

MTC Critical Incidents Policy and Procedures

Responsible Manager/Staff Member/ACT Officer	MaTTS Operational Manager
ACT/QB/MTC - Source	ACT Ref 031
Approved By	MaTTS Executive
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Related Documents	MTC Risk Management Policy Critical Incident Diary Critical Incident Report QB Fire and evacuation plan
Version Number	06.23

1. Purpose

Policy and Procedures to manage Critical Incidents are expected of organisations and mandated by government regulations, notably the [National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 \(The National Code 2007\)](#) and the [ESOS Act 2000](#).

Whilst government regulations focus on critical incidents affecting students, this policy also covers all likely victims as part of the Risk Management Plan of Malyon Theological College.

Critical incidents are likely to be infrequent to rare and consequently provide limited opportunity to acquire expertise by experience. Also critical incidents are often emergencies and time is critical, so this policy focuses upon essentials rather than attempts to be comprehensive in coverage. The onus is on colleges to adapt this advice in a way that enables them to respond best to their circumstances.

2. Definitions (within the document)

A **critical incident** is defined as an event which results in or has the potential to cause serious harm to persons, property or the environment and is often accompanied by trauma affecting victims and participants. A critical incident evokes unusual or unexpectedly strong emotional reactions, which have the potential to interfere with the ability of the individual, group or system to function either at the time or later. A threshold for the adjective critical could be where expert medical attention or professional counselling is required or the cost of structural repair is substantial.

The **ACT** is the abbreviation for “the Australian College of Theology”.

The **College** is the abbreviation for “Malyon Theological College”.

Staff are members of the academic and general staff at Malyon

overseas student is a student who is in Australia on a student visa enrolled with the Australian College of Theology through the college

Responsible person is person designated a supervisory role and responsibility in respect of an incident

Emergency services consist of the core services (police, fire and rescue services, emergency medical services including ambulance) summoned by a dedicated emergency telephone number.

3. Scope (who and what does this policy apply to)

This policy applies to students, staff and all participate in MTC activities either on campus or in other locations where an MTC event is convened

4. Policy/Practice

4.1 Principles

A. Benefits of this policy and procedures

A1. Procedures should ...

- 4.1.1 reduce the likelihood of critical incidents
- 4.1.2 enable incidents to be managed efficiently and compassionately
- 4.1.3 prevent further harm and promote recovery
- 4.1.4 facilitate continuous improvement
- 4.1.5 reduce the risk of independent action

B. Possible Critical Incidents

B1. Critical Incidents may result in serious injury or death. Critical Incidents may include but are not limited to the following, whether they occur on-campus or off-campus, during or after normal hours of college activity:

- Acts of violence or threatening behaviour
- Natural hazards or man-made disasters or potential disasters
- Site invasion that leads to harm whether by intent or not
- Accident onsite or offsite
- Acts of self-harm or social irresponsibility
- Structural failure of building or equipment
- Riot or affray
- Onset of physical or mental illness
- Witnessing of a critical incident affecting third parties including accident, assault, injury, death
- Person or persons missing and presumed to be at substantial risk
- Arrest
- Acts of omissions of staff, students and/or contractors
- Being the victim of a crime – robbery, assault

C. Overseas students

C1. Overseas students should be offered special consideration because of less familiarity with local circumstances and institutions and the absence of a personal support network.

D. The Role of Malyon Theological College

D1. This policy defines responsible persons to supervise the management of critical incidents and ensure the welfare of students and staff. The first responsible person is the QB Chief Warden as he/she is responsible for the QB Centre, which includes Malyon theological College.

D2. In order to comply with the [National Code 2007](#) Malyon is required to keep records of critical incidents including but not limited to the nature of the incident, the way in which it was managed and the follow up actions that took place to complete the recovery.

D3. Malyon has in place procedures whereby it can supply on request the information specified in the [National Code 2007](#) and must inform the ACT promptly of a particularly serious incident.

4.2 Policy Content

A. Disclaimer

A1. This document provides guidance on procedures to adopt in handling critical incidents, but does not restrict the scope or power of college executives to adapt or modify them as seems appropriate. Advice from specialist organisations or readily available on emergency management and risk management and should be consulted. Moreover, government regulations specify requirements and procedures relating to a variety of risks, eg fire, flood, pandemic, etc., and these are incorporated in Malyon's risk management plans.

