

These Procedures support the *Critical Incident and Business Continuity Policy*

**Procedures Owner:** College Director and Principal

**Keywords:** Critical Incident, Business Continuity, Disruption, Recovery

---

<a href="#">Intent</a>	1
<a href="#">Organisational Scope</a>	1
<a href="#">Definitions</a>	1
<a href="#">Procedures Content</a>	
Provide Emergency Response	2
Critical Incident Management Plan Activation and Escalation	2
Activate the Critical Incident Management Team	5
Call for Specialist Support	5
Crisis Communication	6
Provide Mandatory Notifications	7
Conduct Post-Incident Review/Debrief and Reporting	7
<a href="#">Related Documents</a>	8
<a href="#">Contact Information</a>	8
<a href="#">Approval History</a>	8
Figure 1: Criticality Matrix	2
Figure 2: Critical Incident Management Process	3
Figure 3: Critical Incident Management Team Process	6
Appendix 1: CIMT Meeting Agenda Guide	9
Appendix 2: Health and Safety Considerations	10

---

## 1. INTENT

- 1.1 These Procedures are to enable Edith Cowan College ('ECC' or the 'College') to:
- a) provide a coordinated response to dealing with, and continuing business operations during a Critical Incident.
  - b) support the Critical Incident Management Team (CIMT) in providing a consistent approach to responding to a Critical Incident.
- 1.2 These Procedures support the *Critical Incident and Business Continuity Policy*.

## 2. ORGANISATIONAL SCOPE

- 2.1 These Procedures apply to all members of the ECC community.

## 3. DEFINITIONS:

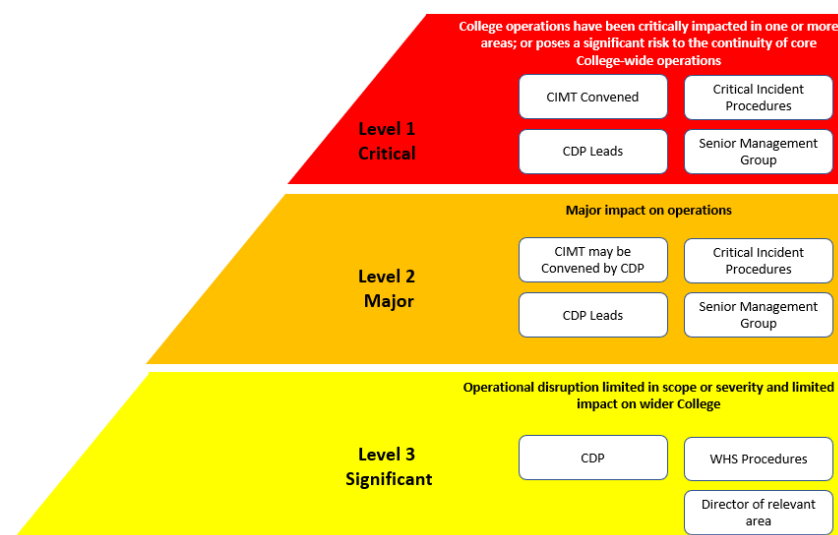
- 3.1 The *Glossary of Policy Terms* applies to these Procedures.

## 4. PROCEDURES CONTENT:

### Provide Emergency Response

- 4.1 Provide **Emergency Response** as per the [Wellness, Health and Safety Procedures](#).
- 4.2 If the Incident involves **Sexual Assault and/or Sexual Harassment**, also follow the [Sexual Assault and Sexual Harassment Response Procedures](#) to provide appropriate support to the victim-survivor and, if it is an ECC Student or Staff member, the alleged perpetrator
- 4.3 Notify the College Director and Principal, or a member of the Senior Leadership Team.
- 4.4 The College Director and Principal will use the **Criticality Matrix** (Figure 1) to determine the level of Incident. The level of the Incident determines the team to be notified and the plan to be activated.

