

## **Policy Redesign Project**

*All policies and procedures are being reviewed as part of this project. This document is pending review, but remains in effect until the review is carried out.*

## **Incident Control Policy**

**Establishment:** Vice-Chancellor, 12 March 2009

**Last Amended:** EDA, January 2011

**Nature of Amendment:** consequential amendments arising from a restructure of Central Administration / VCs office and the creation of new senior executive positions replacing the EDA and Registrar

**Date Last Reviewed:** 1 January 2011

**Responsible Officer:** Director, Buildings and Property Division

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## 1. Purpose

This policy has been developed so that in the event of an incident:

- the lines of authority and responsibility are clear;
- the safety of individuals on University premises can be protected;
- University property can be protected from loss or damage; and,
- appropriate support and counselling services are made available to those affected.

## 2. Scope

This policy applies to all University staff, University students, contractors and visitors at all sites owned or controlled by Flinders University.

In recognition of the University's obligations under the Education Services for Overseas Students (ESOS) Act 2000, an additional set of procedures has also been developed to provide guidance in the event of a critical incident involving an international student. These procedures are primarily for use by the University's International Student Services.

## 3. Definitions

For the purposes of this policy the following definitions shall apply:

Incident	Any event or situation which could: <ul style="list-style-type: none"><li>• jeopardise the safety of people on the University's premises; and/or</li><li>• disrupt or affect University operations; and/or</li><li>• result in significant damage to University property or equipment.</li></ul>
Designated Incident Control	Personnel University Incident Control Coordinator, Chief Wardens, Wardens.
Emergency Services	SA Police, Metropolitan Fire Service, SA Ambulance Service, Country Fire Service, State Emergency Service.

Emergency Service Organisation(s)	One or more of the Emergency Services.
University Incident Control Coordinator	University Services & Security Manager or delegate.
Responsible Manager	Cost Centre Head  For the purposes of this policy the Responsible Manager for buildings occupied by more than one Cost Centre will be the Cost Centre Head whose staff occupy the largest area in the building.

## 4. University Responsibilities

In order to comply with the Occupational Health, Safety and Welfare (OHSW) Act 1986, the OHSW Regulations 2010 and Australian Standards the University shall:

- appoint an Incident Control Coordinator;
- establish comprehensive and integrated University-wide Incident Control Plans for the Bedford Park Campus and ensure that there are appropriate organisational systems, resources and infrastructure for responding promptly to an incident;
- have Incident Control Plans for each building it owns or controls and conduct tests of these plans in accordance with the requirements of the OHSW Act and regulations;
- establish an Incident Planning Committee as set out in [Appendix 2](#);
- establish a Building Incident Control Organisation for each building as set out in [Appendix 3](#);
- inform staff, students, contractors & visitors (where possible) of incident control procedures;
- make available appropriate trauma counselling and support programs to staff, students and visitors after an incident if required; and
- ensure staff and students of the University whose place of work or study is located in premises controlled by other organisations are subject to the appropriate incident control procedures of those organisations.

## 5. Incident Control Plans

### 5.1 Background

The University must establish:

- University-wide Incident Control Plans and ensure that there are appropriate organisational systems, resources and infrastructure for responding promptly to an incident; and
- Building Incident Control Plans for each building it owns or controls and conduct tests of these plans in accordance with the requirements of the OHSW Act and regulations.

### 5.2 University-wide Incident Control Plans

5.2.1 University-wide Incident Control Plans are designed to:

- ensure the safety of people in buildings on the Bedford Park Campus during incidents by setting out information regarding the coordination and control of incidents until the appropriate emergency services organisation arrives, or the danger of the incident has been controlled; and
- form the basis on which Building Incident Control Plans are formulated.

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5.2.2 The University-wide Incident Control Plans must be developed with reference to relevant Australian standards. In addition, University Incident Control Plans must establish suitable cascading responsibility arrangements for the Incident Control Coordinator, which ensures that in the event of his/her absence an acting Incident Control Coordinator is always present.

5.2.3 The Incident Control Coordinator is responsible for formulating and implementing appropriate University Incident Control Plans.

5.2.4 The Vice-President (Corporate Services) is responsible for approving University Incident Control Plans on the recommendation of the Incident Planning Committee.

5.2.5 Following an incident control exercise, the Incident Control Coordinator is responsible for reviewing the effectiveness of the University-wide Incident Control Plans and providing a written report to the Incident Planning Committee.

