

# Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110 RTO 3948 CRICOS Provider 01812M VET Student Loan Provider: 7052

## Advanced Diploma of Rudolf Steiner Education

Course code: 10527NAT, CRICOS course code 086202A

### CRITICAL INCIDENT POLICY

#### Emergency Telephone Numbers:

- **POLICE:** 000
- **AMBULANCE:** 000
- **FIRE:** 000

#### Clearly state:

1. The nature of the emergency & the service required
2. The Seminar address:

**37A Wellington Park Drive Warranwood 3134**

3. The nearest main intersection is:

***Wellington Park Drive and Blair Court***

#### Other numbers

- **CFA Wonga Park** 9722 1463
- **Melbourne Therapy Centre** 9876 3011
- **Poisons Information Centre** 13 11 26
- **Lifeline 24/7** 13 11 14
- **Mensline 24/7** 1300 789 978
- **Beyond Blue 24/7** 1300 224 636
- **SuicideLine** 1300 651 251

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### 1. Contents of the Plan

Attached is a resume of emergencies that may occur at the Seminar.

They outline the expected responses to be made by Staff in the event of particular emergencies. It is not intended to be dictatorial, and in most cases common sense will be used.

All incidents likely to affect the well being of students, staff and visitors are to be reported immediately and responded to promptly.

The Seminar realizes that a major emergency may have lasting effects on those involved. To assist with this the Seminar realizes that the use of professional counselors may be required.

This policy and its procedure support 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

*"The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken."*

This procedure ensures that any critical incident that occurs is documented, reported and action taken by the Seminar where required.

Staff are to familiarize themselves with the plan, which will be reviewed on a regular basis.

Staff are encouraged to recommend improvements to the plan at any time.

### 2. Definitions

A Critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury.'

Such Critical Incidents are not limited to but may include:

- Severe verbal or physical aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur are:

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- **Death** (Including death of a dependant residing in Australia) Accidental, Suicide, Result of an injury or terminal illness, or Murder
- **Serious Illness** which causes the deterioration of the student's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.
- **Severe distress/Trauma**

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### 3. About the Seminar

Melbourne Rudolf Steiner Seminar is located on a 5 acres property. The land is slightly undulating, with surrounding natural bush at the rear which adjoins the Melbourne Rudolf Steiner School. There is estate housing to the front and sides of the property.

The entrance to the school is from Wellington Park Drive. The driveway to the seminar is an avenue of blue gum eucalypts.

The Seminar is comprised of buildings constructed of a variety of materials including; timber, corrugated iron, and colour-bond sheeting.

There are currently three main buildings on the premises.

Regular classes and other activities are conducted on a daily basis. The Seminar is primarily a teacher training centre.

Building and Site Hazards	Location
Cleaner's Store - is locked	In breezeway of main building block - between the library and the movement building
Tools/ Garden Sheds - locked	In garden area
Art Room store locked or teacher supervising	Below the movement Room building
Staffroom, Classrooms, kitchens, Bathrooms and shared Learning spaces - household cleaners etc	Throughout school

## 4. Roles and Responsibilities – Emergency Coordinator, Communications Officer, Tutors

### 4.1 Roles of the Incident Management Team

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In the advent of an Emergency:

**These roles will be allocated, published and reviewed annually:**

- **The Emergency Coordinator:** Anne Redsell
- **The Deputy Emergency Coordinator:** Tania Hungerford
- **The Communications Officer:** Tiffany Lovegrove
- **Building Evacuation Officer:** Jeffrey Onans /Vera Humennyj
- **Traffic/Exit Coordinator:** Helen Cock/Tania Hungerford
- **First Aid Officers:** Wolfgang Maschek

### 4.2 Responsibilities

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**The Emergency Coordinator is responsible for:**

- a. Emergency to be coordinated through the office – all staff to undertake instructions from the office during emergency.
- b. Evaluating the incident and deciding on the response
- c. Notification of the emergency to the relevant services.
- d. Maintenance of firefighting equipment
- e. Liaise with the emergency services.
- f. Inform and delegate duties to various staff.
- g. Supervise and maintain staff and student welfare.
- h. All media interviews.

