

Institution	Universal Higher Education (UHE)
Policy name	Critical Incident Policy and Procedure
Policy Governance	Academic Board

1. Purpose

UHE recognises that any critical incident that occurs is documented, reported and action taken as they have potential detrimental impact on the physical and psychological well-being of all staff, students, contractors and visitors.

This policy is designed to ensure that UHE:

- a) Meets its Duty of Care for wellbeing and safety of all stakeholders as a responsible higher education provider
- b) Can respond to a Critical Incident effectively and promptly
- c) Provides appropriate support services to those affected
- d) Applicable information is provided to staff students and family members (if required)
- e) UHE's Critical Incident Plan deals with sudden and emergency/crisis situations which require an immediate response to defuse or ameliorate the immediate threat they represent to people.
- f) UHE will use the data to review outcomes and improve its duty of care
- g) all emergency contacts will be provided to students at induction through an easily accessible website

2. Scope

This Policy forms part of managing Critical Incident which is the schedule of activities to ensure that the Critical Incident Management Policy, Procedures remain aligned roles and staff responsibilities

This Policy applies to all staff, students, contractors, volunteers and visitors while they are participating in UHE-related activities, both on and off campus, within Australia or overseas.

3. Critical Incident Management Framework

The Critical Incident Management Framework will be annually reviewed to ensure it:

- facilitates prompt action when adverse trends are detected, or a non-conformity occurs; and
- continues to be an effective system for managing disruption-related risk.
- Provide training to staff to ensure optimal responsiveness.

Annual scenario exercises and recovery infrastructure testing will assist to:

- build familiarisation with staff roles, responsibilities, processes and available tools;
- identify practical program improvements; and
- provide a high level of stakeholder assurance in the college's recovery capability.

4. Events, Incidents and Critical Incidents Assessment Categories

The following criteria apply to the categorization. There are three scenarios

- Events
- Incidents
- Critical Incidents.








UHE recognises that any color-coded incident given below can range between Events, Incidents and Critical Incidents. Hence UHE's response will be based on the assessment of the situation and the level to which the situation has been escalated to. UHE will provide training for all the nominated and delegated staff at employment induction.

The response members/ teams are identified based on the situation as follows.


- Event- Event is managed by first responders
- Incident is managed by IRG (Incident Response Group) - IRG consists of three members. The Executive Manager (incident convener) is the head of IRG assisted by Academic Registrar and student support officer.
- Critical Incident is managed by CIRG (Critical Incident Response Group) -The Critical Incident Response Group will oversee Critical Incident and recovery processes. CIRG is a team of three members. CEO is the head of the group (Critical Incident Convener). The other members are Executive Manager and Academic Registrar.

5. Incident and Critical Incident Codes and procedure


Due to the broad definition of what comprises a Critical Incident, UHE applies the International Coding of Incidents** to increase its response preparedness and effectiveness. The color code represents the type of incident. A summary table of the color code is provided below.

International Color code**		
Internal Emergency	Color Yellow	
Smoke/ Fire Emergency	Color Red	
Bomb Threat Emergency	Color Purple	
Medical Emergencies/ Threat	Color Blue	
Personal Threat	Color Black	
Sexual Assault / Harassment	Color Green	
Evacuation Emergency	Color Orange	




External Emergency	Color Brown	
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Color Code- Yellow			
Episode	Event	Incident	Critical incident
		<u>Internal Incident</u> Biological, Chemical hazard, Construction accident, Critical equipment failure, Gas leak, Failure of essential services/utilities, Industrial action, Sabotage of building, Structural damage, Theft, fraud, malice, Water damage, Cyber Attack, Data / records loss, Business system failure, IT equipment failure or IT software failure	
Progression			
Resolution Time	Less than an Hour	Within first four Hours	Till resolved
Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group
Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage.	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but	A major issues or series of issues that have the potential to severely damage UHE's people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management