B. Roles and responsibilities in Malyon

B1. The College has incorporated the Critical Incident Policy within its risk management framework. The Critical Incident Policy is within the QB "Fire and Evacuation Plan".

B2. The College brings the Critical Incident Policy and Procedures to the attention of staff and students at the time of their orientation or induction to the college.

The College includes in the procedures for dealing with critical incidents the following:

- (a) Mechanisms to reduce the likelihood of occurrence of a critical incident, (basically risk management plans)
- (b) A person (Principal) designated with responsibility for oversight and authority of a critical incident. The Principal may establish roles for particular staff, form any teams that seem appropriate and delegate responsibilities to personnel with appropriate expertise. The supervisory responsibility belongs to the College Manager. This person must be self-controlled, able to think clearly and respond decisively and keep the Principal informed.
- (c) Reporting and communication systems that provide information flow up and down the line of command, and include assembly points made known to on-campus personnel. It is important to avoid confusion and ensure the coordination of decisions and actions in the event of an incident.
- (d) Mechanisms that ensure personnel who first identify an incident know who to report to and are aware that they should avoid actions that compound risk. This may include training programs.
- (e) Personnel with competencies likely to assist with incident response (those with first aid qualifications, technical skills, etc) – see details in Part B of this policy.
- (f) Contacts for expert advice: medical, fire, SES, police, counseling
- (g) A front office person as an aide to the Principal. This front office person is responsible for recording responses and checking them against established procedures and passing such records on to the Manager. The Manager is responsible for ensuring a report in complied and records maintained.

- (h) Mechanisms to identify follow up procedures for affected parties to an incident in a way that brings finality.
- (i) Scheduling of debriefing and formulation of recommendations arising from the incident review

Staff and students are responsible for ...

- (a) following the critical incident procedures published by the college
- (b) knowing to whom they report an incident or the potential for an incident
- (c) not placing themselves or others at risk of injury or other trauma
- (d) supporting those with overall responsibility for oversight of the process
- (e) availing themselves of the support mechanisms in the event of exposure to a critical incident

C. Responsibility of the ACT office

C1. The ACT office and/or Academic Board is responsible for determining any amendments that may be appropriate for a student's study and assessment programme, and will act on any recommendations made by Malyon.

C2. The ACT office or Academic board may also act in regard to any staff matter for which the ACT has responsibility and will act on any recommendation by Malyon.

4.3 Associated Documents

4.4 National Code of Practice for Registration Authorities and Providers of Education and training to Overseas Students 2007 ([The National Code 2007](#))

4.5 ISANA Critical Incident Kit

This kit is for ISANA members handling critical incidents in the International Student Community

4.4 Responsibility and Authority

Body/Position with authority to initially approve the policy and procedures and amend the policy:

College Board/Principal

Body/Position with delegated authority to amend the procedures consistent with the policy:

Principal/Manager

Body/Position(s) accountable for:

Responsibility	Position
Development of the Policy	Principal/Manager
Provision of advice in development of the policy	Principal/Manager
Distribution of the policy	Manager
Implementation of/Advice concerning the policy	Principal/Manager

Monitoring of and compliance with the policy	Manager
Evaluation and recommending amendment of the policy	Principal/Manager

PART B: PROCEDURES

1. Purpose
2. Student File
3. Procedures
4. Response to Critical Incidents
5. Critical Incident Diary
6. Preparing and Preventing Critical Incidents

1. Purpose

These Critical Incident Procedures are to guide response and aid in recovery in order to:

- Ensure a supportive, caring response that considers the mental health needs of all members of the College
- Minimise the adverse affects of the incident on the College
- Return the College to normality as quickly as possible
- Enable continuation od College routine and an optimal learning environment

2. Student File

A. Student File Essentials

For the purposes of managing incidents student files should normally include:

- Coloured photograph (on Paradigm)
- For overseas students a copy of the title and Australian visa pages of their passport
- Student's religion
- Emergency contact telephone numbers, with next of kin details, agent or sponsor (as applicable)
- Any other significant personal details – student ID, course details, medical conditions, allergy information etc.
- Medical insurance status

3. Procedures

A. Preparing and Preventing Critical Incidents

- a. Identify situations that have the potential to become critical incidents that would affect the operations of the college
- b. Develop a Critical Incident Management Plan that is within the QB "Fire and Evacuation Plan" and also considers the management of foreseeable critical incidents
- c. Communicate the plan to all staff
- d. Train key staff
- e. Test and modify the plan annually

- f. Implement the plan as required. Note in implementing the plan that National Privacy Principles need to be applied in regard to information gathered on people as part of the management of a critical incident.