### **5.3 Building Incident Control Plans**

5.3.1 Building Incident Control Plans are designed to ensure the safety of people in buildings during emergencies by setting out information regarding the coordination and control of incidents until the appropriate emergency services organisation arrives or the danger of the incident has been controlled.

5.3.2 Building Incident Control Plans will vary to suit the specific needs in the various workplaces at the University.

5.3.3 No two incidents are the same and incident control personnel may need to exercise a degree of initiative in responding to a particular incident.

5.3.4 Building Incident Control Plans apply to all University owned or controlled premises and implementation is at the discretion of the University Incident Control Coordinator or delegate. If the University Incident Control Coordinator or delegate cannot be contacted, the Chief Warden or delegate may implement the appropriate Building Incident Control Plans for premises under their control.

5.3.5 The Building Incident Control Plans must be developed with reference to the University Incident Control Plans. In addition, Building Incident Control Plans must establish suitable cascading responsibility arrangements for each Chief Warden, which ensures that in the event of his/her absence an acting Chief Warden is always present.

5.3.6 The [Building Incident Control Organisation](#) for each building is responsible, in consultation with the Incident Control Coordinator, for formulating and recommending to the Responsible Manager, a Building Incident Control Plan appropriate to the size and nature of the building.

5.3.7 The Responsible Manager is responsible for approving and implementing Incident Control Plans for buildings and areas under his/her control.

5.3.8 Following an incident control exercise, the Building Incident Control Organisation for the building is responsible for reviewing the effectiveness of the Incident Control Plan for that building and providing a written report to the Incident Control Coordinator, the Head of the Occupational Health & Safety Unit and the Responsible Manager.

## **6. Responsibility and Authority**

### **6.1 University Incident Control Coordinator**

6.1.1 The University Incident Control Coordinator is responsible for:

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- declaring and managing all incidents on campus and, at his/her own discretion, assuming direct control of an incident and University resources until relieved by an appropriate Emergency Services organisation;
  - advising the Vice-Chancellor and the Vice-President (Corporate Services) that an incident has occurred and keeping them informed as the incident develops;
  - the development and implementation of the University-wide Incident Control Plans; and
  - The planning and conduct of incident control exercises.

#### 6.1.2 During an incident the Incident Control Coordinator:

- has the authority to direct all University staff, students, contractors and visitors; and
- is responsible for the direction of Security staff.

#### 6.1.3 Outside of incidents or incident control exercises, the Incident Control Coordinator is responsible for:

- advising the [Incident Planning Committee](#) on the coordination, implementation and review of the University-wide Incident Control Plans and the Building Incident Control Plans;
- providing advice and assistance to Responsible Managers, Chief Wardens, Wardens and others on incident control matter;
- liaising with emergency services organisations to maintain incident preparedness;
- coordinating a [training program](#) for Wardens;
- maintaining a master list of Chief Wardens and Wardens and records of all incident control exercises; and
- ensuring the University Switchboard Operator has access to relevant business and after-hours incident contact numbers and other relevant information.

## 6.2 Chief Wardens

6.2.1 Under the direction of the Incident Control Coordinator, the Chief Warden in each building is responsible for the coordination of incident control within their premises in the event of an incident or incident control exercise.

6.2.2 A Chief Warden has the authority to direct all University staff, students, contractors and visitors following the declaration of an incident requiring control or during an incident control exercise.

#### 6.2.3 Outside of incidents or incident control exercises, Chief Wardens are responsible for:

- consultation with the Responsible Manager on the appointment of Wardens;
- nominating, to the Incident Control Coordinator, at the start of each year, times and dates for at least two incident control exercises;
- conducting or coordinating regular inspections to identify fire and other hazards which might give rise to an incident, or which might hinder or prevent effective response to an incident, and taking appropriate corrective action;
- notifying of his/her absence to the Incident Control Coordinator and to the Warden who will act in his/her place; and
- convening meetings of the [Building Incident Control Organisation](#).

## 6.3 Security Officers

6.3.1 Under the direction of the Incident Control Coordinator, Security Officers are responsible for responding to Incidents as appropriate.

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6.3.2 Security Officers have the authority to direct all University staff, students, contractors and visitors following the declaration of an incident requiring control or during an incident control exercise.

## **6.4 Wardens**

6.4.1 Under the direction of the Chief Warden for their premises, Wardens are responsible for carrying out their duties in the event of an incident as described in their building's Incident Control Plan.

6.4.2 Wardens have the authority to direct all University staff, students, contractors and visitors following the declaration of an incident requiring control or during an incident control exercise.