		still requires response and management by UHE personnel.	
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Evacuate if necessary 5. Activate Emergency siren by coordinating with building manager 6. follow the evacuation diagram located near the lift 7. Report to UHE emergency contact number 0433 219 228 8. Coordinate with Emergency service personal and follow their advice 9. Assess the progression of the event 10. Make a judgement whether the event be resolved in an hour if not 11. Communicate to Executive manager and escalate the event to incident 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Check on completeness of evacuation process and all personnel involved are accounted for 6. Coordinate will all stakeholders 7. If Media is involved Inform CEO 8. Assess the progression of the incident on an hourly basis. 12. Make a judgement whether the incident be resolved in an hour if not 13. Communicate to CEO and escalate the incident to critical incident 	<p><u>On the day</u></p> <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stakeholders including family if necessary 7. If media is involved manage media 8. Act till the Critical incident is fully resolved 9. Notify the board orally <p><u>Following day</u></p> <ol style="list-style-type: none"> 1. Assess the impact and quantum of damage 2. Notify all stakeholders 3. Activate risk mitigation strategies if appropriate (Insurance) locking down campus organising reallocation or psychological counselling if necessary 4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C

			Post Critical Incident <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
Color Code Red			
Episode	Event	Incident	Critical incident
	Smoke / Fire Fire, Explosion or Discovery of smoke/fire		
Progression			
Resolution Time	Less than an Hour	Within first four Hours	Till resolved
Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group
Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and	A major issues or series of issues that have the potential to severely damage UHE's people, operations,


	and the public and may entail some property damage.	may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Evacuate if necessary 5. Activate Emergency siren by coordinating with building manager 6. follow the evacuation diagram located near the lift 7. Report to UHE emergency contact number 0433 219 228 8. Coordinate with Emergency service personal and follow their advice 9. Assess the progression of the event 10. Make a judgement whether the event be resolved in an hour if not 11. Communicate to Executive manager and escalate the event to incident 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Check on completeness of evacuation process and all personnel involved are accounted for 6. Coordinate will all stakeholders 7. If Media is involved Inform CEO 8. Assess the progression of the incident on an hourly basis. 9. Make a judgement whether the incident be resolved in an hour if not 10. Communicate to CEO and escalate the incident to critical incident 	<p><u>On the day</u></p> <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stake holders including family if necessary 7. If media is involved manage media 8. Act till the Critical incident is fully resolved 9. Notify the board orally <p><u>Following day</u></p> <ol style="list-style-type: none"> 1. Assess the impact and quantum of damage 2. Notify all stakeholders 3. Activate risk mitigation strategies if appropriate (Insurance) locking down

			<p>campus organising reallocation or psychological counselling if necessary</p> <p>4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C</p> <p>Post Critical Incident</p> <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
Color Code Purple			
Episode	Event	Incident	Critical incident
	Bomb Threat Bomb threat or Suspicious item		
Progression			
Resolution Time	Less than an Hour	Within first four Hours	Till resolved
Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group

Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage.	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	A major issues or series of issues that have the potential to severely damage UHE’s people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Evacuate if necessary 5. Activate Emergency siren by coordinating with building manager 6. follow the evacuation diagram located near the lift 7. Report to UHE emergency contact number 0433 219 228 8. Coordinate with Emergency service personal and follow their advice 9. Assess the progression of the event 10. Make a judgement whether the event be resolved in an hour if not 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Check on completeness of evacuation process and all personnel involved are accounted for 6. Coordinate will all stakeholders 7. If Media is involved Inform CEO 8. Assess the progression of the incident on an hourly basis. 9. Make a judgement whether the incident be resolved in an hour if not 10. Communicate to CEO and escalate the incident to critical incident 	<p><u>On the day</u></p> <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stake holders including family if necessary 7. If media is involved manage media 8. Act till the Critical incident is fully resolved 9. Notify the board orally <p><u>Following day</u></p> <ol style="list-style-type: none"> 1. Assess the impact and quantum of damage


	11. Communicate to Executive manager and escalate the event to incident		2. Notify all stakeholders 3. Activate risk mitigation strategies if appropriate (Insurance) locking down campus organising reallocation or psychological counselling if necessary 4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C Post Critical Incident <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
Color Code Blue			
Episode	Event	Incident	Critical incident
	Medical emergencies/ Threat Allergies, Death staff / student, Medical Emergency, Poisoning, Pandemic diseases, Shock, Asbestos exposure		
Progression			
Resolution Time	Less than an Hour	Within first four Hours	Till resolved
Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group

Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage.	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	A major issues or series of issues that have the potential to severely damage UHE’s people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Evacuate if necessary 5. Activate Emergency siren by coordinating with building manager 6. follow the evacuation diagram located near the lift 7. Report to UHE emergency contact number 0433 219 228 8. Coordinate with Emergency service personal and follow their advice 9. Assess the progression of the event 10. Make a judgement whether the event be resolved in an hour if not 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. If Media is involved Inform CEO 7. Assess the progression of the incident on an hourly basis. 8. Make a judgement whether the incident be resolved in an hour if not 9. Communicate to CEO and escalate the incident to critical incident 	<p><u>On the day</u></p> <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stake holders including family if necessary 7. If media is involved manage media 8. Act till the Critical incident is fully resolved 9. Notify the board orally <p><u>Following day</u></p> <ol style="list-style-type: none"> 1. Assess the impact and quantum of damage



	<p>11. Communicate to Executive manager and escalate the event to incident</p>		<ol style="list-style-type: none"> 2. Notify all stakeholders 3. Activate risk mitigation strategies if appropriate (Insurance) locking down campus organising reallocation or psychological counselling if necessary 4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C <p>Post Critical Incident</p> <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
Color Code Black			
Episode	Event	Incident	Critical incident
	<p>Personal Threat Active Shooter, Assault, Child protection matter, Robbery / Burglary, Kidnapping, Missing students / staff, Self-harm, attempted, Serious assault, Siege, Suicide, Violent behaviour, Terrorism or Privacy</p>		
Progression			


Resolution Time	Less than an Hour	Within first four Hours	Till resolved
Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group
Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage.	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	A major issues or series of issues that have the potential to severely damage UHE's people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Evacuate if necessary 5. Activate Emergency siren by coordinating with building manager 6. follow the evacuation diagram located near the lift 7. Report to UHE emergency contact number 0433 219 228 8. Coordinate with Emergency service personal and follow their advice 9. Assess the progression of the event 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Check on completeness of evacuation process and all personnel involved are accounted for 6. Coordinate will all stakeholders 7. If Media is involved Inform CEO 8. Assess the progression of the incident on an hourly basis. 9. Make a judgement whether the incident be resolved in an hour if not 	<p><u>On the day</u></p> <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stake holders including family if necessary 7. If media is involved manage media 8. Act till the Critical incident is fully resolved 9. Notify the board orally

	<p>10. Make a judgement whether the event be resolved in an hour if not</p> <p>11. Communicate to Executive manager and escalate the event to incident</p>	<p>10. Communicate to CEO and escalate the incident to critical incident</p>	<p><u>Following day</u></p> <ol style="list-style-type: none"> 1. Assess the impact and quantum of damage 2. Notify all stakeholders 3. Activate risk mitigation strategies if appropriate (Insurance) locking down campus organising reallocation or psychological counselling if necessary 4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C <p><u>Post Critical Incident</u></p> <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
Color Code Green			
Episode	Event	Incident	Critical incident
<p>Sexual assault Details of definition, policy and procedures outlined in UHE sexual harassment policy In the event of a Sexual Assault on UHE premises CEO and CIRG assumes the responsibility for immediate action</p>			


Progression			
Resolution Time	Less than an Hour	Within first four Hours	Till resolved
Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group
Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage.	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	A major issues or series of issues that have the potential to severely damage UHE's people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Report to UHE emergency contact number 0433 219 228 5. Coordinate with Emergency service personal and follow their advice 6. Assess the progression of the event 7. Make a judgement whether the event be resolved in an hour if not 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. If Media is involved Inform CEO 7. Assess the progression of the incident on an hourly basis. 8. Make a judgement whether the incident be resolved in an hour if not 	<p><u>On the day</u></p> <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal if involved and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stake holders including family if necessary