**Staff/trainers will be directed by the Emergency Coordinator during the emergency, where possible.** Nobody should undertake any action without prior approval from the Emergency Coordinator.

**The Communications Officer (Runner) is responsible for:**

- a. **Alerting and instructing** students, staff and tutors
- b. **Time permitting: Instruct trainers to close doors and windows and turn off appliances** on leaving the room
- c. Take the **Attendance Rolls** to the evacuation area.
- d. **Ensure ALL** students are accounted for.
- e. **Report** emergency progress to the Emergency Coordinator.

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### Building Evacuation Officer is responsible for:

- a. Evacuating staff, students and visitors to designated safe area.
- b. Survey all buildings for complete evacuation. **Store rooms and toilets must be checked.**
- c. Report roll call

### Exit/Traffic Coordinator is responsible for:

- a. Facilitating smooth and safe vehicle/pedestrian exit.

### First Aid Officer is responsible for:

- a. Maintenance of first aid kits
- b. Providing First Aid
- c. Undertake/delegate calling Emergency Services

### Trainers are to ensure that:

- a. They follow instructions during emergency procedures
- b. Mark role after evacuation
- c. Stay with cohort during evacuation

## 4.3 Drill Schedule

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School Term	Drill Type	Schedule Date	Completed ✓
Term 2	Seminar - onsite evacuation Off -site evacuation	Wed 5/6/19 P.1	
Term 2	Intruder - lockdown	27/5	
Term 2	Threat from within –mental health issue	20/5	

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## 5. Identifying the Risks and Responding

### ***5.1 Reporting of Emergency, Illness or Injury***

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- ALL emergencies, illnesses or injuries are to be reported immediately to the Seminar office from which the necessary procedures will be coordinated.
- The **Emergency Coordinator** will assess the situation and direct the response.

### ***5.2 Fire (including Bush Fire)***

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The Seminar is located near Warrandyte which is vulnerable to bush fires each year. With the close proximity of the nature reserve attached to the adjoining school, this makes the local area including the Seminar susceptible to the possibility of bush fires. The Wonga Park brigade is the local station. The Seminar is under supervision of the Country Fire Authority. The CFA attend the Seminar on a regular basis to inspect the Seminar's fire equipment, and provide advice on any fire hazards in the Seminar.

**To Contact the Fire Brigade in the event of *any* type of fire emergency**

**TELEPHONE: 000 and provide:**

**The Seminar address:**

***37A Wellington Park Drive, WARRANWOOD 3134 TEL: (03) 9876 5199***

**The nearest main intersection is:**

***Wellington Park Drive and Blair Court***

**The seminar refers to the directives set out by Vic Emergency (emergency.vic.gov.au). It consults fire danger ratings from The Country Fire Authority (CFA) website.**



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### CFA Fire Danger Ratings

<b>CODE RED</b> (Catastrophic):	If you live in a bushfire prone area the safest option is to leave the night before, or early in the morning.
<b>EXTREME:</b>	The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your home is well prepared, well constructed and you can actively defend it.
<b>SEVERE:</b>	The safest option is to leave early in the day if you live in a bushfire prone area and your Bushfire Survival Plan is to leave. Only stay if your home is well prepared and you can actively defend it.
<b>VERY HIGH:</b>	If you live in a bushfire prone area and your Bushfire Survival Plan is to leave, the safest option is to leave at the beginning of a day.
<b>HIGH:</b>	Check your Bushfire Survival Plan
<b>LOW-MODERATE:</b>	Check your Bushfire Survival Plan

From: <http://www.cfa.vic.gov.au/warnings-restrictions/total-fire-bans-and-ratings/>  
Retrieved September 2016

### Seminar Response:

#### **CODE RED (Catastrophic) and EXTREME**

- The Seminar will close. The Seminar will remain closed for the specified day even if the warning is subsequently down-graded. During the fire period, it is the responsibility of each staff member, trainer and student to remain informed of the CFA Fire Danger Ratings.