Procedures to be followed in the event of a critical incident. Note that not all procedures listed will be relevant to all critical incidents that take place. The Principal and the Manager are responsible for ensuring that relevant and appropriate procedures are followed as described below.

ACTION BY WITNESS OR DIRECTLY AFFECTED PARTY (Witness to an incident or first contacted)	
ASSESS THE SITUATION AND ASSIST THOSE IN DANGER	
ACTIONS	COORDINATED BY
<input type="checkbox"/> Contact the Principal or responsible person	
<input type="checkbox"/> Act as directed by the Principal or responsible person	
<input type="checkbox"/> Take immediate action to minimise the risk of further injury or damage	
<input type="checkbox"/> Administer First Aid where appropriate	
<input type="checkbox"/> If directed or in the absence of obtaining immediate access to the responsible person, as appropriate contact emergency services (Ambulance, Fire Brigade, Police). See also Page 16 - 29 of the QB "Fire and Evacuation Plan"	
<input type="checkbox"/> Act to protect the safety and welfare of witnesses	
<input type="checkbox"/> Account for everyone in the vicinity	
<input type="checkbox"/> Remove people from the scene to an appropriate assembly area (top car park if appropriate) or to a lecture room, considering those with special needs or disabilities	
<input type="checkbox"/> Assess the situation carefully and gather information	

ACTION BY RESPONSIBLE PERSON (Principal, Manager or other designated person)	
ASSESS THE SITUATION, CONTACT THE QB CHIEF WARDEN AS HE/SHE IS RESPONSIBLE FOR THE COORDINATION OF ALL EMERGENCIES AT THE QB CENTRE	
ACTIONS	COORDINATED BY
<input type="checkbox"/> Verify information and, if appropriate, contact the QB Chief Warden who is responsible to coordinate all emergencies at the QB Centre	
<input type="checkbox"/> Ensure First Aid has been enacted or administer as appropriate. First Aid Personnel to don Green Helmet.	
<input type="checkbox"/> Establish communication systems to keep affected parties informed, including family and friends during the incident and throughout the follow-up period	
<input type="checkbox"/> Ensure appropriate effective support is provided to affected parties	
<input type="checkbox"/> Interview affected parties	
<input type="checkbox"/> Assist students/staff to contact their family/close friend(s) to advise them of the situation and provide other assistance as necessary and appropriate	
<input type="checkbox"/> Inform College Faculty and the Director of Services of action taken to affected parties	
<input type="checkbox"/> If the incident has impacted an overseas student inform the Registrar	
<input type="checkbox"/> Prepare a statement for informing students/staff, determine the method of delivery and deliver the statement	
<input type="checkbox"/> Consider staff/students not on-site and determine the method of delivering the statement to them	
<input type="checkbox"/> Consider those in neighbouring properties and determine what they need to be informed of and how best to inform them	
<input type="checkbox"/> Instruct office staff how best to respond to enquiries, and take National Privacy principles into consideration	
<input type="checkbox"/> Inform the Director of Administrative Services who is the representative for any media enquiries/interviews. See page 15 of the QB "Fire and Evacuation Plan"	
<input type="checkbox"/> Debrief those who worked on the incident	
<input type="checkbox"/> Determine if other professional help is needed (psychiatric, chaplain) and contact as appropriate	
<input type="checkbox"/> Establish a means of keeping affected parties informed without compromising legal, insurance or reputational liability	

<input type="checkbox"/> Contact and inform the Occupational Health & Safety Officer of the Critical Incident	
<input type="checkbox"/> Plan for the next day. Organise relief/additional teaching, support and administration staff as needed	
<input type="checkbox"/> Prepare or arrange for the preparation of a Critical Incident Report. The Registrar is to ensure that this is completed satisfactorily and kept on file	
<input type="checkbox"/> In consultation with the Chief Warden, assess implications arising for risk mitigation and arrange for their implementation	