	<p>8. Communicate to Executive manager and escalate the event to incident</p>	<p>9. Communicate to CEO and escalate the incident to critical incident</p>	<p>7. If media is involved manage media</p> <p>8. Help the involved member to lodge an official complaint</p> <p>9. Act till the Critical incident is fully resolved</p> <p>10. Notify the board orally</p> <p><u>Following day</u></p> <ol style="list-style-type: none"> 1. Assess the impact and quantum of damage 2. Notify all stakeholders 3. Activate risk mitigation strategies if appropriate (Insurance) locking down campus organising reallocation or psychological counselling if necessary 4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C <p><u>Post Critical Incident</u></p> <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
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Color Code Green			
Episode	Event	Incident/ Critical incident	
	Sexual harassment Details of definition, policy and procedures outlined in UHE sexual harassment policy In the event of a Sexual Harassment on UHE premises CEO and CIRG assumes the responsibility for immediate action		
Progression			
Resolution Time	Reported on the day	Reported later	
Responsible Personnel	First responders	Executive Manager-and IRG -Group or CEO and CIRG -Group* <i>*Based on the assessment of the executive manager</i>	
Impact	Issue that has a significant impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail damage.	A Serious issue that has a impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	
Action	If anyone is in danger, <ul style="list-style-type: none"> • phone Triple Zero 000. • Phone Campus Security, on 96000087 	Receive a report, third party report or complaint. (Report is not a complaint) 2. Investigate the incident if a report is filed. 3. Contact the person who has experienced the sexual harassment	

	<ul style="list-style-type: none"> If victim does not press police charges proceed to next section 	<p>4. The person who has experienced the sexual harassment has four options:</p> <p>a) request UHE to take protective or supportive action, where reasonable, without prejudice, and/or</p> <p>b) make a formal complaint to UHE, and/or</p> <p>c) make an external complaint (e.g. police report), or</p> <p>d) take no further action.</p> <p>5. If necessary</p> <ul style="list-style-type: none"> phone Triple Zero 000. Phone Campus Security, on 96000087 Urgent UHE Counselling on 96000087 If police are involved follow the guidelines of the police <p>6. Inform Executive manager and if necessary a. Initiate interim action</p> <p>7. Follow steps stipulated in the Sexual Assault / Harassment Policy and procedure</p>		
Color Code Orange				
Episode	Event	Incident	Critical incident	
	Building Evacuation			
Progression				
Resolution Time	Less than an Hour	Within first four Hours	Till resolved	

Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group
Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage.	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	A major issues or series of issues that have the potential to severely damage UHE's people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Evacuate if necessary 5. Activate Emergency siren by coordinating with building manager 6. follow the evacuation diagram located near the lift 7. Report to UHE emergency contact number 0433 219 228 8. Coordinate with Emergency service personal and follow their advice 9. Assess the progression of the event 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Check on completeness of evacuation process and all personnel involved are accounted for 6. Coordinate will all stakeholders 7. If Media is involved Inform CEO 8. Assess the progression of the incident on an hourly basis. 9. Make a judgement whether the incident be resolved in an hour if not 	<p><u>On the day</u></p> <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stakeholders including family if necessary 7. If media is involved manage media 8. Act till the Critical incident is fully resolved 9. Notify the board orally <p><u>Following day</u></p>

	<p>10. Make a judgement whether the event be resolved in an hour if not</p> <p>11. Communicate to Executive manager and escalate the event to incident</p>	<p>10. Communicate to CEO and escalate the incident to critical incident</p>	<p>1. Assess the impact and quantum of damage</p> <p>2. Notify all stakeholders</p> <p>3. Activate risk mitigation strategies if appropriate (Insurance) locking down campus organising reallocation or psychological counselling if necessary</p> <p>4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C</p> <p>Post Critical Incident</p> <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
Color Code Brown			
Episode	Event	Incident	Critical incident
	<p>External External party impact, Natural disasters, earthquake, flooding, bushfire, Off campus Incident, Partner failure, Public disorder, Reputation, Severe weather and storms, Supplier Failure, Third party negligence or Transport accident</p>		
Progression			

