



Critical Incident Policy & Procedures As At January 2008

Private and Confidential

Critical Incident Policy & Procedures

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1.0 Overview

- 1.1. This document is to provide a framework for action to be taken by Performance English in response to a critical incident. This includes initial response, follow up, reporting and review.

2.0 Scope

- 2.1 This policy applies to all staff, students, contractors, teachers and visitors of Performance English.

3. Objectives

- 3.1 The aim of the policy and procedures document is to ensure Performance English:
 - 3.1.1 meets the duty of care obligations in providing the highest possible standard of health and safety for staff, students, contractors, teachers of visitors.
 - 3.1.2 is able to respond quickly and effectively in the event of a critical incident.
 - 3.1.3 is compliant with relevant legislation.

4.0 Policy Principles

4.1 Incident Management

Performance English will act proactively to identify and manage critical incidents which may impact seriously on the safety of staff, students, contractors, teachers or visitors to the school. Information and training on action to take will be provided to appropriate staff.

In the event a critical incident occurs, clear procedures will ensure effective management of the immediate situation and longer term consequences.

4.2 Incident Classification

Incidents are classified by the following levels:

1. Minor Incident e.g. minor injury, plumbing blockages, computer breakdown
2. Moderate Incident e.g. suspicious package left unattended, OH & S risk
3. Major Incident e.g. serious injury suffered by staff/student, activity where evacuation is required
4. Critical Incident e.g. death, suicide or life-threatening injury, deprivation of liberty, threats of violence, assault, rape/sexual assault, fire, bomb, explosion, gas/chemical hazards, discharge of firearms

Incident Response

Depending on the nature of the incident, action may be required by:

1. Emergency Services and/or
2. Critical Incident Team and/or
3. General staff

5.0 Responsibilities

5.1 Minor Incidents

All staff

5.2 Moderate Incidents

Directors, Principal Administrator, General Manager, Specialist Personnel e.g. First Aid Officer

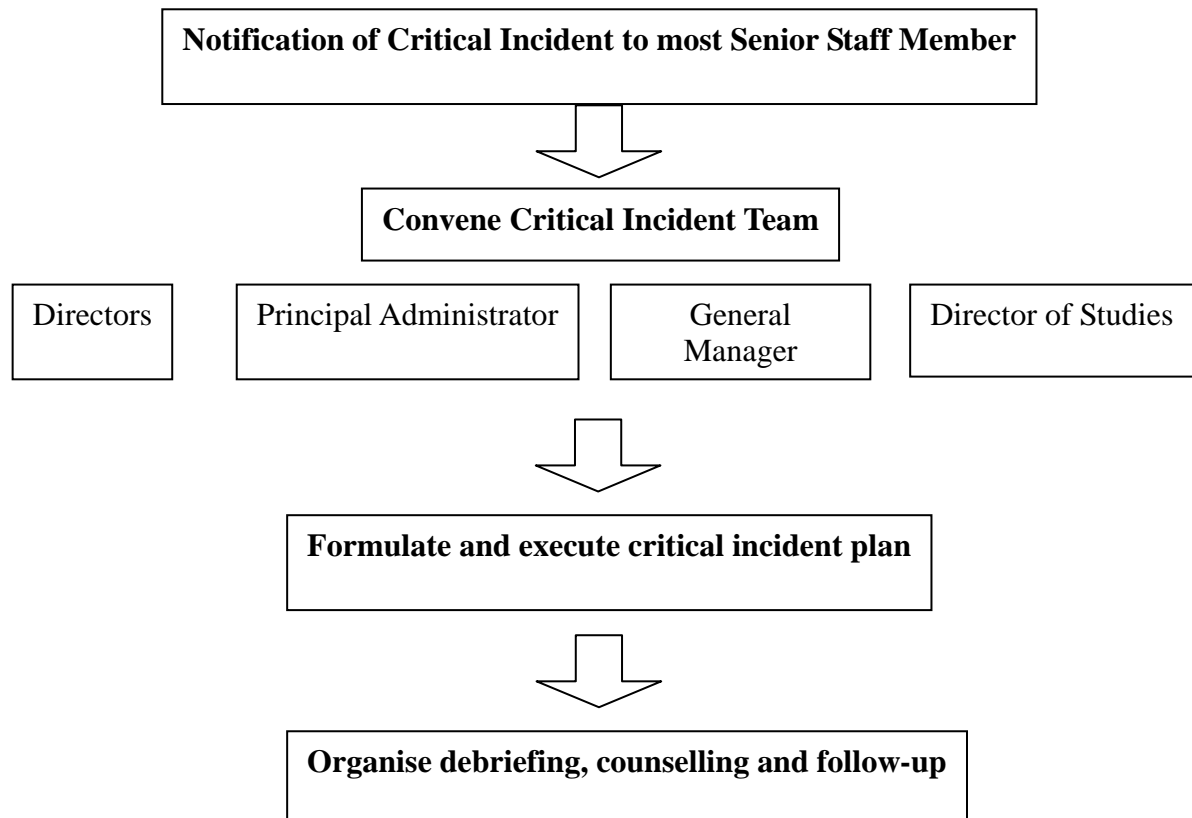
5.3 Major Incidents

Directors, Principal Administrator, General Manager

5.4 Critical Incidents

Directors, Principal Administrator, General Manager

5.5 Critical Incidents Reporting and Procedure Flow Chart



6.0 Critical Incident Procedures

- 6.1 Any Performance English staff member who is either a witness to or first to be informed about a critical incident is to assess the situation and consider any apparent risks to their own safety.
- 6.2 Where this staff member considers a critical incident to be apparent or likely, they must alert the most senior member of staff available.
- 6.3 Provided there is no threat to personal safety in doing so, the staff member is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support or calling Emergency Services immediately.
- 6.4 The Principal Administrator, Director or most senior staff member available is to assume responsibility for re-assessing the incident and forming a Critical Incident Team if deemed necessary.
- 6.5 As soon as practical the Principal Administrator, Director or most senior staff member available must prepare a Critical Incident Report outlining details re: type of incident, exact location and details of any person/s who might be injured, in distress or at risk. Where persons affected include students, a copy of the students Enrolment Form should accompany the report.
- 6.6 The Principal Administrator, Director and Critical Incident Team will review the situation, set priorities, allocate tasks and responsibilities and coordinate immediate response including communications to staff, students, families of those involved, helpers and the media if appropriate.
- 6.7 The Critical Incident Team is to organise ongoing response and follow-up including staff briefing, counselling, review and reporting.
- 6.8 The Critical Incident Team is to organise de-briefing to evaluate response procedures and make recommendations for handling future incidents.

7.0 Emergency Evacuation Procedure

On noticing smoke/a fire:

Day Classes:

1. Alert the Office Manager/CEO immediately and evacuate the building. The Office Manager/CEO will contact the emergency services, and building supervisor if necessary.

Night Classes:

1. Alert the emergency services and evacuate the building immediately.

On sounding of the fire alarm:

1. Leave the building immediately on sounding of the fire alarm.
2. Don't stop for any belongings
3. DO NOT USE THE LIFT!
4. Exit via the fire escape stairs which are to the right of the ladies toilets. These stairs only open on the bottom floor (so there is no chance of exiting on the wrong floor)
5. Assemble in front of Fitness First on Walker Street.

Never, EVER tackle a fire that may put you at risk.