1. Context

The Critical Incident Management Policy (CIMP) demonstrates Torrens University Australia’s commitment and proactive approach to crisis planning and management. This policy establishes an ongoing structure for the development and regular review and testing of a crisis management and recovery plan to be adopted across all Torrens University Australia sites.

2. Definitions

Critical incident (or crisis): an adverse incident, or series of events that have the potential to seriously damage an organisation’s people, operations or reputation; a traumatic event or threat of such which causes extreme stress, fear or injury.

Critical Incident Management Team (CIMT): is established and comprised of Laureate Australia and New Zealand Executive Group (AEG) members. The CIMT will provide governance of and strategic input to crisis management and business continuity.

Campus Response and Recovery Team (CRRT): is established and comprised of Campus Director, Director of Campus Life, nominated General Manager, nominated Senior Academic and/or location specific functional head. The CRRT will respond to, assess and categorise localised emergencies and critical incidents, and initiate activation of the CIMT.

3. Scope

This policy applies to all campuses, Campus Response and Recovery Teams and Critical Incident Management Team of Torrens University Australia.

4. Principles

Torrens University Australia will ensure that services and processes are in place to ensure:

- threats and potential crisis events are regularly identified and evaluated in order to strengthen Torrens University Australia’s preparedness for any such events
- appropriate services are in place to support students and staff through any critical incidents or emergencies, including for international students who may be away from family or community support mechanisms
- appropriate plans are in place for managing a critical incident, crisis or emergency
- resources are made available for recovery from a critical incident, crisis or emergency, supporting Torrens University Australia community to resume normal business as soon as possible.
5. Critical Incident Management Framework

Torrens University Australia’s Crisis Management and Recovery Plan will be developed in accordance with the four major stages of risk management:

<table>
<thead>
<tr>
<th>Prevention</th>
<th>Preparedness</th>
<th>Response</th>
<th>Recovery</th>
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<tr>
<td>Availability of welfare and support services for general concerns with the primary aims of avoiding a critical incident and providing timely support in the event of a critical incident.</td>
<td>Strategies are in place to ensure that Torrens University Australia is well prepared to respond in the event of a critical incident.</td>
<td>Torrens University Australia’s critical incident management process is through and systematic to ensure reliability in the midst of a crisis and is dependent on the success of preparedness strategies.</td>
<td>Recovery from a critical incident will take time. It will continue to have an impact not only on those directly involved but also on the broader community for a significant length of time. Torrens University Australia’s Crisis Management and Recovery Plan (CMRP) will cover strategies to ensure support is in place and guarantee recovery.</td>
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The CIMT will review the Critical Incident Management Framework annually, or post critical event and/or crisis. The aim of the review will be to update policy and all related procedures, processes and documents to improve future preparedness and response to critical incidents or crisis.

6. References

Work Health and Safety Act 2011

All relevant national and/or state legislative instruments that stipulate requirements with which organisations are obligated to comply related to Emergency Management, Crisis Management, Critical Incident, Workplace Health and Safety

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1 Adopted from Monash University’s “Critical Incident Framework”