**Figure 1. Criticality Matrix**



- 4.5 For a **Level 3 Incident (Significant)**, refer to the [Wellness Health and Safety Procedures](#) for the appropriate Emergency Response. The Senior Management Group will provide support for Incident management and recovery and the College Director and Principal will provide guidance in relation to Business Continuity.
- 4.6 For a **Level 2 Incident (Major)** or a **Level 3 Incident (Critical)** follow these Procedures.

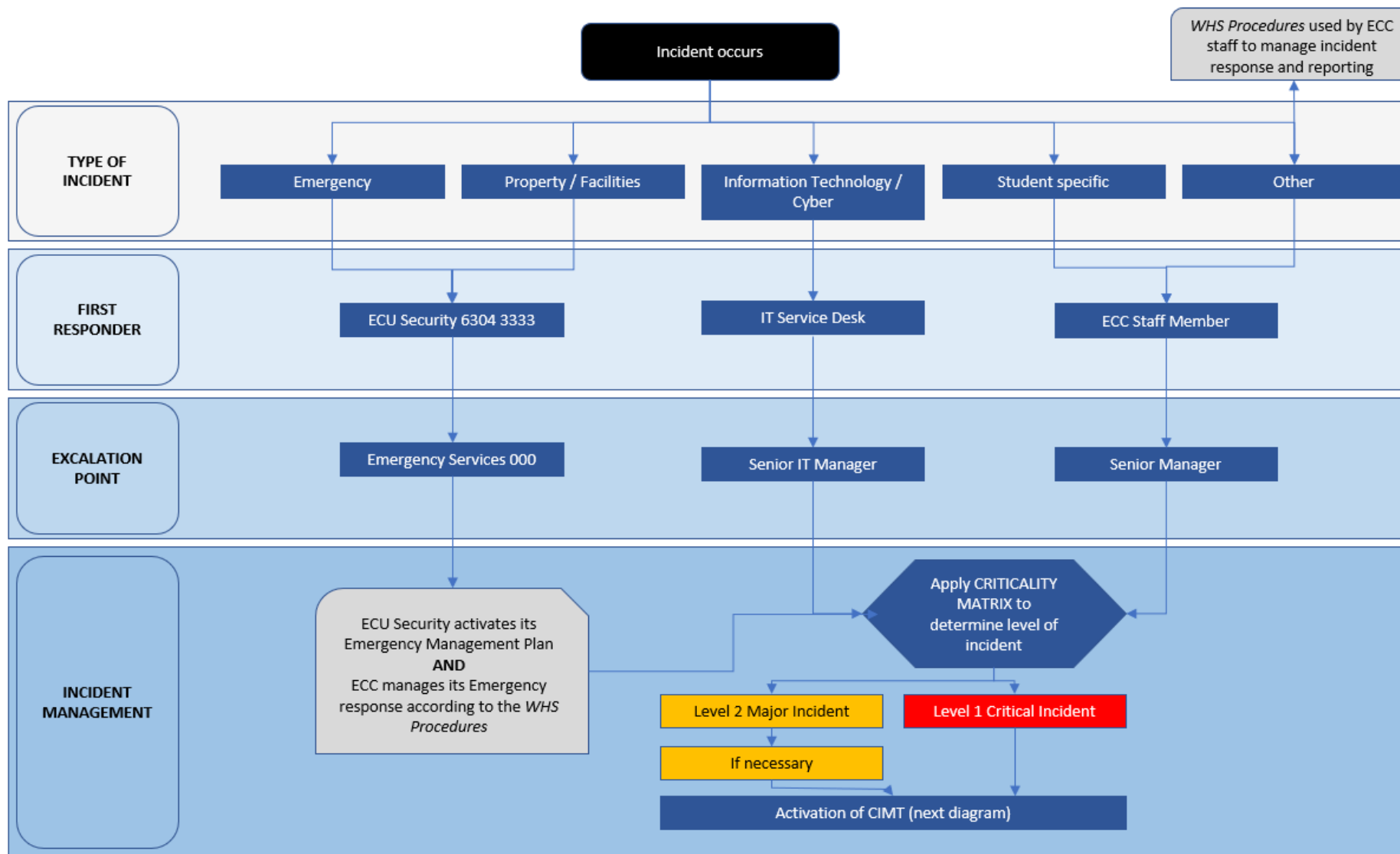
### Critical Incident Management Plan Activation and Escalation

- 4.7 Determine the type of Incident:
  - a) Emergency;
  - b) Property / Facilities;
  - c) Information Technology / Cyber;
  - d) Student Specific; or
  - e) Other;

and follow the relevant **Critical Incident Management Process** (Figure 2).