#### **SEVERE to VERY HIGH:**

The Emergency Coordinator

- will monitor the fire situation throughout the day via radio (ABC Local Radio) and the internet <http://www.cfa.vic.gov.au>
- will notify staff when a day of SEVERE or VERY HIGH fire danger or a day of TOTAL FIRE BAN has been declared by the Country Fire Authority. On such days the SURVIVAL PLAN will be implemented. (See below)

#### **HIGH & LOW to MODERATE:**

- Monitor the environment

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### THE SEMINAR SURVIVAL PLAN

Bush Fire in the area: The Seminar will follow CFA advice. This may involve evacuation.

### EVACUATION PLAN

The Emergency Coordinator will issue all evacuation instructions.

**The Emergency Coordinator will specify that the evacuation required is to be:**

#### **Evacuation beyond the Seminar grounds - e.g. bushfire in the greater area**

This may be required if the emergency effects the whole seminar site. In this case the coordinator may decide:

- In the case of a threatening bushfire in the local area - to *send all students home*
- Students will be organised to take passengers (other students who may not have a car)
- Allocated staff to direct cars in the car park ensuring a calm swift exit.
- Pedestrians: Allocated staff lead students to the evacuation route/area to *the Entrance on Wellington Park Drive or through the MRSS grounds* where they will regroup and be supported if necessary by Staff members.

If the fire is approaching from the Warrandyte area and is immediately threatening and there is no time to reach the cars, the escape route will be through the gate towards the Melbourne Rudolf Steiner School.

#### **Evacuation beyond the Seminar grounds - e.g. bushfire in the adjacent/immediate area**

- If the fire is approaching from the Warrandyte area and is immediately threatening and there is no time to reach the cars, the escape route will be through the gate towards the Melbourne Rudolf Steiner School.
- If the fire is approaching from the MRSSchool Grounds the escape route will be down the drive and out the front gate.
- If applicable, leave all belongings and vehicles behind.

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### Evacuation within the Seminar grounds – e.g. building fire

- If the danger area extends to all seminar buildings, but not to open areas elsewhere in the seminar - the gathering point will be the lower car park in the seminar grounds.

### Michael Center Evacuation plan



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### ***5.3 Lock Down procedure***

When an external and immediate danger is identified and it is determined that the students should be secured inside the building for their own safety the emergency Coordinator will take charge and activate the Incident Management Team if necessary.

- Call 000 for emergency services and seek and follow advice.
- Initiate the lock-down and provide instructions to staff, for example, close internal doors and windows, remain in classroom, sit below window level or move into corridors.
- Check that all external doors (and windows if appropriate) are locked.
- If available, allocate staff to be posted at locked doors to allow students, staff and visitors to enter if locked out.
- If safe to do so, have a staff member wait at the main entry to the seminar to guide emergency services personnel.
- As appropriate, ascertain that all students, staff and visitors are accounted for.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Maintain a record of actions/decisions undertaken and times.

Actions after lock-down procedure

- Ensure any students, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information students, staff and visitors need to know
- Undertake operational debrief with staff and Incident Management Team to identify any lock-down and procedural changes that may be required.
- Complete your Post Emergency Record.

### ***5.4 Bomb Threats***

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- All bomb threats are to be taken seriously. The police are to be immediately notified and the Seminar evacuated.  
See “**Evacuation Procedures**”
- Any suspect package must be left for the police to inspect.
- Staff and students are not to re-enter the buildings until the police have given their all clear.

