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DOBCEL Emergency and Critical Incident Management Policy

Reviewed: (October 2020)

Ratified: (Month Year)

Next Review: (October 2023)

Rationale

Schedule 4, Clause 12 of the Education Training Reform Regulations 2017 requires each DOBCEL location to develop, implement and maintain an *Emergency Management Plan (EMP)* as well as provide the framework for managing *Major* and *Critical* incidents.

The Victorian Registration and Qualifications Authority (VRQA) under the Guidelines to the Minimum Standards and Requirements for school registration requires schools to have policies and procedures in place to provide students with a safe environment where the risk of harm is minimised, and students feel safe. A component of which is an *emergency management plan*.

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:

- Physical and/or psychological injuries;
- Asset/property and/or environmental damage;
- Local negative media interest; or
- Business continuity/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 individual DOBCEL 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 an individual DOBCEL location to manage without the assistance of the Office of Management. These situations require immediate action to manage:

- a *life-threatening injury*;
- *significant property/asset/environmental damage*;
- *significant disruption to the school or office location operations (business continuity)*; or
- *National negative media interest*.

CIMP - Critical Incident Management Plan is the plan developed by DOBCEL 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** – DOBCEL Manager, Human Resources
- **Logistics Coordinator** – DOBCEL Manager, Risk and Planning Infrastructure
- **Communications Coordinator** – DOBCEL Marketing & Communications Officer
- **Recovery Coordinator** – DOBCEL Assistant Director Systems Improvement

DOBCEL location – any DOBCEL school or Office of Management location

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

- **Chief Warden** – is responsible for the management and direction of emergency procedures 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 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

Principals and Chief Wardens are responsible for:

- identifying, reviewing and appropriately classifying an incident using the DOBCEL Incident Classification and Escalation Tool (see Appendix);
- the management of emergencies and major incidents via the site Emergency Management Plan (EMP);
- the appropriate escalation of incidents to higher or lower classifications as required by the Incident classification and escalation tool;
- review and update the emergency contact details and emergency response procedures 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;
- Ensure that each year the EMP is submitted to DOBCEL Office of Management by the start of Term 4;
- testing emergency response procedures by conducting drills at least twice per annum.

DOBCEL 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)*.

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 DOBCEL location closure, lockdown
- Incidents that significantly affect the normal operations of the DOBCEL location

For *Major Incidents*, The *Critical Incident Management Team (CIMT)* must be notified and DOBCEL Management will support and respond as needed.

Critical Incident Management

DOBCEL Office of Management will maintain a *Critical Incident Management Plan (CIMP)* and a *Critical Incident Management Team (CIMT)* to respond to and manage all *Critical Incidents*. The *CIMT* has the necessary experience and resources to assist the DOBCEL location with managing the incident.

To activate the *CIMT* the Principal or Chief Warden must contact the Operations Coordinator (DOBCEL Human Resource Manager) on:

Phone: 03 5337 7109 or Email: critical.incident@dobcel.edu.au

Emergency Management training requirements

All DOBCEL employees must:

- participate in an '**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 desktop exercise each year; and
- complete annual training in the safe use of firefighting equipment.

All nominated Area Warden

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

Critical Incident Management training requirements

DOBCEL employees designated as members of the *Critical Incident Management Team (CIMT)* must participate in an annual briefing and/or 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 Procedures; Templates and Forms; Contact details*;
- Test the integrity of the *Critical Incident Management Plan (CIMP)*;
- Provide an opportunity for CIMT members to better understand their roles and responsibilities in the management of a *Critical Incident*; and
- Provide 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 Office of Management locations:

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

Principles

- 1.0 Common good** The idea that each social group must take account of the rights and aspirations of other groups, and of the wellbeing of the whole human family.
- 2.0 Human dignity** Each person is created in the image and likeness of God and so has an inalienable, God-given dignity.
- 3.0 Transparency** Timely and accurate disclosure/reporting about performance, decision making and financial health of the organisation to key stakeholders.

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
- Appendix One – Incident Escalation Tool
- Appendix Two – Incident Escalation Flowchart

Related Policies and Documents

- DOBCEL *Emergency Management Plan (EMP) Template*
- DOBCEL *EMP – Risk Assessment and Response Procedures*
- DOBCEL *Critical Incident Management Plan (CIMP)*
- DOBCEL *CIMP – Response Procedures*
- DOBCEL CIMP Templates and Forms