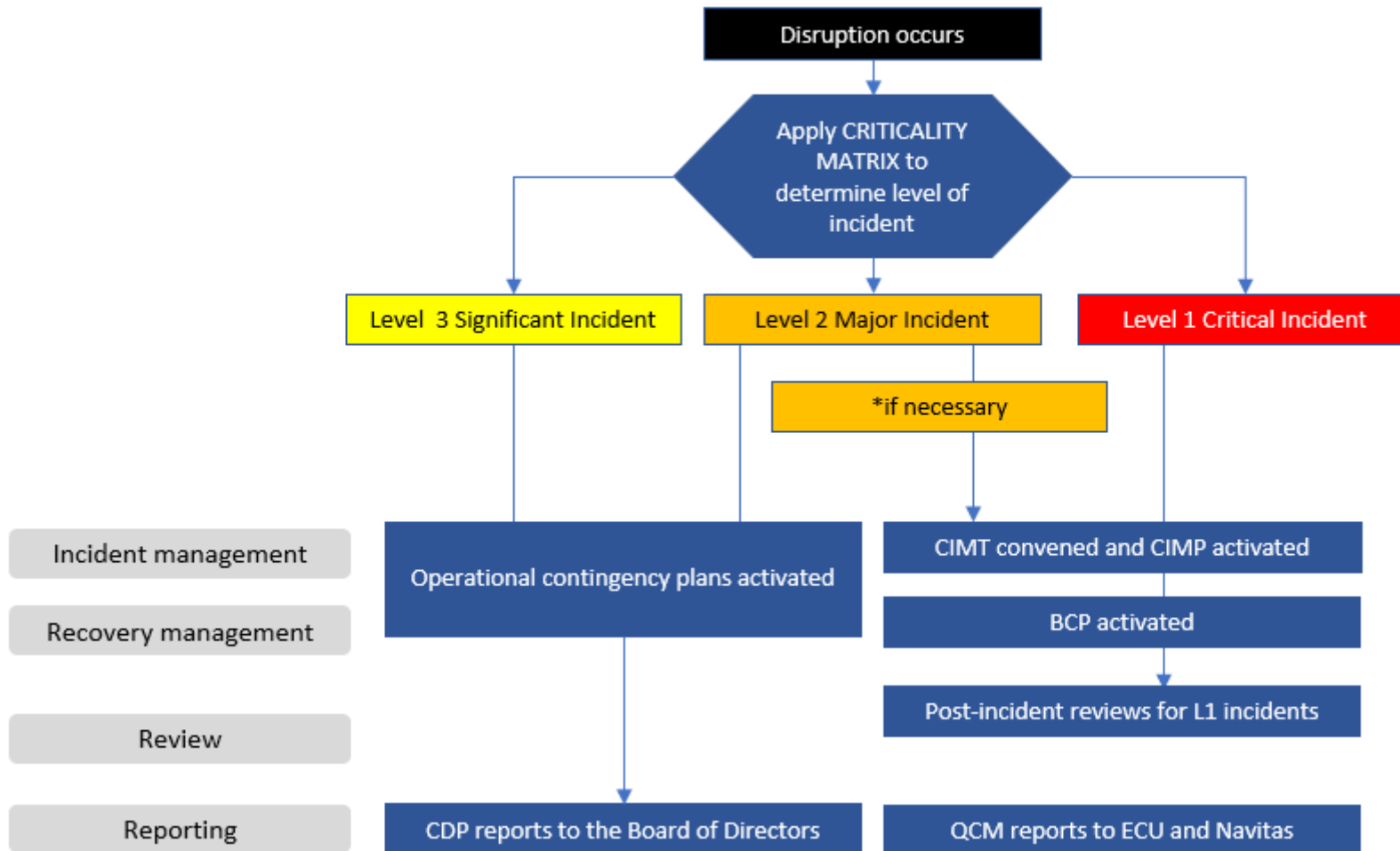
# Critical Incident and Business Continuity Procedures