Resolution Time	Less than an Hour	Within first four Hours	Till resolved
Responsible Personnel	First responders	Executive Manager and IRG -Group	CEO and CIRG -Group
Impact	A minor issue that has a localised small impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage.	A moderate issue that has a localised impact on staff, students, contractors, visitors, volunteers, the UHE community and the public and may entail some property damage. The Incident has largely been contained and is unlikely to escalate in severity but still requires response and management by UHE personnel.	A major issues or series of issues that have the potential to severely damage UHE's people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and ongoing management
Action	<ol style="list-style-type: none"> 1. Assess the situation 2. Keep Calm do not panic 3. Call 000 for assistance 4. Evacuate if necessary 5. Activate Emergency siren by coordinating with building manager 6. follow the evacuation diagram located near the lift 7. Report to UHE emergency contact number 0433 219 228 8. Coordinate with Emergency service personal and follow their advice 	<ol style="list-style-type: none"> 1. Executive manager-Takes charge and activates IRG (Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Check on completeness of evacuation process and all personnel involved are accounted for 6. Coordinate will all stakeholders 7. If Media is involved Inform CEO 8. Assess the progression of the incident on an hourly basis. 	On the day <ol style="list-style-type: none"> 1. CEO-Takes charge and activates CIRG (Critical Incident response Group) 2. Assess the situation 3. Keep Calm do not panic 4. Coordinate with Emergency service personal and follow their advice 5. Coordinate will all stakeholders 6. Communicate with all stake holders including family if necessary 7. If media is involved manage media

	<p>9. Assess the progression of the event</p> <p>10. Make a judgement whether the event be resolved in an hour if not</p> <p>11. Communicate to Executive manager and escalate the event to incident</p>	<p>9. Make a judgement whether the incident be resolved in an hour if not</p> <p>10. Communicate to CEO and escalate the incident to critical incident</p>	<p>8. Act till the Critical incident is fully resolved</p> <p>9. Notify the board orally</p> <p><u>Following day</u></p> <ol style="list-style-type: none"> 1. Assess the impact and quantum of damage 2. Notify all stakeholders 3. Activate risk mitigation strategies if appropriate (Insurance) locking down campus organising reallocation or psychological counselling if necessary 4. Prepare a detailed report for BOD as per the Critical Incident reporting form Appendix C <p><u>Post Critical Incident</u></p> <ul style="list-style-type: none"> • Three-month interview for involved student/staff • Six-month interview for involved student/staff • Final status Report for CEO and BOD
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In any of the color codes mentioned below, when

- **domestic/international student**

- **staff**

dies, the CEO and CIRG handles the crisis management and follows the actions below.

Color Code Yellow	Color Code Red	Color Code Purple	Color Code Blue	Color Code Black	Color Code Green	Color Code Orange	Color Code Brown
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UHE will work closely and respectfully with the student's parent, nominated or legal guardian, staff/ students next to kin or family to provide necessary and appropriate support. This may include, but is not limited to:

- Liaising with doctors, Hospitals
- Reporting to the consulate
- Liaising with Police if necessary
- Hiring interpreters.
- Obtaining a death certificate.
- Assisting with personal items and affairs including insurance issues.
- Assisting with visa issues.
- Planning for funeral/memorial service/repatriation.
- Arranging counselling services
- Communicating with next to kin

In addition, UHE will notify all relevant and authorised parties, including but not limited to, accommodation provider, delivery partners and providers of services.

Critical incidents in relation to international students are to be reported and recorded confidentially in line with the procedure. **UHE shall promptly notify DHA via prisms in the event there is an unfortunate incident of death of an International Student.**

CEO and CIRG -Group is responsible for ensuring appropriate and prompt action.

6. Governance, accountabilities, and responsibilities

The Board of Directors carries overall responsibility and accountability for policy formation about critical incident management and response. The UHE critical incident policy is approved by the Board and subject to annual review. The ULG CEO holds first line responsibility for operational accountability. CEO ensures that all critical incidents are reported to the Board of Directors and that

they are properly assessed for the efficacy of arrangements implemented by each subsidiary company to ameliorate impact on students, staff, relatives and the general public.

