

CRITICAL INCIDENT POLICY

Policy Summary

Glenroy Neighbourhood Learning Centre (GNLC) will ensure that it prepares for and responds swiftly and effectively to Emergency Situations and Critical Incidents, with the foremost goals of preserving life, protecting the organisation's property, and restoring operations as quickly as possible.

GNLC will maintain a register of Critical Incidents and Emergency situations and use this register for continuous improvement, quality assurance and ongoing process review.

GNLC has an Emergency Management Plan that should be enacted for all Emergency and Critical Incidents.

Scope

This Policy extends to all GNLC activities

Guiding Principles

Protection

GNLC is committed to the protection of consumers, staff, volunteers, Committee members, students and visitors during emergencies.

Planning

GNLC will implement procedures in the Emergency Management Plan so that, as far as possible, all stakeholders are prepared for events or incidents that stretch beyond GNLC's ability to cope with normal day-to-day capacity. Through planning, every effort will be made to minimise the negative impacts of Emergency Situations and Critical Incidents.

Risk Assessment

Risk assessment processes will identify barriers to effective emergency management.

Responsibility

All Centre Users are expected to behave in a way which minimises the risk of emergencies occurring as per the Health and Safety Policy.

Appointment of Officers

The Manager will appoint officers who will have lead responsibility for implementation of Emergency and Critical Incident procedures, including identification of potential situations, developing, documenting and communicating response plans, reporting on actual situations, and reviewing policy and procedures following a disaster or emergency situation.

Training

All staff and volunteers will be trained in disaster and emergency response procedures at induction. The Emergency Management Plan sets out procedures for all Emergency and Critical Incidents and evacuation drills will be undertaken at regular intervals throughout the year.

Support

Critical incidents can be a threatening experience and appropriate supports are required to minimise long term effects arising from exposure to the trauma. Critical incident debriefing will be organised. Where appropriate, supportive counselling will be arranged.

Definitions

Critical Incident: Is an unexpected, traumatic event, involving personal or professional threat, which is likely to cause extreme physical and/or emotional distress, fear or injury. Providing appropriate support during and after a critical incident is part of the emergency management plan.

Critical incidents that may occur include:

- hostage or terrorist situation
- fatality or serious injury
- murder or suicide
- earthquake
- bomb threat

Critical Incident Team The group of Glenroy Neighbourhood Learning Centre staff responsible for the strategic management of critical incidents. The Critical Incident Team comprise of:

- Manager
- First aid Representative
- O H & S representative
- Fire Warden

An **Emergency** is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed. Emergency situations that may occur include:

- fire
- gas or water leak
- vehicle and other accidents
- chemical, radiation or biological spill
- storm
- civil disorder or illegal occupancy
- physical (including sexual) assaults
- Hold up or attempted robbery

Traumatic Event: A traumatic event includes those listed in Critical Incidents and Emergency situations, and could also include:

- missing students
- a serious traffic collision
- physical / sexual assault or domestic violence
- severe verbal or psychological aggression
- serious threats of violence
- storms or natural disasters
- drug or alcohol abuse.

Emergency Management is the coordination of an emergency response and management of recovery. The aim of Emergency Management is to minimise physical and psychological impacts on all parties and to minimise damage to assets, operations, reputation and staff productivity.

Legislation and Regulations

Work Health and Safety Act 2011 (Commonwealth)

Model Work Health and Safety Regulations 2019 (Commonwealth)

Relevant Policies and Procedures

Critical Incident Procedure

Critical Incident Mental Health Protocol

Emergency Management Plan

Health and Safety Policy and Procedures

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Enquiries	9304 3910