



IONA COLLEGE
TRINITY

TEQSA Provider ID PRV14376 • CRICOS Provider Code 04294D

Critical Incident and Emergency Management Policy and Procedure

Approved by the Board of Directors on 26 October 2021

Immediate response to incidents or hazards

- If there is a risk to life, always call 000.
- **Students** should report incidents or hazards promptly to Student Services in person, via email, or by phone (0433 508 743).
- **Staff** should report incidents or hazards to their line manager in person, via email, or by phone.
- The incident site should not be interfered with unless safe to do so and only to assist injured persons at risk of further harm, to make the area safe, or as directed by emergency services.
- Staff informed of an incident should inform a member of the CIT as soon as possible and record key details in a Critical Incident Report (see *Appendix 1*).
- All available members of CIT should convene immediately to assess the incident, ensure the safety of students and staff, plan and activate an appropriate response. If the incident is deemed to pose a threat to personal safety, the emergency services should be contacted immediately.

Emergency contact numbers:

Campus Emergency: +61 433 508 743
Police, Fire, Ambulance: 000

*An overview of this Policy and Procedure is provided in Korean in the Korean version of the *Student Handbook*

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1. Purpose

The purpose of this Policy and Procedure is to plan for, respond to and manage critical incidents that may impact Iona Trinity College of Higher Education (**the College**) and members of the College community.

The National Code¹ defines a 'critical incident' as: A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff member;
- students or staff members lost or injured during fieldwork experiences;
- a missing student;
- severe verbal or psychological aggression;
- physical assault;
- student or staff members witnessing a serious accident or incidence of violence;
- natural disaster e.g. epidemic, earthquake, flood, windstorm, hailstorm, or extremes of temperature;
- traumatic incident within an international student's home country, such as a political coup, religious persecution, natural disaster;
- fire, bomb-threat, explosion, gas or chemical hazard; or
- social issues e.g. sexual assault, drug use, alcohol abuse, internet abuse.

An incident is considered critical if the incident requires immediate attention and decisive action to:

- prevent / minimise any negative impact on the health and welfare of members of the College community
- mitigate any damage to College assets and operations
- protect the College's reputation.

This Policy and Procedure is intended to enable the College to return to business-as-usual operations as soon as possible following a critical incident.

This Policy and Procedure is also designed to meet the requirements mandated by the *Higher Education Standards Framework (Threshold Standards) 2021 (HESF)* and other regulatory and legislative instruments.

2. Scope

This Policy and Procedure applies to all incidents that have impacted or have the potential to impact on the College community, services and operations, property and the environment. This includes physical actions or hazards and incidents that may disrupt its operations and/or cause major reputational damage to the College.

This Policy and Procedure applies to all staff, students, members of governing bodies, contractors and consultants; and, all College campuses inclusive of normal and after hours

¹ [National Code 2018 Standard 6](#)

operations, sites operated by third-party providers or third-party sites which are the location for study tours or work placements.

3. Policy

There is a risk that the College may be vulnerable to a range of critical incidents and emergencies that occur with or without warning. The College will develop and implement systems for appropriate and effective management of these situations.

This Policy and Procedure outlines protocols for the management of critical incidents and emergencies and provides information about appropriate resources.

The College will comply with all reporting requirements including, but not limited to privacy requirements, crime and corruption, environmental and health, ethical conduct, obligations to students and insurance requirements.

3.1 Principles

Emergency planning and management

- The College will establish a Critical Incident Team (**CIT**) led by the Principal, which will ensure that site-specific plans and procedures are maintained and implemented. These plans and procedures will be comprehensive, consistent and communicated to staff and students regularly.

Incident risk assessment

- Any incident or emergency that occurs is to be evaluated as soon as possible to assess its severity and determine an appropriate response. Incident responses will be scalable depending on the nature and severity of the incident.
- Incidents that are not deemed to be critical will be managed as part of business-as-usual processes.

Incident management

- All critical incidents and emergencies will be managed by the CIT unless it is deemed that an alternative management approach is more appropriate, such as in the case when the incident is confidential or sensitive in nature. The decision to manage a critical incident under an alternative approach will be made by the Principal or a nominated member of CIT.
- In the event of a critical incident requiring activation of the CIT, the Principal or a nominated member of CIT will mobilise the required resources.
- Following the completion of a response to a critical incident, a review will be undertaken to determine the effectiveness of the response and any improvements that can be made going forward.

