



# Incident and Emergency Management Procedure

## Purpose

This procedure describes the steps to be taken and responsibilities for:

- the appropriate treatments of injuries and illnesses;
- the prompt reporting and investigation of incidents, injuries and illnesses;
- the implementation of corrective actions following incidents; and
- the management of foreseeable emergencies and critical incidents.

## Scope

The following procedure applies to all staff and to all incidents, emergencies and critical incidents arising on Monivae College premises, or in any school activity.

## Legislative Context

- Occupational Health and Safety Act 2004 (Vic)
- Dangerous Goods Act 1985 (Vic)

## Definitions

A complete list of definitions relevant to this procedure is contained within the Health and Safety Policy.

## Actions

### 1. Planning for Incidents and Emergencies

	Activity	Responsibility	Steps
A	Providing adequate first aid services for School activities and Monivae College premises.	Principal.	1. Refer to the First Aid Services Procedure.
B	Providing adequate emergency information, instruction and training to all people present on Monivae College premises	Business Manager	1. Prominently display a minimum of one Emergency Floor Plan (EFP) on each floor of each building, normally adjacent to each exit. Each floor plan must show: <ol style="list-style-type: none"> <li>a) the name or code of the building and the floor level;</li> <li>b) the location of the plan (e. g. "You are here") on that floor;</li> <li>c) the emergency exits for that floor;</li> <li>d) the location of firefighting equipment;</li> <li>e) the location of any break-glass alarm; and</li> <li>f) the location of first aid kits.</li> </ol> 2. Keep the EFPs up-to-date as

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			<p>alterations to the buildings, floors, layouts or occupancies take place</p> <ol style="list-style-type: none"> <li>3. Ensure that EFPs as described above are prominently displayed on each floor of each building where staff, students or visitors under your control are present.</li> <li>4. Develop, document and implement a set of Local Emergency Instructions for each of the school's areas and activities you control, as appropriate</li> <li>5. Local Emergency Instructions must: <ol style="list-style-type: none"> <li>a) address the risks of fire and serious injury<sup>(see Note 1)</sup>;</li> <li>b) identify any other emergency situations relevant to the Area;</li> <li>c) list the steps to be followed in each case, including the method to be used to initiate an evacuation of the building<sup>(see Note 2)</sup>;</li> <li>d) make special provision for the evacuation of people with disabilities, if applicable to the Area;</li> <li>e) be consistent with the school's model "General Emergency Instructions" shown below;</li> <li>f) be displayed next to the EFPs; and</li> <li>g) be covered during the local induction of new staff members and students.</li> </ol> </li> </ol> <p><b>Note 1:</b> See below for school wide instructions pertaining to injuries, illnesses and deaths.</p> <p><b>Note 2:</b> This may involve manually activating a break-glass alarm, operating a hand-held evacuation siren, verbally instructing people to evacuate, blowing a whistle, etc.</p>
C	Providing adequate numbers of Area Wardens	Business Manager	<ol style="list-style-type: none"> <li>1. Appoint Area Wardens and identify suitable Designated Assembly Points Note: Monivae College allocates Area Wardens however all staff are trained and should report to the emergency control point if not in the act of teaching. Those in attendance at the area control point will be allocated as Area Wardens and Wardens.</li> </ol>

