



Incident, Notification and Response Policy

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Context

This policy sets out the obligations of all of our employees to respond to an incident, promptly notify the Principal/CEO through the required channels and arrange appropriate support.

Legislative Provisions

Work Health and Safety Act 2011

<https://www.legislation.gov.au/Details/C2018C00293>

Workplace Injury Management and Workers Compensation Act 1998

<https://www.legislation.nsw.gov.au/#/view/act/1998/86>

Crimes Act NSW 1900

<https://www.legislation.nsw.gov.au/#/view/act/1900/40>

Incident is any unplanned event resulting in an injury to any person or having the potential to significantly affect the health, safety and wellbeing of employees, students or other individuals at schools and workplaces. The Incident Notification and Response Procedures contain a list incident types. These include:

- Incidents reported to NSW Police, where emergency services have attended the workplace, or where the workplace, or part of it, has been evacuated;
- Events that are not related to a workplace activity, but which may impact on a staff at a community language school; and
- Incidents that cause major disruption, impact the effective operation of a workplace or attract significant negative media attention.

Critical incidents are actual or impending incidents that require ongoing management. These incidents are typically of an emergency nature.

Examples of critical incidents may include, but are not limited to:

- A serious injury, illness or death;
- Psychological episode involving students and/or staff;
- Sexual and/or physical assault;
- Kidnapping or hostage situation;
- Unplanned technological systems outage impacting critical systems;
- Floods, fire or other extreme weather events;
- Environmental hazard;
- Chemical spill that requires involvement of external parties for clean-up/control, or requires closure of area other than the immediate area;
- Breaches of information security;

- Cyber security attack; and
- Compliance breaches of high-risk obligations.

Non-critical incidents are those that are considered minor in nature. If they relate to people, this includes most injuries that require limited first aid treatment and result in less than one week off work or study, lacerations, slips and trips, small or non-hazardous chemical spills that require in-house clean-up and short-term technological systems outages. Minor incidents can also relate to information technology, facilities/access such as a short-term power outage that is rectified quickly, or another incident that is not regarded as being high risk under our Risk Management Framework.

Incident Response

An incident response can occur at any time and may be triggered from an alarm, conversation, email, phone call or a report.

The nature of the incident including the severity/consequence of an incident will determine the response required. Most incidents can and will be managed as part of a business-as-usual approach.

All incidents should be responded to with the following actions:

- Ensure you protect your health and safety
- Ensure you protect the health and safety of others, and if safe to do so, take appropriate action to make the area safe or to prevent any further likelihood of injury or illness;
- If required, contact emergency services (000);
- If required, and if safe to do so, provide first aid to any other persons affected by or involved in an incident;
- If safe to do so, activate standard operating procedures/processes to protect key assets, data and critical systems;
- Incidents of a confidential nature must only be shared/progressed with agreement and with the Principal/CEO;
- If applicable, make notes of the incident such as names, location, time and a brief description of what occurred.