International students

- The *Education Services for Overseas Students Act 2000* (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. In relation to this Policy and Procedure specifically, the College will comply with Standards 6.8-6.9 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

After-hours operations

- Site-specific plans and procedures will address after-hours operations, with the flexibility to modify procedures as circumstances demand while ensuring compliance with this policy and established safety protocols. These will be appended to the policy as required.

Off-campus considerations

- The College's senior management team is responsible for ensuring there is consistency with College policies and procedures and for reviewing incident and emergency policies and procedures when the College enters into agreements with third-party providers and when there are material changes.
- Students and staff involved in an incident occurring at a third-party provider or third-party site are to follow the third-party provider's incident management procedures.
- In the event of an off-campus incident, an Incident Report is required to be submitted to the College's Principal.

Recording and reporting

- The Principal or a nominated member of CIT is responsible for ensuring that:
 - Incident Reports are completed and maintained in accordance with the College's *Records Management Policy and Procedure* and reported to the Board of Directors, and
 - any external reporting obligations required by legislation are met.

4. Procedure

In the event of a critical incident or emergency, students and staff should:

- follow this Procedure
- exercise common sense, and
- ensure the safety of all concerned is prioritised.

4.1 Reporting a critical incident

Students should report incidents or hazards promptly to Student Services in person, via email, or on the phone (0433 508 743).

Staff should report incidents or hazards to their line manager in person, via email, or on the phone.

Student Services or the relevant line manager should inform a CIT member, who will assume immediate responsibility for controlling the situation.

4.2 Managing a critical incident

The CIT member will:

- attend the incident
- offer immediate assistance to persons involved
- inform the Principal, who will assess the situation, consider any risks to those present and inform other members of the CIT as required
- contact and liaise with Emergency Services as required, and
- document details of the incident.

Upon managing the critical incident, the CIT member will:

- notify the emergency contacts for students or staff involved in the incident and providing appropriate support. If an international student dies or sustains serious injury this may extend to many of the tasks that may otherwise have been dealt with by family
- coordinate appropriate psychology, counselling and/or support services for any student who was sexually assaulted and/or harassed
- coordinate appropriate counselling and support services for students involved
- additionally liaise with appropriate external providers of 24/7 counselling and/or support services for students for incidents occurring after-hours (refer to contact details and support services in Appendix 3)
- manage internal and external communications.

The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.

4.3 Recording and reviewing a critical incident

After the critical incident has been managed and resolved, a CIT member must complete a Critical Incident Report (an example is provided at Appendix 1) containing the following details:

- Type of critical incident
- Exact location where the critical incident occurred
- Details of other person(s) involved in the critical incident and who might be injured, or in distress and in need of counselling or at risk. If current students are affected, a copy of the student's Written Agreement should accompany the Critical Incident Report.

The Critical Incident Report will be used to:

- review the situation and identify future priorities
- ensure the College complied with any legislative requirements that may have arisen from the incident, and
- coordinate communications to the College community and their families, the media if required, and TEQSA and the Department of Home Affairs, if deemed necessary.

A de-briefing session will be organised by the CIT to evaluate the effectiveness of the critical response procedures and inform the preparation of a report to the Board of Directors which will include recommendations for managing future critical incidents, if necessary.

Ongoing support will be provided to ensure there is follow-up with those involved in the incident.

5. Responsibilities

The Board of Directors is responsible for:

- the health and safety of students, staff and visitors to the College
- monitoring the occurrence and nature of critical incidents and that action is taken to address underlying causes (HESF Standard 6.2.1j).

The Principal or a nominated member from the CIT will:

- be available during normal and after hours of operation in case of incidents or emergencies
- manage the processes for preventing, preparing for, responding to, and recovering from critical incidents
- ensure staff are trained to respond to critical incidents
- ensure that appropriate information is provided to students in English and Korean
- ensure that a network of services is maintained to respond to different types of incidents including counselling services, police, hospitals and legal centres.

The CIT will manage critical incidents and emergencies until normal operations can resume.

6. Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

Campus	Any campus or site owned or operated by the College
College community	College students, staff, and other stakeholders engaging with the College, including visitors, contractors and volunteers
Critical Incident	The National Code defines a 'critical incident' as: A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
Emergency	A sudden, unexpected event that requires an immediate response from internal and external emergency services
Incident	An issue or occurrence that requires a response but is not critical, has a localised containable impact and unlikely to escalate in severity. The required response and management will be part of ongoing business-as-usual
Third-party providers	Organisations contracted by the College to provide services on its behalf
Third-party sites	Sites that College staff or students visit other than College campuses and third-party providers' premises. This includes sites where staff and students may be on work placements or study tours

7. Version history

Version #	Changes	Approval Body	Approval Date
1.0	Original Version	Board of Directors	26/10/21
1.1	Revised to cover after-hours operations	Board of Directors	03/09/23

	<p>Inserted Appendix 2 – Site-specific plan and procedure (Rhodes Campus)</p> <p>Inserted Appendix 3 – Contact details and support services</p>		
1.2	<p>Inserted Appendix 4 – Site specific plan and procedure (North Parramatta Campus)</p>	Board of Directors	25/07/24

8. Additional Information

Policy Status Approved

Policy Owner Principal

Next Review Date 3 years from Approval Date

Associated Internal Documents

Higher Education Standards Framework (Threshold Standards) 2021 Standards 2.3.1 to 2.3.5, 6.2.1j

National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 6.8

Other Applicable Legislation and Instruments Education Services for Overseas Students Act 2000
Tertiary Education Quality and Standards Agency Act 2011

Warning - Document uncontrolled when printed! The current version of this document is maintained on the Iona Trinity College of Higher Education's website at itc.edu.au

Appendix 1 – Critical Incident Initial Report

Date of Incident	
Reported by	
Description of Incident	
What happened?	
Location of the incident	
Time and date of the incident	
Lists the people involved	
Who did the incident affect	
Who was notified about the incident	
Other relevant information	
Lists supporting document and attach clearly labelled	

Name:

Signature:

STAFF USE ONLY

Report Reference Number:

Received on:

Acknowledged on:

Passed to responsible officer (Critical Incident and Emergency Response Team member):

Appendix 2 – Site-specific plan and procedure (Rhodes Campus)

A2.1 Introduction

This site-specific plan and procedure outlines the approach for after-hours operation (after 5.00 pm) at the Rhodes Campus (**the Campus**) of Iona Trinity College of Higher Education (**the College**) to ensure the security and well-being of all individuals present on the Campus during these times.

A2.2 Site description

- The Campus is physically located at 15-17 Blaxland Road, Rhodes NSW 2138, Australia.
- The Campus is self-contained within a single building on site, which has only one entry point and is lockable by the College. There is CCTV coverage within the Campus and the building.
- The Campus lies directly opposite Rhodes train station, which serves as a major stop on the T9 Northern Line, with trains stopping every 6 to 8 minutes (southbound) and 3 to 12 minutes (northbound) until 7.00 pm, after which trains stop approximately every 15 minutes until midnight. Bus stops are also located at the station which connect with several routes to major suburbs until late.
- The rear of the College lies adjacent to major arterial road A3.
- The Campus lies near two major retail hubs: *Rhodes Central* (less than 1 minute walk, opposite Rhodes train station) and *Rhodes Waterside* (a 5-minute walk alongside retail food businesses, offices and high-rise apartments). Both hubs remain operating until late.
- The areas immediate and surrounding are well-lit, regularly maintained by the City of Canada Bay Council and features extensive CCTV coverage. The building foyer and College exterior is permanently lit.
- The nearest police station *Burwood Police Area Command* is a 12-minute drive from the College and is open 24 hours.
- The nearest fire station *Rhodes Fire Station* is located fifty (50) metres from the College and less than a 1-minute walk.
- The nearest hospital *Concord General Repatriation Hospital* is a 4-minute drive or 12-minute walk from the College and the emergency department operates 24 hours per day, 7 days a week.
- Provision is given by the City of Canada Bay Council for after-hours operation of the building until 9.30 pm on weekdays and 6.00 pm on weekends.
- Despite the above, the closing time of the Campus, including the building and other facilities on site, is determined by the College as 6.30 pm on weekdays and 6.00 pm on Saturdays. The Campus is closed on Sunday.