6.4.3 Outside of incidents or incident control exercises, Wardens are responsible for:

- reporting to their Chief Warden any observed fire or evacuation hazards or unsafe conditions; and
- advising their Chief Warden of absences.

## **6.5 University Maintenance Manager**

6.5.1 The University Maintenance Manager is responsible for arranging, at the request of the Incident Control Coordinator or Chief Warden, the isolation of utilities to a premise or part of a premise which is subject to a declared incident.

6.5.2 Outside of incidents or incident control exercises, the University Maintenance Manager is responsible for maintaining an inventory of fire fighting equipment and ensuring that all statutory inspections of fire fighting equipment and fire safety provisions are carried out as required

## **6.6 Staff, Students, Contractors and Visitors**

6.6.1 Staff, students, contractors and visitors are required to follow the directions of Chief Wardens, Wardens, Security Officers and the Incident Control Coordinator in the event of an incident as indicated by the activation of warning signals in a building or when the Incident Control Plan is activated by any of the Chief Wardens, Wardens, Security Officers or the Incident Control Coordinator.

6.6.2 University staff with responsibilities under the Incident Control Policy are not responsible for the physical removal or exclusion of any person from any University premise if that person ignores the directions given.

6.6.3 Staff shall bring to the attention of their Warden any incident which may require a response.

## **6.7 Responsible Managers**

6.7.1 Responsible Managers have no direct responsibility during incidents or incident control exercises.

6.7.2 Outside of incidents, a Responsible Manager is responsible for:

- Approval and implementation of Incident Control Plans in buildings and areas under their control.
- appointing a Chief Warden and Wardens for each premise or premises as required, after consultation with the Chief Warden. In buildings where an Incident Warning Intercommunication System is installed so far as is practicable a Warden shall be appointed for each Warden Intercommunication Phone (WIP) installed. In other buildings Wardens shall be appointed on the basis of one for each twenty persons on the floor or in the area, with a minimum of two;

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- providing adequate facilities and time off from routine work to enable Wardens to undertake training and perform their duties;
  - ensuring that incident control recommendations made by Chief Wardens are properly considered;
  - ensuring that students and staff are fully aware of the Incident Control Plans and any relevant changes in plans as they occur; and
  - ensuring that all building occupants observe Incident Control Plans.

## **7. Communications**

In the event of an incident all communications to internal and external stakeholders including staff, students, media outlets and the public will be managed in accordance with the University's Critical Incident Information Management Protocol. This protocol includes a directory for internal stakeholder communications, maintained by the Incident Control Coordinator, and a media component for external stakeholder communications, maintained by the Office of Communication and Engagement.

## **8. Responding to Incidents**

### **8.1 Background**

An unexpected incident may be emotionally demanding and has the potential to cause ongoing distress to individuals directly and indirectly involved in the incident. Because of this, the University will ensure appropriate support and counselling services are made available to those affected.

### **8.2 Coordination of response to incident**

Responses to critical incidents will be coordinated by the Incident Control Coordinator, or delegate in his/her absence. The Incident control Coordinator will:

- mobilise the necessary internal and external services needed to deal with the incident. This may involve University security staff, staff in Health, Counselling and Disability Services, Occupational Health and Safety Unit, International Centre and Flinders Living, and external agencies such as ambulance or police;
- be responsible for providing advice and assistance to the manager of the area concerned;
- be responsible for reporting the incident to the Vice-President (Corporate Services) and to the relevant Cost Centre Head, and for maintaining a record of incidents; and,
- liaise with the Executive Director, Strategic Marketing and Communications, about media implications, if any, and take steps to protect those involved in the incident from unwelcome exposure to the media.

### **8.3 Coordination of media and debriefing**

Coordination of media and debriefing will be managed by the Vice-President (Corporate Services) or delegate who will:

- receive advice from the Executive Director, Strategic Marketing and Communications about managing any media issues that arise;
- organise operational debriefing (with internal and external agencies as appropriate) to review and assess the University's actions taken in response to an incident as a means of airing any issues that may have arisen and to ensure good practice; and,

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- organise as appropriate (via internal and external agencies) access to psychological debriefing such as counselling and other forms of support provided to groups or individuals as a means of ameliorating stressful or disturbing after-effects of incidents.

## 9. Indemnity

Designated incident control personnel who work within their level of training shall not be held legally liable (including liability for personal negligence) as a result of any act or omission on their part during the course of carrying out their designated function.

## 10. Incident Preparation and Training

Details regarding incident preparation and training are included at [Appendix 4](#).