Figure 2. Critical Incident Management Process



# Critical Incident and Business Continuity Procedures

Figure 2. Critical Incident Management Process (Continued)



## Critical Incident and Business Continuity Procedures

### Activate the Critical Incident Management Team (CIMIT)

4.8 The Critical Incident Management Team will be activated by the College Director and Principal for most **Level 2 (Major)** and for all **Level 1 (Critical)** Incidents.

4.9 The Critical Incident Management Team (CIMIT) members and roles are:

Role	Key Responsibilities
<b>College Director and Principal</b>	<ul style="list-style-type: none"> <li>Recovery Director – head the CIMIT.</li> <li>Liaise with Board of Directors, Navitas Executive General Manager, UPA, Emergency Services and Diplomatic Post or Embassy.</li> <li>Ensure effective management of the CIMIT.</li> <li>Ensure control of all organisational and operational implications.</li> <li>Maintain communication flows with key stakeholders</li> <li>Coordinate all crisis-related internal and external communications.</li> <li>Assist Navitas Executive General Manager and ECU as Media Liaison.</li> </ul>
<b>Academic Director and/or Director of Studies</b>	<ul style="list-style-type: none"> <li>Coordinate communication to students and teaching staff.</li> <li>Manage teaching teams as appropriate.</li> <li>Support students when and if needed.</li> </ul>
<b>Director of Marketing and Admissions</b>	<ul style="list-style-type: none"> <li>Coordinate website communications.</li> <li>Act as Agent Liaison.</li> <li>Managing Marketing and Admissions team as appropriate.</li> <li>Maintain communication flows with key stakeholders, including future students and key market stakeholders.</li> </ul>
<b>Quality and Compliance Manager</b>	<ul style="list-style-type: none"> <li>Advise on compliance, risk, regulatory or governance matters.</li> <li>Ensure effective administrative support to CIMIT.</li> <li>Advice on enactment and content of Critical Incident Management Plan and/or Business Continuity Plans.</li> <li>Maintain communication flows with key stakeholders.</li> <li>Organise CIMIT meetings, document and record actions.</li> </ul>

4.10 Where a Site Liaison person is required, the CIMIT will send the ECC OSH Representative to attend the Incident Site.

### Call for Specialist Support

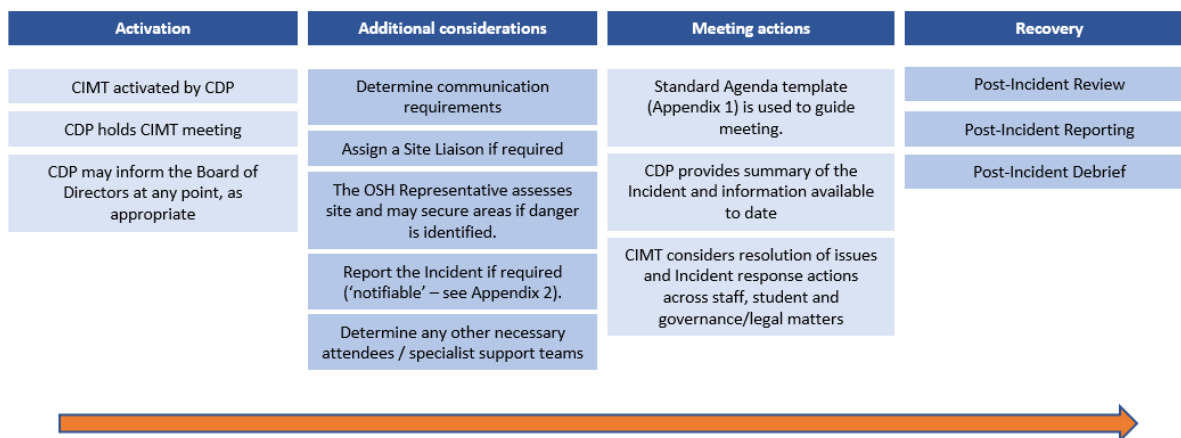
4.11 The College Director and Principal will determine whether specialist support for the CIMIT from within ECC, ECU and/or Navitas is required.