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### ***5.5 Injury or Illness***

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- Minor injury or illness should be either treated on site with the Seminar's 1<sup>st</sup> Aid facility by the 1<sup>st</sup> Aid Officer or referred to the **Melbourne Therapy Centre** after assessment by the 1<sup>st</sup> Aid Officer. There is a First Aid outfit in the Kitchen area near the main office. The 1<sup>st</sup> Aid Officer will ensure that this is kept up-to-date. (i.e. check once/term)
- Staff or student Medical Information documentation should be consulted. This is kept in the office on each individual's records.
- All cases of injury will be subsequently investigated by the OH&S committee.

### ***5.6 Mental Health Crisis including an episode involving threatening behaviour***

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Ring 000 and activate an ambulance.

In the event of a mental health crisis which is threatening to the person or others, staff immediately organize the office to be notified.

- Attempt to isolate person in crisis.
- Evacuate, relocate students
- Follow mental health plan if applicable
- Call ambulance or emergency services

### ***5.7 Fatality***

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#### In Class Room

- a. Trainer to advise the office immediately
- b. Emergency Coordinator to assume full control
- c. Students to be taken to another room
- d. Students to be supported by staff members
- e. Office to contact police, and with their approval ambulance
- f. Office staff and trainers will ensure classroom kept clear until police arrive.
- g. Office will liaise with emergency services.
- h. Professional counselors will be contacted.

#### On Seminar Grounds

- a. Office to be advised immediately
- b. Emergency Coordinator to assume full control



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- c. Area to be cleared and students taken under Tutor supervision to another vacant class room
- d. Students to be supported by staff
- e. The accident area is to be sealed off by staff until police arrive.
- f. Office to immediately notify police and with their approval ambulance.
- g. Office will liaise with emergency services.
- h. Trauma group activated to assist staff and students.
- i. Professional counselors to be contacted.

### ***5.8 Abduction***

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In the event of the abduction of a student:

- Office to be advised immediately
- Office to contact police
- Office to contact students partner or relatives
- Witnesses to be located for police
- Office to liaise with Police.

### ***5.9 Siege***

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- Trainers to be advised immediately
- Office to contact police.
- Students to be returned immediately to classrooms and the attendance roll taken.
- Students to remain indoors until all clear received or, if necessary, removed from danger area (See **Evacuation**)
- Nobody will be permitted to enter area until police arrive.

### ***5.10 Poison***

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If somebody is suspected of being poisoned:

- **Inform First Aid Officer**
- **Call Poisons Information Centre** immediately on **13 11 26**

## 6. Supporting Those Affected

The Coordinator will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.

The seminar may establish a **recovery management group** to assist staff and students who have been traumatized. (The Seminar may decide to engage qualified experts to assist.)

Where appropriate, particularly with international students, the Seminar may assist with the following:

- Contact families
- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- foreign embassy
- counselling

### Follow up & Review of Critical Incident reported to DEEWR and DIAC

Where a critical incident has occurred and reported to DEEWR and DIAC the Seminar will conduct a follow up and review of the specific critical incident. This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed
- All staff and students involved in the incident have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

## 8. Reporting

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A register will be kept of all **incidents deemed *serious***

- A 'critical incident report' (Appendix A) is to be completed by the appropriate staff members involved in the incident or notification of the incident. The report will be completed/verified by the Emergency Coordinator of the Seminar. The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident.
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires SEMINAR to notify DEEWR and DIAC as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).



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### Critical Incident Policy Appendix A

#### Critical Incident Report

Name	
Role within the Seminar:	
Date of critical incident:	
People involved in the critical incident (& their role within the Seminar):	
Description of critical incident: (Attach added pages if required)	
Emergency Service involved:	<input type="checkbox"/> Yes (Police / Ambulance / Fire circle) <input type="checkbox"/> No
Follow up required for people involved in critical incident:	<input type="checkbox"/> Medical <input type="checkbox"/> Counselling <input type="checkbox"/> Police Statements <input type="checkbox"/> Notification to family <input type="checkbox"/> Other Details of follow up: _____ _____ _____ _____ _____
Reported Critical Incident to:	

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date