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| DOCUMENT TYPE | D |  |
| ACADEMIC/ADMINISTRATIVE | 5 | |
| GOVERNANCE | 1 | |
| RISK MANAGEMENT | 2 | |
| NUMBER | 004 | |
| | | Policy Database Document Reference Number 512004D |

CRITICAL INCIDENT MANAGEMENT PROCEDURE

| Parent Policy Title | Critical Incident Management Policy | | | | | | | | | | | | | | | | |
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| Associated Documents | Critical Incident Management Plan Security Standard Operating Procedures Emergency Management Plan Summary | | | | | | | | | | | | | | | | |
| Preamble | The Critical Incident Management procedure covers the requirements for incident response and disruption management planning and procedural requirements for all campuses, Faculties, Divisions, Schools, Divisions and Institutes of the University. | | | | | | | | | | | | | | | | |
| General | <p>The principles of these procedures are that:</p> <ul style="list-style-type: none"> • Key internal stakeholders are aware of the need to respond appropriately to incidents and to manage any resulting disruption that may occur • Resources and processes are made available and capable to ensure the continued achievement of the University key objectives following a critical incident • Staff are familiar with and trained in their roles under the Critical Incident Management Plan. | | | | | | | | | | | | | | | | |
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| 1. Framework for Critical Incident Management | <p>The framework is based upon planning and preparedness for the three prime responses following any critical incident:</p> <ul style="list-style-type: none"> • <i>Emergency response</i>: providing a capability to manage the immediate issues arising from the incident and focusing on the protection of life and property; • <i>Business continuity phase</i>: providing a capability to assist the University to continue to operate its critical business functions; and • <i>Recovery phase</i>: restoring critical business function and infrastructure to a state of routine operation. | | | | | | | | | | | | | | | | |

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| <p>2. Annual Critical Incident Management Cycle requirements</p> | <p>The annual Critical Incident Management Cycle is coordinated by the Risk Management Unit (RMU) and comprises:</p> <ul style="list-style-type: none"> • Identification and confirmation of key risks contributing to potential critical incidents; • Ensuring specific emergency responses are in place to manage each critical incident; • Confirming responsibilities and accountabilities of members of each of the defined response teams; • Ensuring that a Critical Incident Management Plan is maintained; • Conduct of a business impact analysis covering the University's critical business functions; • Development and maintenance of Business Continuity Plans (BCPs) providing coverage for each of the University's critical business functions; and • Review and exercising of plans on an annual basis. |
| <p>3. Command Roles</p> | <p>Governance, control and coordination of critical incident management are vested in a hierarchy of response teams, comprising:</p> <ul style="list-style-type: none"> • Critical Incident Management Team, established at a 'Gold' (whole of University), 'Silver' (central Bundoora campus command), or 'Bronze' level (local command at any other campus), with responsibilities for the overall management and oversight of all plans and responses; • Emergency Response Team, established at each campus with responsibility for the activation and management of the Emergency Response Plan; • Recovery Team, to be established for coordinating the recovery and restoration activities (composition will be dependant upon the nature of the specific recovery requirements); and • Business Continuity Teams, established at Faculty and Division level to manage the implementation of BCPs. |
| <p>4. Governance responsibilities</p> | <p>CGAC will approve annually the most current version of the Critical Incident Management Plan. An annual report will be prepared for CGAC providing a review of the current critical incident management capability across the University. Such examination will be based upon a combination of assurance review and exercising of plans and capability.</p> |
| <p>5. Senior Management responsibilities</p> | <p>Each senior manager, for their respective areas of responsibility, will annually:</p> <ul style="list-style-type: none"> • Confirm which of its functions constitute a critical business function; • Determine the currency of existing Plans and identify the need for new Plans to be developed; • Nominate a responsible person (BCP Coordinator) that will be tasked with preparing and maintaining Plans to meet local requirements; • Provide to CGAC, through the Risk Management Unit, certification (with |

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| | such caveats as necessary) to the status of their preparedness. |
| 6. RMU responsibilities | <ul style="list-style-type: none"> • Co-ordinate the establishment and maintenance of the Critical Incident Management Framework. • Facilitate governance reporting to CGAC. • Provide advice on preparedness and response to the University community. |
| 7. Internal Audit responsibilities | Internal Audit will conduct regular reviews of pertinent aspects of the Critical Incident Management Framework as deemed necessary and approved by GCAC. |
| Status | Revised format, previously approved by CGAC November 2008. The implementation of the latest version of these procedures supersedes all previous versions of these procedures. |
| Approval Body | CGAC, 27 November 2008, item 5.1 |
| Initiating Body | CGAC |
| Definitions | <p>Critical incident: A situation where the University (or parts thereof) shift from routine to non-routine operation, in response to an actual or potential incident with high consequences. This is usually typified by the area affected requiring additional (centralised) assistance in its management</p> <p>Emergency: An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a timely and coordinated response.</p> |
| Date Effective | 27 November 2008 |
| Next Review Date | 27 November 2010 |
| Keywords | Critical Incident Management, disaster, emergency, security incident |
| Owner/Sponsor | Director Risk Management Unit |
| Author | Director Risk Management Unit |
| Contact person | Director Risk Management Unit |