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			<p>the appropriate course of action. Consider the following options (listed broadly in increasing order of severity):</p> <ol style="list-style-type: none"> <li>a) make casualty comfortable and allow them to rest;</li> <li>b) allow casualty to self-administer treatment if they suffer a diagnosed condition and carry appropriate medication;</li> <li>c) contact next-of-kin or legal guardian;</li> <li>d) advise casualty they should seek examination by a medical practitioner;</li> <li>e) provide first aid treatment (case A);</li> <li>f) transport casualty to an appropriate medical service for prompt (but non-emergency) attention(see Note 5); and</li> <li>g) call an ambulance.</li> </ol> <p><b>Note 3:</b> When consulting with a casualty, take into account any factor thought to impair the casualty's judgment. Such factors include:</p> <ul style="list-style-type: none"> <li>• disorientation, confusion, embarrassment, the injury itself, or a medical condition;</li> <li>• immaturity of judgment (e.g. children); and</li> <li>• the possible side effects of pharmaceuticals, or the possible influence of alcohol or drugs.</li> </ul> <p>Where a casualty is thought to have an impaired capacity for sound judgement and steadfastly refuses to follow the recommended course of action, take all reasonable steps to protect the person and others against the possible consequences of their actions. These steps may include contacting emergency services against the will of the casualty. Do not use physical coercion except in the most extreme situations and solely in an attempt to protect your safety or that of others.</p> <p><b>Note 4:</b> Where a casualty is unconscious, call an ambulance as far as practicable.</p> <p><b>Note 5:</b> If, in the opinion of the School's</p>
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			<p>First Aid Officer (case A) or school employee (case B), a casualty needs to be transported to a medical facility for prompt attention and a next-of-kin or legal guardian cannot be contacted, you may organise transport depending on circumstances. Use ambulances or school vehicles in preference to private vehicles. In general, casualties requiring medical treatment are deemed to be unable to drive safely. In such cases, unless the casualty repeatedly insists on leaving the school or incident scene by their own means, assign a reliable employee to drive the casualty to an appropriate medical facility. Whenever possible, a third person - usually a School First Aid Officer - should accompany the casualty and driver to monitor the casualty's condition and provide any necessary assistance.</p>
D	Responding to fatal incidents	Any person at the scene of a fatal incident	<ol style="list-style-type: none"> <li>1. If, following an apparently fatal injury or illness, there is any possibility that the casualty may still be alive, treat the casualty as an injured/ill person (refer to 2.A. and 2.C. above): <ol style="list-style-type: none"> <li>a) Call an ambulance immediately.</li> <li>b) Seek assistance from a school First Aid Officer or other qualified person to apply appropriate resuscitation techniques until relieved by personnel with higher medical or para-medical qualifications.</li> </ol> </li> <li>2. Preserve the incident scene except where measures are required to prevent further injuries or illnesses.</li> <li>3. Ensure Police has been called.</li> </ol>

### 3. Responding to Emergencies

	Activity	Responsibility	Steps
A	Responding to Emergencies – general instructions	Any person at the scene of an emergency	<ol style="list-style-type: none"> <li>1. If first at the scene of an emergency, remember the three key steps AAA: <ol style="list-style-type: none"> <li>a) <b>Assess</b> the situation for immediate dangers to your safety and take appropriate steps to protect yourself</li> <li>b) <b>Alert</b> personnel around you, the Emergency Phone Number and</li> </ol> </li> </ol>

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			<p>the Area Warden (if applicable)</p> <p>c) <b>Assist</b> any person in immediate danger if safe to do so.</p> <p>2. Then:</p> <p>a) contain or combat the emergency only if safe to do so</p> <p>b) Evacuate to a safe location if necessary</p> <p>c) Notify the Principal (staff), Teacher (students), Business Manager (contractors and visitors). Also notify the school Counsellor for incidents that are likely to cause distress to the people involved.</p>
B	Evacuating buildings or areas	Any person on Monivae College premises or in Monivae College activities instructed to evacuate a building or area either by means of an automatic or manual alarm or by verbal order.	<p>1. Make all equipment safe.</p> <p>2. Evacuate promptly from the building, leaving doors open behind you if practical.</p> <p>3. Assemble at the Designated Assembly Area and:</p> <p>a) await further instructions;</p> <p>b) do not leave, even if the emergency extends beyond normal working hours or into scheduled breaks;</p> <p>c) follow all instructions from Emergency Control Point Personnel and Emergency Services Personnel; and</p> <p>d) do not smoke.</p>
C	Conducting a building or area evacuation	Chief Warden, Area Wardens and Wardens	<p>1. Investigate the emergency and decide on the need for evacuation in the following cases:</p> <p>a) verbal report of an emergency by staff, students, visitors, etc.; or</p> <p>b) other indication of incident or problem.</p> <p>2. Initiate an immediate evacuation of your area in the following cases:</p> <p>a) automatic evacuation alarm (not preceded by a verbal announcement to disregard it); or</p> <p>b) instruction to evacuate given by the Chief Warden or by Emergency Services personnel.</p> <p>3. In case an evacuation is required:</p> <p>a) follow Local Emergency Instructions to initiate an evacuation (if not already automatically initiated);</p>

