



POLICY

Policy Title: Critical Incident Management

Policy Owner: Director, Strategic and Governance Services Centre

**Keywords: 1) Critical Incident Management 2) Disaster Recovery
3) Business Continuity Management 4) Risk Management**

Policy Code: PL202 (rm003)

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1. INTENT

This policy provides a framework for the University's response to a critical incident in the period immediately following the incident, and for the management of longer term consequences arising from such an incident. This policy and the Critical Incident Management Plan define the roles and responsibilities of key staff in:

- The management, coordination and communication of information regarding a critical incident; and
- The recovery and post incident review of a critical incident and its management.

2. ORGANISATIONAL SCOPE

This policy applies to the following:

- All campuses of the University;
- All staff, students, Council members, volunteers, contractors and sub-contractors; and
- All activities that are under the control or direction of the University, whether conducted on or off ECU controlled premises.

3. DEFINITIONS

TERM	DEFINITION
Critical Incident	A significant incident or series of events that have the potential to severely impact upon ECU's people, operations, environment, its long-term prospects and/or its reputation. It requires a significant response and on-going management.
Critical Incident Management Team (CIMT)	The CIMT is an incident-specific team that is formed each time a critical incident occurs and lasts for the term of the incident.
Emergency Co-ordination Centre (ECC)	The location where the Critical Incident Management Team will operate from and coordinate the necessary recovery activities.

4. POLICY CONTENT

This policy provides a model for continuous learning and improvement of the University's performance in critical incident management. To that end the following will apply:

- The Vice-Chancellor or Acting Vice-Chancellor will have authority to designate an incident as "Critical" (in line with the definition of 'critical incident' in this policy);
- Critical Incidents at Edith Cowan University will be managed by a Recovery Director and a Critical Incident Management Team (CIMT).
- The Recovery Director will be responsible for:
 - The overall coordination of the University's response to a critical incident; and
 - Declaring when the incident has moved from the *Response Phase* to the *Recovery Phase*.
- The CIMT is responsible for managing the University's response to, and recovery from the incident. The CIMT will be supported by Critical Incident Recovery Teams (CIRT).
- Managing a response to, and the recovery from a critical incident, the CIRT will have authority to make decisions in line with their respective Incident Management Procedures.
- Communication, both internally and externally will follow the protocols outlined in the Critical Incident Management Plan.
- 24 to 48 hours following a critical incident, a Post-Incident Debriefing is to be conducted and Post Incident Report submitted to the Vice-Chancellor within five (5) working days.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

- 5.1 The University has a responsibility to:
- Provide support in the strategic direction of recovery, including resources and infrastructure, during a business interruption.
 - Ensure that all Deans and Directors understand their responsibilities in support to a critical incident.
- 5.2 The CIMT has a responsibility to:
- Oversee and prioritise recovery efforts.
 - Consider the strategic direction of recovery during an incident.
 - Provide leadership and control in the overall co-ordination, decision-making and communication strategies.
 - Monitor the testing of the University's preparedness to ensure consistency and coverage across all business units.
- 5.3 The Chief Risk and Assurance Officer is responsible for overseeing and approving the ongoing maintenance and development of the University's critical incident planning and preparedness.
- 5.4 The University Risk Manager is responsible for:
- The management of all aspects of the University's critical incident planning, including promoting awareness and facilitating training and testing.
 - Providing support and guidance to all business units including the CIMT.
- 5.5 Every staff member is responsible for actively taking part in awareness and training sessions as required and to follow directions provided to them in the event of an incident occurring.

6. RELATED DOCUMENTS:

- 6.1 The policy is supported by the following:
- Critical Incident Management Plan supports this policy and is managed by the Strategic and Governance Services Centre, Risk and Assurance Unit.
- 6.2 Other documents which are relevant to the operation of this policy are as follows:
- Business Continuity Management Policy, rm005
 - Fire Safety and Emergency Management , fs027

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Director, Strategic and Governance Services Centre
All Enquiries Contact:	Chief Risk & Assurance Officer
Telephone:	(08) 6304 2495
Email address:	p.draber@ecu.edu.au

8. APPROVAL HISTORY

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