ACTION BY QB CHIEF WARDEN (who is responsible for the coordination of all emergencies at the QB Centre)	
ASSESS THE SITUATION, CONTACT EMERGENCY SERVICES (as appropriate), CONSIDER AND IMPLEMENT EVACUATION OR LOCKDOWN OF COLLEGE (as appropriate)	
ACTIONS	COORDINATED BY
<input type="checkbox"/> Consider the need to evacuate the college and if necessary put it in "lock-down". The Evacuation Tone is "whoop ... whoop"	
<input type="checkbox"/> Ensure the Evacuation Procedure is followed as according to Page 11 - 15 of the QB "Fire and Evacuation Plan"	
<input type="checkbox"/> Maintain oversight of the incident	
<input type="checkbox"/> Ensure safety precautions have been enacted (eg turn off gas, water and/or electricity)	
<input type="checkbox"/> Ensure First Aid has been enacted	
<input type="checkbox"/> Contact Emergency Services as appropriate: Ambulance, Police, Fire brigade, gas provider, water provider, electricity provider	
<input type="checkbox"/> Chief or Deputy Chief Warden to ensure every person has been removed from the scene to an appropriate assembly area (top car park if appropriate) or lecture room	
<input type="checkbox"/> Ensure the incident site remains secure and undisturbed where the Police are likely to be involved	
<input type="checkbox"/> In consultation with the Principal assess implications arising for risk mitigation and arrange for their implementation	

ACTION BY THE MANAGER OR PERSON DESIGNATED BY THE MANAGER

ENSURE ALL DOCUMENTATION HAS BEEN COMPLETED, PROCEDURES HAVE BEEN FOLLOWED UP AND THOSE NEEDING TO BE INFORMED HAVE BEEN CONTACTED	
ACTIONS	COORDINATED BY
<input type="checkbox"/> Assist in the documenting of the incident and preparing the Incident Report, taking into consideration privacy requirements	
<input type="checkbox"/> Assess the implications for an affected student's study and assessment program	
<input type="checkbox"/> Under the direction of the responsible person manage the follow up procedures	
<input type="checkbox"/> Contact the ACT Dean or his delegate, advising of matters relevant to ACT responsibilities and submitting the ACT Critical Incident Form (available on the ACT website and in Tickit system) when completed as appropriate	
<input type="checkbox"/> Arrange for any necessary notification to relevant educational and government bodies, eg. DIAC, Consulate/Embassy etc.	
<input type="checkbox"/> Monitor or assist the Principal in monitoring investigations by any external agencies	
<input type="checkbox"/> Maintain a complete record of critical incidents	

ACTION BY THE PRINCIPAL OR PERSON DESIGNATED BY THE PRINCIPAL	
CONTACT THE ACT DEAN, RECEIVE THE REPORT, CONSIDER RECOMMENDATIONS	
ACTIONS	COORDINATED BY
<input type="checkbox"/> Contact the Dean of the ACT, as appropriate, and confirm his/her knowledge of the incident and action being taken or completed	
<input type="checkbox"/> Receive the ACT Critical Incident Report	
<input type="checkbox"/> Consider any recommendations	
<input type="checkbox"/> Manage relations	
EMERGENCY CONTACT NUMBERS	
GROUP	PHONE NUMBER
QLD Police	000

	Queensland Police Headquarters	3364 3011
	Brookside Police Beat (Brookside Shopping Centre)	3247 7022
	Alderley Police Station	3354 5100
	Stafford Police Station	3364 1800
Ambulance		000
Fire and Rescue Service		000
State Emergency Service (floods or storms)		132 500
Hospital (Emergency – Royal Brisbane & Women’s)		3636 8111
Medical Clinic (Brookside)		3354 1900
Poisons information Centre (24 hrs a day 7 days a week)		13 11 26
Gas		1800 808 526
Electricity		13 16 70
Water		13 23 64
Health Department		13 43 25 84
Brisbane City Council		3403 888
TELSTRA		13 22 03