A2.3 After-hours operations, security and closure

During after-hours operations:

- a nominated member of CIT will be present on the Campus and remain contactable at all times by students and staff to assist until the Campus is closed for the day
- the sole entry point to the Campus will be locked and access controlled by the nominated member of CIT
- students will be encouraged by the nominated member of CIT as well as other staff members to travel in pairs or groups when walking to and from the Campus after-hours
- students and staff will be reminded and encouraged to be vigilant and report any unusual or suspicious behaviour to the nominated member of CIT
- all classes scheduled must conclude no less than 30 minutes before the Campus closing time
- quarterly inspections of the Campus will be conducted by the nominated member of CIT to assess the condition of lighting, CCTV coverage, access points and security systems, reviewing incident reports to identify patterns or trends that may require adjustments to security measures, and to additionally forward this information to Iona Columba College for appropriate rectification works, as per Service Stream 3 of the Service Level Agreement.

In the event that a class which is scheduled to conclude after-hours runs over its scheduled finish time and may interfere with the determined Campus closing time, the following procedures will be followed:

- Faculty members will be responsible for managing class timings to ensure timely conclusion within the scheduled class duration.
- In the event that a class is at risk of running overtime due to unforeseen circumstances (e.g., extended discussions, technical difficulties), faculty members must notify the nominated member of CIT at least 30 minutes before the Campus closing time.
- The nominated member of CIT will assess the situation and decide whether to allow the class to continue for a reasonable extension, taking into consideration factors such as security, transportation availability and the safety of all individuals present.
- If the class extension is approved, the faculty member must ensure that the class concludes as soon as possible within the reasonable extension granted.
- If the class extension would unduly compromise the safety and security of individuals, the nominated member of CIT will make the decision to conclude the class promptly to adhere to the Campus closing time.
- The Campus will be closed within 30 minutes after the class concludes, ensuring that all individuals have adequate time to exit the building safely.

Note: The primary objective of managing classes that run overtime is to balance the academic requirements with the safety and security of all individuals on the Campus. The decision to extend a class is to be made reasonably, with consideration for the well-being of the college community and the Campus closing procedures.

Appendix 3 – Contact details and support services

1	Emergency services in NSW (Police, ambulance, fire and rescue):	000
2	NSW Police	131 444
3	Police Area Command Burwood (<i>Rhodes Campus</i>) Parramatta (<i>North Parramatta Campus</i>)	02 9745 8499 02 9633 0799
4	Crime Stoppers	1800 333 000
5	Fire Station Rhodes (<i>Rhodes Campus</i>) Parramatta (<i>North Parramatta Campus</i>)	02 9493 1066 02 9493 1027
6	Translating and Interpreting Service	131 450
7	Department of Home Affairs	131 881
8	Consulate General of the Republic of Korea in Sydney: General Enquiries Emergency Contact	02 9210 0200 0403 546 058
9	ITC Student Services Manager	0433 508 743
10	ITC Student Counselling Service	TBC
11	ITC Nominated member/s of CIT	TBC
12	Lifeline (<i>counselling, external, 24/7</i>)	13 11 14
13	Korean Lifeline (<i>counselling, Korean speaking, external, 24/7</i>)	02 9858 5900
14	Beyond Blue (<i>mental health support, external, 24/7</i>)	1300 224 636
15	13 Yarn (<i>crisis support, Aboriginal or Torres Strait Islander, external, 24/7</i>)	13 92 76
16	QLife (<i>peer support and referral, LGBTIQ+, external, 3pm-midnight</i>)	1800 184 527
17	Blue Knot (<i>National Counselling and Referral Service – Disability, external, 9am-6pm weekdays, 9am-5pm weekends</i>)	1800 421 468
18	NSW Rape Crisis Service (<i>external, 24/7</i>)	1800 424 017

