Critical Incident Policy

Policy Id	A008
Previous version	August 2021
Current version	Approved by the Board of Governors, 25 November 2024
Scheduled review date	November 2027
Threshold Standard	n/a
Responsible person/s	Operations Manager, Academic Administration Manager, Academic Director and Chief Executive Officer
Appendix A	Critical Incident Contact Details

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1. Introduction

The Adelaide Central School of Art ('the School') is committed to the provision of a safe environment.

2. Purpose

The purpose of this policy is to outline the School's response to a Critical Incident during and in the period immediately following an incident and for management of the longer-term consequence of such an incident.

3. Scope

This policy applies to all activities and decisions of the School.

3.1 Critical incidents may occur on campus, or elsewhere and includes or involves without limitation:

3.1.1 a student in the course of enrolment in, or attendance at, the School;

3.1.2 a student or community member's participation in officially sanctioned School activities (including non-academic activities);

3.1.3 Staff or contractors in the course of their duties on behalf of the School; and/or

3.1.4 serious damage, or incidents with a potential for serious damage or harm, to School property located at the School site.

3.2 This Policy does not apply to:

3.2.1 local critical Incident management arrangements applying at third party organisations that may be involved in the delivery of the School's programs; or

3.2.2 Information technology systems failures and disaster recovery – refer to the Business Continuity Plan.

4. Definitions

4.1 **Award Courses** refer to the School's accredited degree programs

4.2 **Staff** refers to a person performing any work for the School, including permanent, contracted and casual employees, contractors and volunteers.

4.3 **Student** refers to an enrolled student at the School.

4.4 **Critical Incident**

A 'critical incident' is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Critical Incidents can include, but are not limited to:

Students or staff going missing;

Severe physical, verbal or psychological aggression;

Death, suicide, serious injury or any threat of these;

Natural disaster

Non-life-threatening events may qualify as critical Incidents.

5. Policy

5.1 In providing a safe workplace, the School will adhere to the requirements of SafeWork SA and relevant health and safety legislation.

5.2 The School recognises that any critical incident will be unique and is committed to ensuring that each incident is managed effectively, compassionately and with the safety and welfare of all concerned being of priority.

5.3 The School aims to ensure that appropriate resources are available to respond to all aspects of a critical Incident, including:

5.3.1 Physical and psychological safety of affected students and staff;

5.3.2 Emotional and physical support; and

5.3.3 Interventions required at different phases following an incident.

5.4 The School will keep appropriate records of critical Incidents occurring and appropriate follow up action taken.

5.5 Within reasonable time after the critical Incident the School will reflect on the incident, the response undertaken and how it could be improved leading to a possible review of the policy.

5.6 Designated Critical Incident Officers will have immediate responsibility for controlling the situation at the location of a critical incident and liaising with Security and Emergency Services.

5.7 Responses to critical incidents will be timely and professional and take into account the safety of individuals involved as the paramount consideration.

5.8 Where it is suspected that a crime has taken place, care shall be taken to preserve the scene of the incident and any related evidentiary items, provided that it is feasible to do so without adversely impacting on health and safety.

5.9 The level of response required to a critical incident may vary in accordance with the circumstances and scale of the Critical Incident. The Procedure: Critical Incident Management sets out the School's considered response to a critical incident. It is not to be viewed as restricting any response by the Critical Incident Officer or the Critical Incident Management Team.

6. Responsibilities

6.1 The Operations Manager, Academic Director, Academic Administration Manager and the Chief Executive Officer (CEO) of the School are the designated officers responsible for declaring the incident is critical and falls under the Policy for reporting purposes. The Operations Manager, Academic Director, Academic Administration Manager and CEO are responsible for ensuring that all parties involved in activities conducted by the School do so in accordance with this Policy.

6.2 The CEO is responsible for implementing this policy for all public program activities undertaken by the School. The Academic Administration Manager is responsible for implementing this policy for the School's award courses.

6.3 One of the designated officers will notify the Chair or the Board of the critical incident as soon as possible.

6.4 All staff are responsible for working in accordance with this policy to ensure a safe environment.

7. Procedures

7.1 A staff member, student or visitor involved in, witnessing, or becoming aware of a critical incident must immediately contact the Operations Manager or CEO.

7.2 Depending on the incident, the staff member, student, or visitor must contact the relevant Emergency Services listed in the Appendix to this policy. Available Administration Staff will attend the incident, provide a report to Emergency Services and notify the Operations Manager and CEO.

7.3 If there is a critical incident the site should be made safe and should be secured. No objects or materials should be moved or disposed of, and no cleaning should take place beyond that required to maintain safety, so that authorities can inspect it when they attend.

8 Review

This policy will be reviewed at least once every three years from the date of approval of this policy.

Appendix

Critical Incident Contact Details

CEO, Penny Griggs Initial identification of critical incident and initial response	0401 307 477
Operation Manager, Michael Bishop Initial identification of critical incident and initial response	0401 139 322
Police Life threatening emergencies	000 Police
Police assistance (24/7)	131 444
Fire Emergencies	000
South Australian Metropolitan Fire Service	(08) 8204 3600
Ambulance Life threatening emergency/injury	000
Norwood Village Medical & Dental Centre	(08) 8425 1333
SafeWork SA Life threatening issues or a death	1800 777 209 (statewide – 24 hours)
SafeWork SA Non-life threatening injuries/issues	1300 365 255 or notifiable incident form or email
SafeWork SA	Safe Work Australia's incident notification fact sheet provides information about mandatory reporting requirements with examples. A person conducting a business or undertaking (PCBU) must notify SafeWork SA of fatalities and certain serious injuries/illnesses, dangerous incidents or COVID-19 cases that occur at work as a result of the conduct of the business or undertaking. Incidents may relate to anyone at a workplace such as a worker, contractor or member of the public. It is an offence to fail to report a notifiable incident.