MALYON EMERGENCY CONTACT NUMBERS			
MALYON OFFICE – (07) 3354 5656		QUEENSLAND BAPTISTS – (07) 3354 5600	
POSITION	NAME	HOME PHONE	MOBILE
Principal	Peter Francis	3354 1608	0421 085 860
Manager	Andrew McCafferty		0427 004 601
Academic Dean	Charles de Jongh	3355 6554	0448 988 911
Lecturer	Ian Hussey	3602 5344	0404 066 575
Lecturer	D Morcom	3351 4947	0419 707 757
Lecturer	Andrew Dunstan		0431 259 099
Admin Manager	Warren Kercher		0409 488 281
Registrar	Paula Tobin		0432 082 859
Person closest to the College with access	Peter Francis	3354 1608	0421 085 860

FIRST AID		
STAFF WITH CURRENT FIRST AID CERTIFICATES		
POSITION	NAME	EXPIRY DATE
Registrar	Paula Tobin	

COUNSELLING SERVICES	
GROUP	PHONE NUMBER
Life line	
Christian Counsellors Association	08 7099 2277
Gateway Counselling Services	07 3054 1929
Ashgrove Counselling	07 3366 2200

IMPORTANT LOCATIONS	
AREAS	LOCATION
Evacuation Assembly Area	Top car park
First Aid Kit	Main office, in cupboard under First Aid sign, near window
Power Board – shut off	
Water Mains – shut off	
Gas Main – shut off	
Electricity – shut off	

EVACUATION PROCEDURE		
DUTIES FOR PERSONNEL IN THE EVENT OF EVACUATION		
DUTIES	DESIGNATED PERSON	In the absence of Designated Person

	Assess the Situation and contact the QB Chief Warden to raise the alarm for Evacuation	Principal	Manager
<input type="checkbox"/>	Chief Warden to activate the Evacuation Tone, "Whoop ... whoop".	Chief Warden	n/a
<input type="checkbox"/>	Check hazard and ensure gas, power, water has been turned off, as appropriate	Chief Warden	n/a
<input type="checkbox"/>	Ensure that no one returns to the any building without the authority to do so	Chief Warden and/or Deputy Warden and/or Area Warden	n/a
<input type="checkbox"/>	All rooms including library and bathrooms to be checked that no person is present. If so, ensure evacuation. There is a designated person as Chief Warden and a designated person to evacuate each floor.	Chief Warden Andrew McCafferty Level 1 (Ground floor) Andrew McCafferty Level 2 (First floor) Paula Tobin Level 3 (Second floor) <i>Jill Walker</i>	
	Once the "all clear" has been given <input type="checkbox"/> by the Chief Warden, the Roll of those thought to be present in the College to be checked	Manager	Administrator
<input type="checkbox"/>	Contact to be made with Emergency Services as appropriate	Chief Warden	n/a
<input type="checkbox"/>	Collect First Aid Kit and administer as needed at Designated Assembly area	First Aid Officer <i>Paula Tobin</i>	<i>REgistrar</i>
<input type="checkbox"/>	Inspect the College after the hazard has been dealt with and give the "all clear" before any person may return to the building	Chief Warden or the Deputy Warden under the authority of the Chief Warden	n/a

LOCKDOWN PROCEDURE (CHIEF WARDEN'S RESPONSIBILITY)	
ACTIONS TO BE TAKEN IF THE CRITICAL INCIDENT REQUIRES LOCKDOWN	
ACTIONS	COORDINATED BY
<input type="checkbox"/> Activate Lockdown by ensuring all entrances and exits are secured	
Direct all faculty, staff, students and visitors to the Chapel (if this is the best appropriate location). No person to be close to windows.	
<input type="checkbox"/> Contact the Qld Police via phone (landline or mobile)	
<input type="checkbox"/> Collect First Aid Kit and take to Chapel	

<input type="checkbox"/> Designate a Faculty member to wait for Police at the Main Entrance (if safe to do so)	
<input type="checkbox"/> Account for all Faculty, staff, students and visitors known to be present in the building	
<input type="checkbox"/> Wait for the "all clear" from the Police before allowing any person permission to move from the Chapel (or closest bathroom)	
<input type="checkbox"/> With the Principal, ascertain from the Police what information can be given to Faculty, staff, students and visitors	