19	1800RESPECT (<i>external, 24/7</i>)	1800 737 732
20	Hospital – Emergency Department, 24/7 Concord General Repatriation (<i>Rhodes Campus</i>) Westmead (<i>North Parramatta Campus</i>)	02 9767 5000 02 8890 5555
21	Royal Prince Alfred (RPA) Hospital Sexual Assault Services, Camperdown Daytime After hours	02 9515 9040 02 9515 6111
22	Royal North Shore (RNS) Hospital Sexual Assault Services, St Leonards Daytime After hours	02 8797 7174 02 9926 7111
23	Westmead Sexual Assault Service Daytime After hours	02 8890 7940 02 9881 8000
24	Security – Duty Supervisor (<i>North Parramatta Campus</i>)	0409 922 105

Appendix 4 – Site-specific plan and procedure (North Parramatta Campus)

A4.1 Introduction

This site-specific plan and procedure outlines the approach for after-hours operation (after 5.00 pm) at the North Parramatta Campus (**Campus B**) of Iona Trinity College of Higher Education (**the College**) to ensure the security and well-being of all individuals present on the Campus during these times.

A4.2 Site description

- Campus B is physically located at 16 Masons Drive, North Parramatta NSW 2151, Australia.
- Campus B is contained within the main complex on the grounds of the Centre for Ministry, Uniting Church in Australia and simultaneously the location of United Theological College, one of three teaching sites of the School of Theology, Charles Sturt University. The entire site is bounded by a public school, three private schools, an accommodation venue for ministry candidates, visiting lecturers and their families, and a nature reserve.
- The main complex also houses Camden Theological Library, which provides library services for enrolled students of the college.
- Access to Campus B is via the front entrance of the main complex. There is CCTV coverage within the building and on the grounds. A Duty Supervisor from the Centre of Ministry is present on site and contactable during operating hours until closing time or the last scheduled after-hours class of the day, whichever is later.
- The nearest train station is Parramatta Station, located 4 km south of Campus B and serves as a major rail interchange in Parramatta CBD providing connections to the metropolitan T1 Western, T2 Inner West and T5 Cumberland lines, as well as the intercity Blue Mountains line, with express services to Central Station (Sydney CBD) stopping every 3 to 15 minutes between 5.00 pm and 10.00 pm, and all stop services every 15 minutes until midnight.
- The nearest bus stops are located 350 m south of Campus B. Bus route 550 (southbound) terminating at Parramatta Station stops every 10 to 20 minutes from 5.00 pm to 8.45 pm, and then every 30 minutes until midnight. Bus route 550 (northbound) via Epping Station stops every 10 to 20 minutes from 5.00 pm to 8.30 pm, and then every 30 minutes until midnight.
- A newly constructed light rail line designated as L4 is scheduled to open in mid-2024, connecting Westmead Hospital and Parramatta CBD. The nearest light rail station will be Fennell Street, located 2 km south of Campus B.
- Public vehicular access to Campus B is via major arterial Pennant Hills Road (Cumberland Highway, A28). Parking is available on grounds for students, staff and visitors.
- A small shopping village with a café is located 400 m south of Campus B and closes before 5.00 pm.
- The nearest police station *Parramatta Police Area Command* is an 8-minute drive from Campus B and is open 24 hours a day, 7 days a week.

- The nearest fire station *Parramatta Fire Station* is a 10-minute drive from Campus B.
- The nearest hospital *Westmead Hospital* is a 10-minute drive from Campus B and the emergency department is open 24 hours a day, including public holidays.
- Operating hours for the Centre for Ministry on which grounds Campus B is located on are 7.30 am to 10.00 pm on Monday and Thursday, 7.30 am to 7.00 pm on Tuesday, Wednesday and Friday, closed on Saturday, and 8.30 am to 4.00 pm on Sunday.
- Despite the above, classes run by the college will conclude by 6.00 pm on weekdays. Classes at Campus B are not run on weekends by the college.

A4.3 After-hours operations, security and closure

After-hours operating procedures at the North Parramatta Campus are as per the Rhodes Campus (refer to Appendix A2.3) with the following adjustments:

- Access to the main complex is controlled by the Duty Supervisor from the Centre of Ministry.
- Forwarding of information in relation to appropriate rectification works will be done in accordance with the prevailing policy and procedures of the Centre for Ministry as applicable.
- The nominated member of CIT will manage classes run after-hours with the added awareness and consideration of other parties that may be present on the site after-hours.