4.12 Once the CIMIT is convened, the College Director and Principal will contact the Chair of the Board of Directors to provide an overall briefing on the Incident.

## Critical Incident and Business Continuity Procedures

4.13 The CIMT Process is outlined in Figure 3, below:

**Figure 3. Critical Incident Management Team Process**



### Crisis Communication

4.14 In most instances, the Crisis Communications Matrix will guide communications:

**Crisis Communications Matrix**

Audience	Deliverable	Channel	Frequency	Coordinator
<b>Staff</b>	Informational updates from CDP. Overarching / inspiring message from CDP at	Global email Staff portal FAQs Website	Initial, then daily/as needed	CDP
<b>Staff – L &amp; T</b>	Teaching-specific contingencies, information	Email, SMS	Immediate, then as needed	AD / DoS
<b>Students - all</b>	Informational updates on the Incident	Global email SMS Social Student Portal FAQs	Immediate, then as needed	AD / DoS DMA
<b>Students – International</b>	For issues affecting international borders, visas, enrolments etc.	Email, FAQs Website Social media	As needed	DMA. SASM
<b>Students – Future</b>	Providing holding lines/FAQs to address enquiries	FAQs, social media	Initial, then as needed	DMA
<b>Board of Directors</b>	Updates on Incident	CDP phones Chair	As needed	CDP

## Critical Incident and Business Continuity Procedures

- 4.15 For Critical Incidents (Level 1), the College Director and Principal may form a Crisis Communications Subgroup to discuss communication requirements in further detail, particularly when:
- there is a need for key messaging via staff or student via global email;
  - mass communications are required;
  - media needs to be engaged/have contacted ECC; or
  - pro-active messaging is required to protect ECC's brand or reputation.
- 4.16 Final approval of crisis communication is provided by the College Director and Principal (or Nominee).

### Provide Mandatory Notifications

- 4.17 Refer to Appendix 2 to determine whether the Incident is Notifiable, meaning it must be reported to relevant authorities.
- 4.18 Determine whether the Incident will significantly affect ECC's ability to meet the *Threshold Standards of the Tertiary Education Quality and Standards Agency Act 2011*, and if so, the Quality and Compliance Manager will submit the required notice to TEQSA via [materialchanges@teqsa.gov.au](mailto:materialchanges@teqsa.gov.au) within fourteen (14) Calendar Days and retain the records.
- 4.19 Determine whether an Underage Student (Minor) has been involved in the Incident, and if so, contact the Student Counsellor as soon as possible.
- 4.20 A member of the CIMT, the Student Counsellor or the CC OSH Representative will inform and consult with the following individuals and agencies:
- Parent or legal guardian;
  - Department of Home Affairs;
  - WA Police; and
  - Department of Communities (WA).

### Conduct Post-Incident Review/Debrief and Reporting

- 4.21 The College Director and Principal determines when a coordinated response to a Critical Incident is no longer needed.
- 4.22 The Quality and Compliance Manager will schedule a Post-Incident Review/Debrief for all Critical Incidents (Level 3) so that it can be completed within a reasonable timeframe following the end of the Incident. The College Director and Principal will initiate a Post-Incident Review/Debrief for a Major Incident (Level 2) if it is deemed that there are benefits from identifying lessons learnt that may be applicable to the College.
- 4.23 The College Director and Principal will provide a Post-Incident report to the Board of Directors, Navitas and ECU.
- 4.24 A Post-Incident Review/Debrief involving all members of the CIMT will be held within a week of the end of the Incident to consolidate lessons learned and develop, address and rectify opportunities for improvement, and consider:

## Critical Incident and Business Continuity Procedures

- a) what went well (to be reinforced and highlighted);
- b) what needs amendment or adjustment;
- c) where there are gaps;
- d) what needs to be created or fixed; and
- e) who needs to be informed of action plans arising out of the Review/Debrief.

