



POLICY

Policy Title: Critical Incident Management

Policy Owner: Director, Risk and Assurance 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	The term used to refer to a particular incident, episode or crisis that provides a significant risk to the continuity of core University operations. Critical Incidents are the highest level of incident that may affect the operations of the University.
Critical Incident Management Team (CIMT)	The CIMT is an incident-specific team, 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 will provide a model for continuous learning and improvement of the University's performance in critical incident management. To that end the following will apply:

- Critical Incidents at Edith Cowan University will be managed by a Recovery Director and a Critical Incident Management Team (CIMT).
- 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); appoint a Recovery Director, and establish the 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 a critical phase to a recovery phase.
- The CIMT will be responsible for managing the University's response to and its recovery from the incident. The CIMT will be supported by Critical Incident Recovery Teams (CIRT).
- In 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 5 working days.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to this policy, the following positions are responsible for the following:

Policy Owner

The Policy Owner is the Director, Risk and Assurance Services Centre (RASC) who has overall responsibility for the content of this policy and its operation in ECU.

ECU staff, students, or contractors are required to comply with the content of this policy and to seek guidance in the event of uncertainty as to its application.

6. RELATED DOCUMENTS:

6.1 The policy is supported by the following Guidelines:

- Critical Incident Management Plan supports this policy and is retained by RASC. A copy can be obtained from the RASC internal web page.

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, Risk and Assurance Services Centre
All Enquiries Contact:	Manager, Business Risk & Resilience
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8. APPROVAL HISTORY

Policy Approved by:	Vice-Chancellor
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