4. Response to Critical Incidents

Natural Hazards or man-made disasters or potential disasters

- Action by the Chief Warden according to the QB “Fire and Evacuation Plan” and Critical Incident Procedures (as 3. above)
- May involve the evacuation of the College
- Emergency Services to be contacted as appropriate

Site invasion that leads to harm whether by intent or not

- Try to calm the individual but do not put yourself at risk
- Protect other persons by removing everyone from the building
- Contact another person who will contact the Principal
- Principal to contact Chief Warden, if appropriate, according to QB “Fire and Evacuation Plan” and Critical Incident procedures where appropriate (as 3. above)
- Emergency Services to be contacted by Chief Warden as appropriate

Accident onsite

- Principal or designated person to be informed and to act according to QB “Fire and Evacuation Plan” and Critical Incident Procedures (as 3. above)
- First Aid to be administered
- Do not leave the injured person alone
- Do not become a casualty. Protect yourself, the casualty and any other person/s from danger
- Contact Emergency Services for medical attention

Acts of self-harm or social irresponsibility

- Establish a good rapport by engaging the student in open discussion, encouraging expression of feelings, events, concerns.
- Ask about thoughts of self harm, reasons for wanting to self harm, listening especially for the level of hopelessness the student is experiencing and the expression of possibility of alternative options. Ask if anything happened to upset them.
- Ask about specific details of self harm: plans, history of prior self harm behaviours and whether the student feels alone or supported.
- Discuss with the student their willingness to look at alternative solutions for their problems.
- Negotiate agreement or contract to prevent immediate risk, including commitment to no self harm (if necessary for a specified period), an action plan involving arrangements for obtaining crisis support, follow-up support to deal with the events leading to the self harm (including follow-up counselling).

Structural failure of building or equipment

- Principal or designated person to contact Chief Warden, according to QB “Fire and Evacuation Plan” and Critical Incident Procedures (as 3. above)
- Ensure all faculty, staff, students and visitors evacuate in an orderly manner
- Chief Warden to contact relevant Emergency Services
- Chief Warden to turn off gas, water, electricity (if safe to do so)

Riot or affray

- Principal to contact Chief Warden

- This may involve Lockdown Procedure (as 3. Above)
- Chief Warden to notify the Qld Police

Onset of physical or mental illness

- Action by the Principal and referral to suitable medical practitioner

Witnessing a critical incident affecting third parties including accident, assault, injury, death

- Principal to be contacted immediately
- Principal seek the emotional well-being of faculty, staff and students
- Principal to decide whether or not professional counseling is to be contacted for assistance

Person or persons missing presumed to be at substantial risk

- Principal to be contacted immediately.
- Principal to contact the Police
- Principal to contact family member of missing person
- Principal to notify Faculty and staff and students where appropriate

Arrest

- Principal to be contacted immediately.
- Principal to contact family member of person arrested
- Principal to seek the emotional well-being of faculty, staff and students

Acts of omissions of staff, students and/or contractors

- Principal to be contacted immediately and take action he deems necessary

Being the victim of a crime – robbery, assault

- Principal to be contacted immediately
- Principal to protect others from assault by removing everyone from the area
- Principal to notify the Police if the crime or assault is serious
- Principal to take action as deemed appropriate to the incident (informing which students need to be notified of the robbery/assault)

5. Critical Incident Diary

Incident:

Recorded by:

Date of Incident: Date of Record:

CRITICAL INCIDENT DIARY			
RECORDING CRITICAL INCIDENTS			
TIME/DATE	CRITICAL INCIDENT	ACTION	
		REQUIRED	TAKEN

6. Preparing and Preventing Critical Incidents

- a. Identify situations that have the potential to become critical incidents that would affect the operations of the college within the Risk Management processes
- b. Develop a Critical Incident Management Plan that considers the management of foreseeable critical incidents

- c. Communicate the plan to all staff
- d. Train key staff
- e. Test and modify the plan annually

CRITICAL INCIDENTS		
IDENTIFYING POTENTIAL CRITICAL INCIDENTS		
DATE	POTENTIAL CRITICAL INCIDENT	COMMENTS