



CRITICAL INCIDENT POLICY

Authorised By:	President (CEO)	Revision: 2.8
Last Amendment Date:	Revision Date: 05 Sep 2023	
Review Due Date:	Next Review: 05 Nov 2025	
Related Documents:	Work Health and Safety Policy Critical Incident Report Form	
Responsible Officer:	Registrar	
Review:	Executive	

Any person who requires assistance in understanding any aspect of this document should contact the Responsible Officer.

1. Overview

This policy addresses the need for a coordinated and planned response if Tabor students, staff or visitors to a Tabor campus or activity are involved in a critical incident.

2. Scope and Applications

This policy applies to all Tabor students, staff and visitors. A critical incident is defined by the ESOS National Code, Standard 6, as 'a traumatic event, or the treatment of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents may include, but are not limited to:

- Death of a person on Tabor College property during open hours
- Missing student
- Students and/or staff being taken hostage
- Siege of college property and/or buildings
- A disaster in the local community
- Unusual or unwarranted media attention
- Aggressive and/or malicious trespass of people on College grounds
- Domestic violence, sexual assault, drug or alcohol abuse
- Flooding incidents such as a ruptured water main, torrential rain either locally or remotely, or internal broken water pipes
- Fire or smoke filling the building
- A bomb threat
- A gas explosion / leak
- A ceiling or partial building collapse

3. Policy Principles

- 3.1. Tabor is committed to providing clear procedures for responses to critical incidents in order to provide for the safety and security of students, staff and visitors. This will assist in ensuring that each case is managed effectively and compassionately, and will minimise the risks inherent in independent, and perhaps ill-judged, responses.
- 3.2. Every Critical Incident is unique and will need to be dealt with differently, according to the nature and scale of the incident and the needs of the people affected. This policy does not apply to routine student welfare concerns and relatively minor incidents for which the College provides support and assistance through the normal service operations.

4. Procedures

4.1. Critical Incident Actions

- 4.1.1. At any Tabor campus or activity, any staff member or student who becomes aware of a critical incident involving threat to life or risk of serious harm to another student, staff member or visitor must immediately notify the Emergency Services by calling 000.
 - Any staff member or student being notified of a critical incident or receiving a report of a critical incident involving a student, staff member or visitor must immediately notify Student Services in person or by telephone (08) 8373 8777.
 - Student Services staff will immediately alert the Registrar who will be the Critical Incident Response Coordinator (CIRC).
 - In the absence of the Registrar, the Work Health and Safety (WHS) Manager will be the CIRC.
 - In the absence of both the Registrar and the WHS Manager, the Deputy Registrar will undertake the role of the CIRC.

4.2. Critical Incident Response Co-ordinator (CIRC) will:

- 4.2.1. Make an initial assessment of the situation and organise any additional support required.
- 4.2.2. Liaise with Police or other emergency services as necessary.
- 4.2.3. Access student or staff records to verify family information and contact details.
- 4.2.4. Notify the President, and the Senior Executive who will then, with the CIRC, form a Critical Incident Response Team
- 4.2.5. Brief the other members of the Critical Incident Response Team
- 4.2.6. Document key details of the incident using the [Critical Incident Report Form](#)

4.3. The Critical Incident Response Team will:

- 4.3.1. Make an assessment as to whether the circumstances are such as to warrant any further immediate action.
- 4.3.2. Formulate and implement an action plan to prevent, wherever possible, escalation of the incident and protect staff, students and visitors.
- 4.3.3. Formulate and implement a communication plan.
- 4.3.4. Formulate a plan for appropriate after-incident care for those directly and indirectly affected by the incident and define personnel, resources and timelines for its implementation.
- 4.3.5. Ensure the effective implementation of immediate and after-incident responses (including effective communication to the College community and, where appropriate, the wider community).

- 4.3.6. Any contact with the family or next of kin in an official capacity is to be through the President or Registrar.