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			<ul style="list-style-type: none"> <li>b) if you have observed tangible signs of an emergency, ensure the reception phone number has been contacted;</li> <li>c) put on the appropriate helmet/vest;</li> <li>d) conduct a thorough and systematic search of the area you control, advising all people to evacuate to the Designated Assembly Point;</li> <li>e) ensure evacuation signs are placed in entrance doorways;</li> <li>f) proceed to the Designated Assembly Point;</li> <li>g) determine whether the Designated Assembly Point is safe and take appropriate action if not;</li> <li>h) ascertain whether anyone appears to be missing;</li> <li>i) report to the Chief Warden (if applicable) or Emergency Services officer-in-charge of the result of your area search; and</li> <li>j) if necessary, take steps to prevent unauthorised persons from entering the building.</li> </ul>
D	Responding to a written bomb threat	Any member of the school community receiving a written bomb threat	<ol style="list-style-type: none"> <li>1. Avoid unnecessary handling of the letter, envelope, etc.</li> <li>2. Preserve the evidence by placing it into an envelope or sleeve (preferably clear plastic).</li> <li>3. Immediately report the matter to your Principal.</li> </ol>
E	Responding to a phoned bomb threat	Any member of the school community receiving a phoned bomb threat	<ol style="list-style-type: none"> <li>1. Refer to the Bomb Threat Checklist</li> </ol>
F	Responding to the discovery of a suspect object or receiving a suspect item of mail	Any member of the school community who discovers a suspect object or receives a suspect item of mail	<ol style="list-style-type: none"> <li>1. Avoid handling the object or item.</li> <li>2. Alert those nearby and retreat from the immediate area.</li> <li>3. Immediately report the matter to the Principal.</li> </ol>

#### 4. Managing Critical Incidents

Activity	Responsibility	Steps
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A	Planning for critical incidents	Catholic Education Office Ballarat (CEOB)	1. The CEOB prepares a critical incident plan and reviews and updates this regularly.
		Chief Warden	1. The Chief Warden organises training, drills, rehearsals and audits and reviews the results of drills and actual incident responses to identify corrective actions.
B	Initially responding to a critical incident	Any member of the school community who becomes aware of a critical incident	1. Follow the General Emergency Instructions in 3.A.1 above.
		Reception Phone Operator	1. Collect the necessary information, ensure that Emergency Services have been contacted (000), and call the Chief Warden.
		Chief Warden	1. Initiate the school's emergency response.
C	Providing an operational response to the critical incident	Emergency Control Organisation	1. Under the leadership of the Chief Warden, manage the emergency response, in accordance with section 3 of this procedure until the arrival of Emergency Services.
D	Providing a strategic response to the critical incident	Principal	1. Upon receiving notification from the Chief Warden, determine the extent to which the provisions of the Critical Incident Plan need to be implemented, and contact Chief Warden and Emergency Control Organisation
		Emergency Control Organisation	1. Whilst closely following the operational management of the incident, concentrate on organisational-level issues such as the continuity of business operations, liaising with media organisations, and recovery activities and contingencies, as shown in the Critical Incident Plan.
E	Organising recovery activities	Emergency Control Organisation	1. Coordinate the recovery from critical incidents.
F	Reviewing critical incident management	Emergency Control Organisation	1. Conduct a review of rehearsals and actual critical incidents. 2. Identify appropriate corrective actions and coordinate their implementation.

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## 5. Reporting and Investigating Incidents and Emergencies

	Activity	Responsibility	Steps
A	Initially reporting an incident	Employees, students, contractors and visitors	1. Report all incidents as soon as possible: <ul style="list-style-type: none"> <li>a) Employees must report their incidents to the Business Manager or Health and Safety Representative</li> <li>b) Contractors and visitors must report incidents to the Business Manager or Compliance and Risk Manager and</li> <li>c) Students must report their incidents to one of their teachers or homeroom teacher.</li> </ul>
B	Further reporting, investigating and preventing recurrences of an incident	Business Manager, Health and Safety Representative, Compliance and Risk Manager and Teachers to whom an incident has been reported.	1. Follow the instructions shown in the following sub-sections. <p><b>Serious Incidents</b></p> <ul style="list-style-type: none"> <li>a) During business hours, immediately contact the Business Manager.</li> <li>b) After Hours, or if Business Manager not contactable call the Deputy Principal.</li> <li>c) Send a completed injury report to the Business Manager within 24 hours of the incident.</li> </ul> <p><b>All Injuries and Illnesses other than Very Minor</b></p> <ul style="list-style-type: none"> <li>a) Ensure the injured person have been cared for in accordance with this procedure</li> <li>b) Advise the Business Manager within one working day, preferably by sending a completed injury report via email.</li> <li>c) Ensure the injury report is investigated by the Business Manager within 5 working days of the initial report.</li> </ul> <p><b>Note 7:</b> In summary, the typical sequence for completing injury report form is:</p> <ol style="list-style-type: none"> <li>1. Initial verbal report by injured person to the Business Manager.</li> <li>2. If injury or incident is serious, Business Manager contacts the Deputy Principal immediately. The</li> </ol>