In the day to day operation of the policy, the CEO has the Board's delegation to implement the policy and procedures as outlined. In the absence or unavailability of the CEO, the Executive Manager, assumes the responsibility.

The CEO/Executive Manager is responsible for promulgation of the policy; for ensuring relevant key staff are aware of their roles and responsibilities under the policy in the event of a situation; and for arranging annual review of the policy with the Board.

The CEO/Executive Manager is responsible for ensuring all staff and students are aware of the procedures in the event of a situation; for scheduling of relevant training and inclusion in induction programs; and for arranging critical incident procedure 'drills' not less than annually.

Other staff have responsibilities as set out in the procedures and/or as delegated in the absence of the officer with primary responsibility.

7. Incident Response Group

- Incident is managed by IRG (Incident Response Group) - IRG consists of three members. The Executive Manager is the head of IRG assisted by Academic Registrar and Student Support Officer.
- The UHE Incident Response Group provide additional expertise and resources via local knowledge and skill to support the Incident Lead in managing an Incident, including recovery processes and access to required resources.

8. Critical Incident Response Group

- Critical Incident is managed by CIRG (Critical Incident Response Group) -The Critical Incident Response Group will oversee Critical Incident and recovery processes. CIRG is a team of three members of which The CEO is the head also called Critical Incident Convener. The other members are Dean of BMFP and Dean of BIT.
- The Critical Incident Response Group can provide their expertise, resources and support in managing a Critical Incident. The Critical Incident Response Group will oversee Critical Incident and recovery processes.

9. Critical Incident Management procedure

9.1 Activation and Flowchart Appendix B

Event

When an Event occurs, it is managed on campus by relevant campus resources by delegated staff as first responders or local emergency services. The Event is either resolved or escalated to an Incident and the IRG or Emergencies services is notified by dialing 000 and managed. IRG is headed by Incident convener usually The Executive Manager and other delegated staff members

Incident

Upon being notified of an Incident, **Incident convener** will triage the Incident and contact IRG to manage as required. The Incident is either resolved or escalated to a Critical Incident by IRG and The Critical Incident Convener notified.

Critical Incident

The Critical Incident Convener manages the Critical Incident and activates the Critical Incident Response Group as required. The Critical Incident Convener notifies the Board Of Directors (ULG Group).

10. Communication

All communication concerning an incident, or a Critical Incident will be conducted by the Critical Incident Convener or staff member/s delegated by BOD.

A copy of the Critical Incident Reports is submitted to the ULG Audit and Risk Committee for record and review.

11. Campus and Service Closure

In the event of an Incident or Critical Incident, UHE campuses remain open and staff are to stay at work until advice is received only from the Critical Incident Convener.

The decision to close a campus is made when it is requested by State or Federal Government authorities or decided by the Critical Incident Convener to be necessary in the best interests of the campus students and staff.

12. Critical Incident Management Mitigation and Recovery

UHE will identify strategies to facilitate the protection of people and assets and recovery of Critical Business Functions within agreed timeframes. This includes strategies to mitigate the impacts of an Incident or Critical Incident, including:

- protecting UHE property and infrastructure;
- stabilising the situation;
- continuing, resuming and recovering Critical Business Functions; and
- reducing the likelihood, length and impact of future disruptions.

Strategies will examine:

- response and recovery team structures and critical roles, including activation, escalation and communication procedures;
- Critical Incident Management Policy and Procedures;
- response action plans; and

- redundancy options for physical sites, operational infrastructure and technology.

13. Critical Incident Record Management

All critical incidents must be recorded using Critical Incident Form (Appendix C). UHE will use the data to improve its critical incident management processes.

- i. UHE shall maintain the Critical Incident Report form as a paper document
- ii. This document will be maintained by Chief Academic Officer until such time the Risk management committee of BOD deems the issue resolved
- iii. UHE shall maintain the form along with associated documents for two years as a part of BOD meeting minutes from the date the issued is declared resolved.
- iv. Based on the nature and type of written request the Risk management committee can decide the release of the documents from the BOD minutes legally protecting the privacy and confidentiality of the people involved in the issue.