

<sup>2</sup> *ibid.*

<sup>3</sup> See *The Light from the Southern Cross, op.cit.*, 3.2.4 p.28.

## Related Policies and Documents

- DOBCEL *Emergency Management Plan (EMP) Template*
- DOBCEL *EMP Response Guides*
- DOBCEL *Critical Incident Management Plan (CIMP)*
- DOBCEL *CIMP Response Guides*
- DOBCEL *Pastoral Care and Wellbeing Policy and Procedure*

## Attachment 1: Incident Escalation Tool

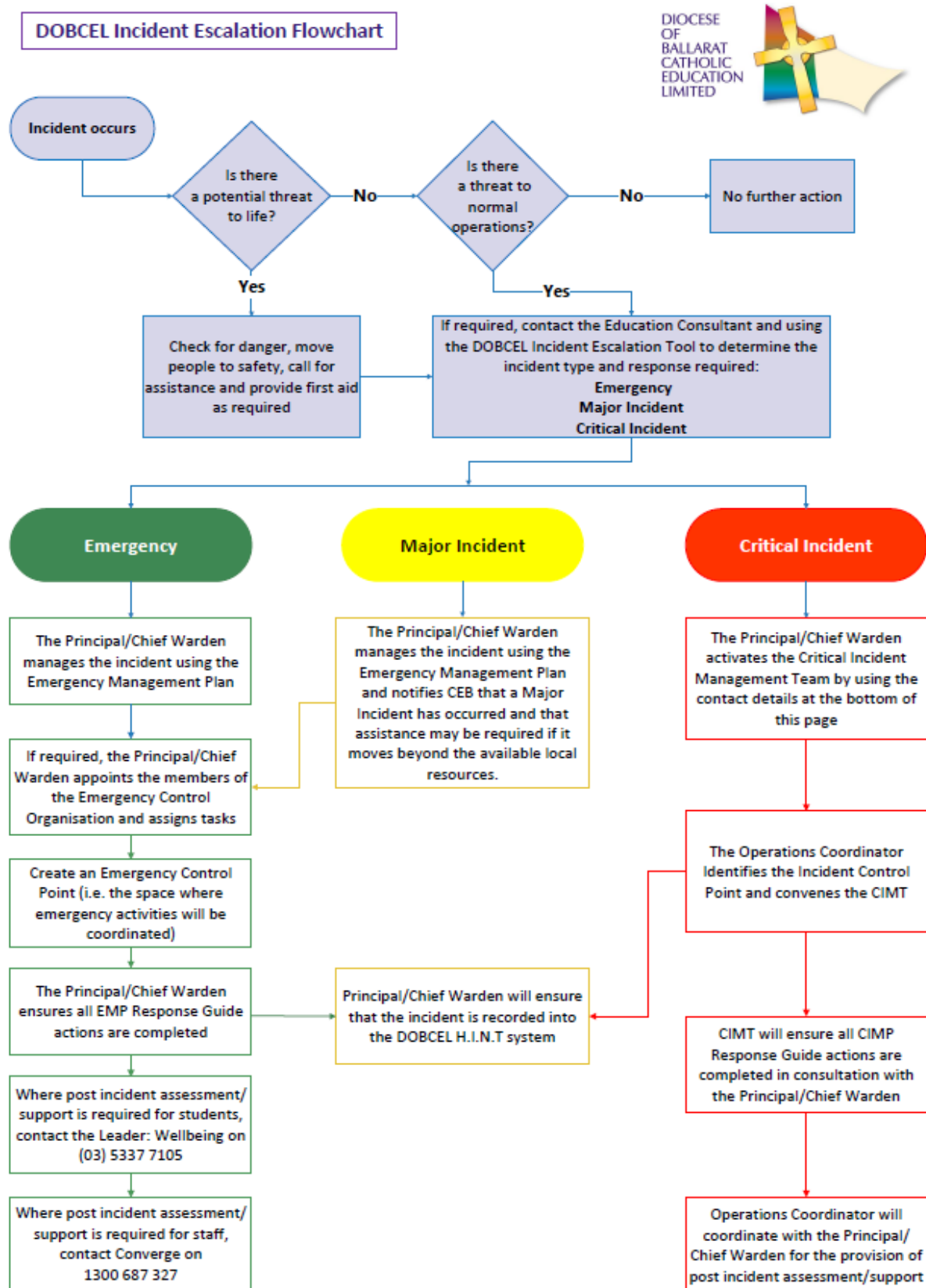
### Incident Escalation Tool

The following can be used as a guide to classify an incident as an Emergency, Major Incident or a Critical Incident.

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

Description	Response	Reporting
<b>Emergency</b>	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
<b>Major Incident</b>	Emergency response by school Principal or Chief Warden. However, they must notify the CIMT of incident using <a href="#">HINT</a>	Local response by school Principal or Chief Warden - CIMT notified as experience or resources stretched to the limit
<b>Critical Incident</b>	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 Email: <a href="mailto:critical.incident@dobcel.catholic.edu.au">critical.incident@dobcel.catholic.edu.au</a>

## Attachment 2: Incident Escalation Flowchart



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.catholic.edu.au](mailto:critical.incident@dobcel.catholic.edu.au)