### 5. RELATED DOCUMENTS

5.1 These Procedures are support the *Critical Incident and Business Continuity Policy*:

5.2 Related ECC Health and Safety documents include:

*Sexual Assault and Sexual Harassment Prevention and Response Policy*  
*Student Wellbeing, Counselling and Support Policy*  
*Wellness, Health and Safety Policy*  
*Underage Students (Minors) Policy*

### 6. CONTACT INFORMATION:

For queries relating to this document please contact:

<b>PROCEDURES OWNER</b>	College Director and Principal
<b>ALL ENQUIRIES CONTACT:</b>	Quality and Compliance Manager
<b>TELEPHONE:</b>	08 6279 1133
<b>EMAIL ADDRESS:</b>	justask@ecc.edu.au

### 7. APPROVAL HISTORY

For queries relating to this document please contact:

<b>PROCEDURES APPROVED BY:</b>	College Director and Principal
<b>DATE PROCEDURES FIRST APPROVED:</b>	July 2007
<b>DATE LAST MODIFIED:</b>	December 2019
<b>REVISION HISTORY:</b>	February 2022. Adoption of a principle-based approach to policy. Addition of Business Continuity content.
<b>NEXT REVISION DUE:</b>	February 2024



## Appendix 1

### CIMT Meeting Agenda Guide

#### **Agenda for 1<sup>st</sup> CIMT meeting**

*Objective: prioritise actions and confirm response team*

1. Summary of Incident (CDP)
2. Appointment of Site Liaison (if applicable) for Incident
3. Establish safety and security of students, staff, others involved in the Incident
4. Advice on initial communications strategy and approach
5. Incident response actions
6. Summary of actions
7. Confirmation of next meeting and attendees

#### **Agenda for 2<sup>nd</sup> CIMT meeting**

*Objective: confirm incident response is on track towards recovery*

1. New information from Site Liaison and CDP
2. Status of actions from 1<sup>st</sup> meeting
3. Further communications
4. Summary of actions
5. Confirmation of next meeting and attendees

## Appendix 2

### Health and Safety Considerations

As per the *Work Health and Safety Act 2020*, there are certain incidents that are notifiable to the regulator (namely WorkSafe WA). The Health and Safety Representative is responsible for the notification to the regulator. Therefore, if an Incident involves an Underage Student (Minor) or includes any of the below, the Health and Safety Representative must be included in the CIMT.

Notifiable Incident means:

the death of a person; or

a serious injury or illness of a person:

- a) that requires the person to have immediate treatment as an in-patient in a hospital; or
- b) that requires the person to have immediate treatment for —
  - i. the amputation of any part of the person's body; or
  - ii. a serious head injury; or
  - iii. a serious eye injury; or
  - iv. a serious burn; or
  - v. the separation of the person's skin from an underlying tissue (such as degloving or scalping); or
  - vi. a spinal injury; or
  - vii. the loss of a bodily function; or
  - viii. serious lacerations; or
- c) that requires the person to have treatment by a medical practitioner within 48 hours of exposure to a substance; or
- d) that occurs in a remote location and requires the person to be transferred urgently to a medical facility for treatment; or
- e) that, in the opinion of a medical practitioner, is likely to prevent the person from being able to do the person's normal work for at least 10 days after the day on which the injury or illness occurs, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

a dangerous incident:

means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to —

- a) an uncontrolled escape, spillage or leakage of a substance; or
- b) an uncontrolled implosion, explosion or fire; or
- c) an uncontrolled escape of gas or steam; or
- d) an uncontrolled escape of a pressurised substance; or
- e) electric shock; or
- f) the fall or release from a height of any plant, substance or thing; or
- g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations; or
- h) the collapse or partial collapse of a structure; or
- i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- k) the interruption of the main system of ventilation