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			<p>Business Manager ensures that Part 1 of the form is completed, preferably by the injured person, and supplies a copy of Part 1 to the Deputy Principal within one working day of the initial verbal report.</p> <ol style="list-style-type: none"> <li>3. The Business Manager investigates circumstances and contributing factors for the injury, and recommends corrective actions in Part 2 of the form.</li> <li>4. The Business Manager and Deputy Principal review Parts 1 and 2 of the form and amend and endorse proposed corrective actions. They sign, take a file copy, and forward the completed form to the First Aid Officer within 5 working days of the initial report.</li> <li>5. The Business Manager signs Part 3 of the form and sends a copy to the injured staff member.</li> </ol> <p><b>Very Minor Injuries and Illnesses</b></p> <ol style="list-style-type: none"> <li>a. Organise prompt first-aid treatment (if available).</li> </ol> <p><b>Near- Miss Incidents with Potential to be Serious</b></p> <ol style="list-style-type: none"> <li>1. For every person you attend to, complete an entry into the First Aid Report folder located in the first aid room.</li> <li>2. Every three months, send to the Deputy Principal a copy of the completed first aid report forms.</li> </ol>
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## Supporting Documents

- Health and Safety Policy
- First Aid Services Procedure
- Hazard Identification, Risk Assessment and Control (HIRAC) Procedure
- Wardens and Designated Assembly Points
- Critical Incident Plan (restricted circulation)

## Forms

- Bomb Threat Checklist
- First Aid Report
- Hazard/ Near Miss Report
- Injury Report
- Local Emergency Instructions Template

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## Responsibility

All employees of Monivae College must be familiar with the relevant requirements of this procedure.

The Principal must ensure:

- the requirements of this procedure have been implemented and are being maintained;
- the names of the Area Wardens and Wardens, and changes to the Warden arrangements, are communicated to the Compliance and Risk Manager;
- training (including the induction of new staff) is organised and conducted for the implementation of the local emergency instructions;
- emergency floor plans are kept up-to-date; and
- relevant members of staff are released for school wide emergency training.

The Business Manager is responsible for:

- developing and maintaining this procedure and related documents;
- developing and conducting training for the implementation of this school-wide procedure to all staff;
- coordinating evacuation drills across all campuses of the school;
- advising others in the implementation of this procedure; and
- providing and updating Emergency Floor Plans upon request.

The Compliance and Risk Manager is responsible for:

- monitoring the development of local emergency instructions;
- assisting in the appointment of area wardens and wardens;
- ensuring the Emergency Control Organisation is issued with colour coded helmets and/or vests; and
- monitoring the implementation of the procedure, collecting information from Evacuation Reports, and reporting annually to the School's Health and Safety on the implementations, with any applicable suggestion for improvements.

The School Counsellor is responsible for developing, implementing and maintaining internal procedures for the provision of counselling and related support services for emergencies.

Approval Authority	Policy Sponsor	Administration
Responsible for monitoring the implementation, outcomes and scheduled review of this procedure	Responsible for maintaining the content of this procedure as delegated by the Approval Authority	Responsible for the administration support for the maintenance of this procedure as directed by the Policy Sponsor
Principal	Business Manager	Compliance and Risk Manager

## Promulgation

This procedure will be communicated throughout the Monivae College school community in the form of:

- policies section of the Monivae College website;
- policy library section of the Monivae College intranet; and
- distribution of email to all staff.

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## Implementation

This procedure will be implemented throughout Monivae College via:

- policy library section of the Monivae College intranet;
- staff briefing session; and
- training sessions.

## Records Management

Document Title	Responsible Officer	Minimum Retention Period
First Aid Report	First Aid Officer	Destroy seven (7) years after the last entry and administrative use is completed.
Hazard/Near Miss Report	Business Manager	Seven (7) years after any action is completed (provided any individual involved has by then reached the age of 25.)
Injury Report	Business Manager	<p><b>For fatal accidents:</b> permanent retention</p> <p><b>For other serious incidents, incidents causing incapacity and dangerous occurrences:</b> 50 years after incident date</p> <p><b>For other incidents:</b> destroy seven (7) years after incident date provided any individual has reached the age of 25 years.</p>

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