4.4. Missing Persons

- 4.4.1. In the event that a parent or family member of a student contacts Tabor to report a student as missing, the caller should be referred to SAPOL immediately; you do not have to wait 24 hours to report a person as missing to the Police.
- 4.4.2. If staff have concerns about a student thought to be missing they should discuss this with the Registrar.

4.5. Emergency Lockdown

- 4.5.1. In the event of an emergency, the President (or delegate) will make the decision, in consultation with police, with regard to whether the campus needs to be locked-down.
- 4.5.2. If the decision is made to lockdown:
 - 4.5.2.1. A continuous siren will sound for approximately two minutes.
 - 4.5.2.2. Lecturers are to lock all doors, shut windows and take appropriate action to keep students calm.
 - 4.5.2.3. All persons should sit on floor out of sight of windows and keep as quiet as possible
 - 4.5.2.4. Information about what is happening may not be available until the emergency is over.
 - 4.5.2.5. No person, unknown to the lecturer, should be allowed into the room or building.
 - 4.5.2.6. Students who are out of a lecture room should commence lock-down in the closest safe location. This may be a lecture room, toilet block, dining area, office, etc.
 - 4.5.2.7. Office staff should secure area doors and windows, draw blinds if possible and sit on the floor out of sight of any windows.
 - 4.5.2.8. Staff members who have phone contact may seek information, but, under the circumstances such contact / information may not be available.
 - 4.5.2.9. Students are requested not to use their mobile phone unless directed by a staff member.
 - 4.5.2.10. Do not leave the room / building until the all-clear signal (another continual siren of approximately one minute) has been heard.

4.6. Flooding

- 4.6.1. In the event of a flood, the CIRC should work with the Campus Manager to take the following action:
 - 4.6.1.1. Evacuate students and staff from the area under immediate threat.
 - 4.6.1.2. Isolate electricity from the affected area.
 - 4.6.1.3. Ensure (with assistance of all staff) that water damage is minimised by removing or elevating property if safe to do so.
 - 4.6.1.4. Notify operators of plant which may be used to assist water diversion.
 - 4.6.1.5. Call SA Water in the event of a burst main.
 - 4.6.1.6. Notify Emergency Services (SAMFS, SES) if required.
 - 4.6.1.7. Ensure security is maintained on premises.

4.7. Fire

- 4.7.1. In the event of the Fire or Emergency evacuation alarm being activated:

- 4.7.1.1. A fire alarm will be heard or building occupants will be instructed to evacuate.
- 4.7.1.2. Evacuation of the building will be undertaken in an orderly manner, walking quietly but quickly to the nearest exit.
- 4.7.1.3. Upon exiting the building, individuals will be directed to the safest assembly point outside the building to await further instructions.
- 4.7.1.4. Fire Wardens will be readily identifiable by either a red or white hard hat.
- 4.7.1.5. Evacuees must listen carefully and follow instructions from the Fire Wardens.
- 4.7.1.6. To prevent injury, and to prevent possible panic during an evacuation:
 - Evacuees will be directed not to run, push or overtake others whilst exiting the building.
 - Everyone will be directed to use the stairs and prevented from using the lift.
 - Individuals who are unable to use the stairs will be directed to a previously identified safe location in the building to await assistance from Fire Service personnel.
- 4.7.1.7. Evacuees will not be allowed to return to their desk, office or room, or re-enter the building until the “All Clear” has been given by the Chief Fire Warden or Fire Service.
- 4.7.1.8. The Campus Manager, in consultation with the Chief Operations Officer and Fire Wardens will plan for, and implement an annual Fire / Evacuation practise drill. The practise drill will be used to quality assure the procedures, and identify any amendments to be recommended.

4.8. The Critical Incident Response Co-ordinator (CIRC) or the President must provide a report to the Board of Governors after any critical incident has occurred.

5. Definitions

See [Global Definitions](#)

6. Communication / Training

- 6.1. This policy will be placed in the Tabor Policy Repository, and all staff will be apprised of this policy by the HR Manager upon commencement of employment and subsequent to any amendments.