## Appendix 1

### Related Documents and Websites

[Occupational Health Safety and Welfare Act 1986](#)  
[Occupational Health Safety and Welfare Regulations 2010](#)  
Australian Standard AS 3745 - 2002  
[Work Health and Safety Policy \(PDF\)](#)

<http://www.flinders.edu.au/campus/buildings-and-property/>  
<http://www.flinders.edu.au/whs/>

## Appendix 2

### Incident Planning Committee

The Incident Planning Committee reports to the University's Occupational Health and Safety (OHS) Committee.

#### 1. Terms of Reference

The major responsibilities of the Committee are:

1.1 To review the University-wide Incident Control Plans and recommend that the Vice-President (Corporate Services) approve them.

1.2 To monitor and report to the OHS Committee on the following key performance indicators:

- adequacy and appointment of personnel to all positions on the Building Incident Control Organisations;
- training of Building Incident Control Organisation personnel; and



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- the conduct of incident control exercises.

1.3 To review the effectiveness of University-wide Incident Control Plans and Building Incident Control Plans and where appropriate arrange for improvement to procedures.

## **2. Membership**

The membership of the Incident Planning Committee is as follows:

- Incident Control Coordinator
- Director, Buildings and Property
- Manager, Occupational Health and Safety
- Security Coordinator
- Maintenance Manager
- Maintenance Operations Supervisor
- Chief Wardens

## **3. Meetings**

The Committee is required to meet at least twice a year.

## **Appendix 3**

### **Building Incident Control Organisations**

Each building is required to have a Building Incident Control Organisation. Building Incident Control Organisations report to the Incident Planning Committee.

#### **1. Terms of Reference**

1.1 In consultation with the Incident Control Coordinator, formulate and recommend to the Responsible Manager Building Incident Control Plans appropriate to the size and nature of the building.

1.2 Following each incident and incident control exercise review the effectiveness of the Building Incident Control Plans and provide a written report to the Incident Planning Committee, Incident Control Coordinator, the Head, Occupational Health & Safety Unit and the Responsible Manager.

#### **2. Membership**

For each building a Building Incident Control Organisation comprises:

- Chief Warden
- Wardens

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### 3. Meetings

Building Incident Control Organisations are required to meet at least twice per year.

## Appendix 4

### Incident Preparation and Training

#### 1. Warden Training

1.1 The Incident Control Co-ordinator shall coordinate training sessions as required.

1.2 All Wardens must be trained and those who have not attended a training session must attend a training session at the earliest opportunity.

1.3 The program shall include:

- the reasons for incident response procedures;
- fire fighting equipment used within the University;
- what to do in an incident;
- conducting an incident control exercise;
- fire and evacuation hazard inspection; and,
- operation of fire and EWIS panels.

#### 2. Safety Equipment and Education

2.1 All incident control personnel need to be easily recognisable in the event of an incident. Incident personnel shall wear the following colours whilst actively controlling an incident or during an incident control exercise:

Chief Wardens: White

Wardens: Red

First Aid Personnel: Green armband with a white cross

2.2 If the building has a fixed control and communication panel incorporating a public address system and an alert and evacuate signal, there shall be regular public address announcements including a demonstration of the alert and evacuate signals to familiarise building occupants with the sounds.

2.3 Where a fixed control panel is not installed and portable alarms are issued for each floor, Wardens are responsible for ensuring the alarm is maintained in good working order and for the competent operation of the unit.

2.4 Incident control procedures shall be displayed on wall plaques throughout University premises. There should be a minimum of two per level.

2.5 Incident control procedures shall be drawn to the attention of students by the Incident Control Coordinator via email in week two of each semester.

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### 3. Incident Control Exercises

3.1 Each premises or area shall conduct two incident control exercises per year. In teaching areas at least one incident control exercise shall be carried out while students are present. The Chief Warden must nominate the times and dates of each incident control exercise at the beginning of each year to the Incident Control Co-ordinator.

3.2 Subsequent alterations to times and dates may only be made subject to the proposed new time being acceptable to the Incident Control Coordinator.

3.3 Following each incident control exercise a debriefing shall be conducted by the Chief Warden to enable problems encountered during the incident control exercise to be identified and corrected.

3.4 The Chief Warden shall prepare a report to the Responsible Manager following each incident control exercise including problems encountered and recommendations. Copies shall be forwarded to the Incident Control Coordinator and the Head of Occupational Health and Safety Unit.

### Related Links

[Buildings and Property Division](#)