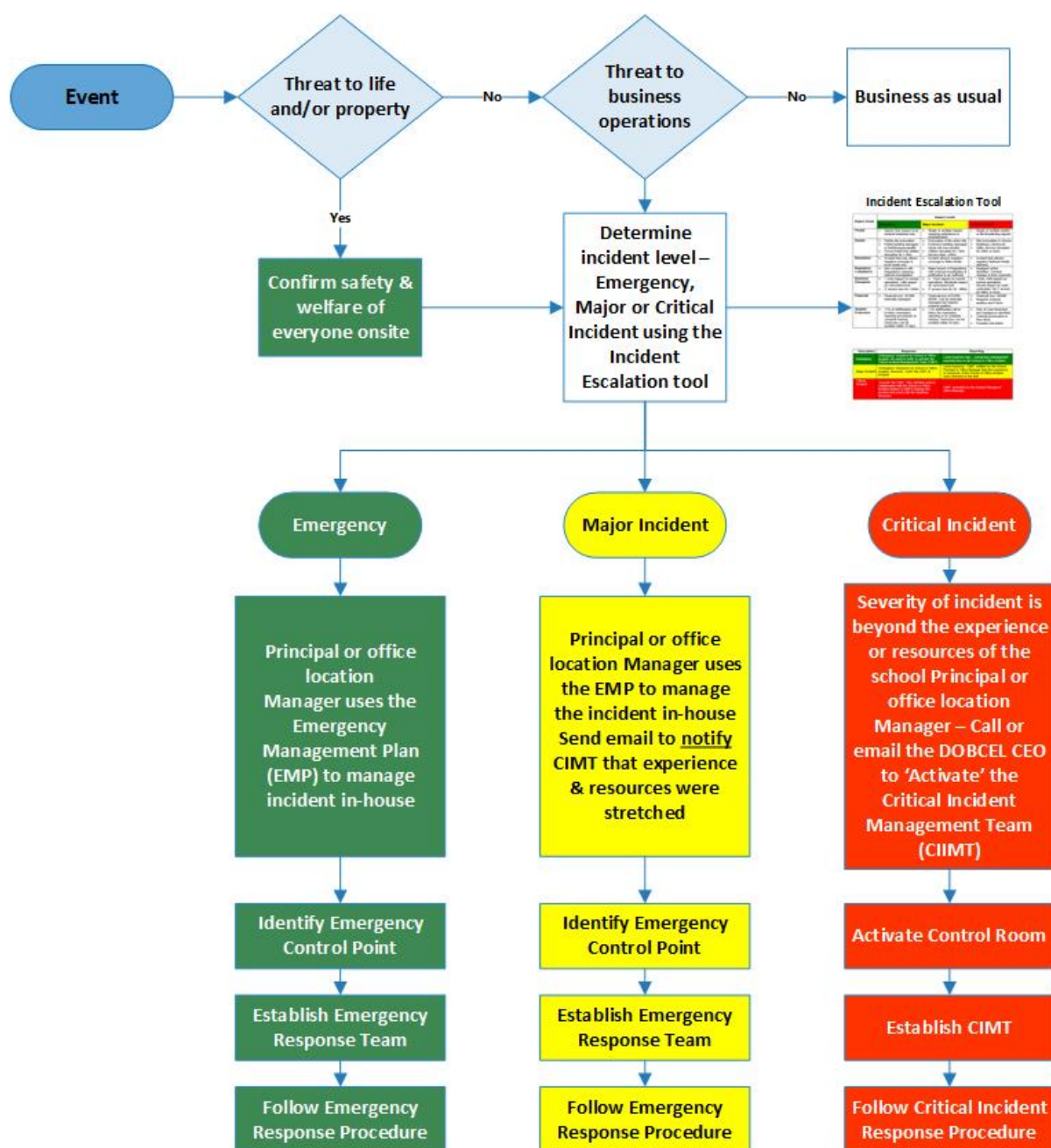
Appendix One : Incident Escalation Tool

The following can be used as a guide to decide whether an incident is an *Emergency* or a *Critical Incident*.

Impact Areas	Impact Levels		
	Emergency	Major Incident	Critical Incident
People	<ul style="list-style-type: none"> Injuries that require local medical treatment only 	<ul style="list-style-type: none"> Single or multiple injuries requiring ambulance & hospitalisation 	<ul style="list-style-type: none"> Single or multiple deaths or life-threatening injuries
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 & 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 State media 	<ul style="list-style-type: none"> Incident that attracts negative National media attention
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"> Negligent action identified. Criminal charges & fines expected
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 office Chief Warden and their staff.
Major Incident	'Emergency' response by school Principal or office Chief Warden. However, they must <i>'notify'</i> the CIMT of incident.	Local response - CIMT 'notified' by the school Principal or office Chief Warden that their experience or resources were stretched to the limit.
Critical Incident	'Activate' the CIMT. The CIMT will work in collaboration with the school Principal or office Chief Warden to respond to the incident and assist with the business recovery.	CIMT 'activated' by the school Principal or office Chief Warden contacting the DOBCEL CEO.

Appendix Two: Incident Escalation Flowchart



Name	Title	Email	Work	Mobile
Tom Sexton	Executive Director, DOBCEL (Planning Coordinator)	tsexton@ceob.edu.au	03 5337 7131	0448 512 831
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Michael Trainor	Manager, Human Resources DOBCEL (Operations Coordinator)	mtrainor@ceob.edu.au	03 5337 7109	0436 460 275
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