



CRISIS & BUSINESS CONTINUITY POLICY & PROCEDURE

1. Purpose

This policy is essential for ensuring that the College is able to continue operations in the event of a crisis in a manner that protects all stakeholders.

2. Scope

This policy includes all staff members, partner organisations and students. The Campus Manager holds ultimate responsibility for ensuring this policy is implemented and regularly reviewed.

3. Policy

This policy ensures the continuity of the organisation's activities, systems, and processes in the event of a crisis or other disruption. This includes enabling it to resume its normal operations as soon as possible in the event of a disruption. Staff and student safety in the event of a crisis is the first priority for Camberwell College, followed by minimisation of harm to the organisation and its reputation.

In the case of any crisis, no staff member other than the Campus Manager will speak to representatives of any media outlet.

4. Procedure

The below procedures outline steps to be taken in the event of a number of potential crises.

Student injury while on excursion

Risk minimisation

Teachers to do risk assessment prior to excursions taking place.

All excursions to be approved by the DoS.

Steps to take during crisis

1. Teachers are to ensure they do not go on excursion without a mobile phone that is fully charged and has adequate data. Teachers should also take a simple medical kit with them that includes antiseptic, band aids and bandages.
2. In the event of a student injury or other serious medical issue, such as a bee allergy or seizure, the teacher should immediately call 000. (Please do **not** call the college first.)
3. The teacher should then call the college and alert the DoS and / or the Campus Manager.
4. The DoS / Campus Manager should then immediately alert the student's agent and any next of kin / contact person the student has provided details for.
5. If a teacher (or student) holds a current First Aid certificate, they may administer first aid.
6. If more than one teacher is in attendance, the other teacher should take the other students back to the college or on to the excursion destination.



7. If only one teacher is in attendance, they should ask students to wait at a point nearby until the student has been attended to by medical staff. If there are no students under 18 present, the students may return to the college unsupervised if necessary (i.e. if the teacher needs to go with the student in an ambulance).
8. If the student is hospitalised, the Campus Manager will relieve the teacher at the hospital as soon as possible.
9. In the event of a minor wound such as a shallow cut, teachers should administer antiseptic and bandage the injury. The student should then visit a GP.

Student Death

Risk minimisation

Teachers to do risk assessment prior to excursions taking place.

All excursions to be approved by the DoS.

Overall college safety to be monitored at all times.

Steps to take during crisis

1. In the event of a student death, the Campus Manager will immediately alert the student's education agent and any next of kin / contact person the college has been provided with.
2. The Campus Manager will inform all non-teaching staff of the student's death in a face-to-face meeting and by subsequent email.
3. The Director of Studies will inform teachers and students of the student's death in a face-to-face meeting and by subsequent email.
4. Counselling for any staff member or student affected will be made available on an ongoing basis.

Fire / Suspected bomb / Flood / Gas leak

Risk minimisation

Annual building inspections to take place.

Annual fire drills to take place.

All new staff to be made aware of correct response procedures within first week of employment.

Steps to take during crisis

Please refer to the *Emergency Response Procedures Manual* for detailed procedures.

Please refer to *310 King St Warden* list for information regarding current Wardens.

In the case of damage caused to the building by a fire or flood which makes the building temporarily uninhabitable, the following steps will be taken.

1. Student services staff will immediately alert all students, teachers and agents of the situation by text, social media, social media messaging and email.
2. The Campus Manager will immediately contact other ELICOS colleges in Melbourne to request temporary classroom space for their students.
3. The Campus Manager will also search for an office where administrative operations can continue.
4. Once classroom spaces in other colleges have been secured, students and teachers will be informed of the new location they need to attend.



5. Ongoing daily communication will take place between the DoS and teachers to ensure they have the material required in order to teach.
6. Ongoing daily communication between Camberwell College staff and agents will take place in order to ensure that all students are as satisfied as possible with the temporary solution.

IT Failure

Risk minimisation

1. Academic documents are all backed up daily into One Drive, and Admin documents into Google Drive.
2. Every month, the server is backed up into a hard drive.
3. The Administration Manager is responsible for ensuring the safety of all data.

Steps to take during crisis

1. In the event of an IT Failure, relevant backups are to be immediately reinstalled.
2. In the interim, if contact data has been lost, social media will be the primary method used to communicate with all stakeholders.

Arrest / Being the victim of crime / Emergency medical evacuation / Hospitalization / Mental illness / Physical or sexual assault / Reporting of missing persons who are students / Storms, natural disasters (including offshore) while outside of Campus

Steps to take during crisis

1. When critical incident(s) occur, student(s) must contact emergency personnel at 000 if it is necessary.
2. Notify college at 1300 794 230 (business hours) or 0475 415 318 (24/7) and info@camberwellcollege.com.au as soon as it is possible.
3. The Campus Manager will assess the need for the following and liaise with appropriate staff for implementation
4. Access the relevant student record to verify details, including contact information.
5. Gather background details of the incident from the informing source if possible and appropriate.
6. If relevant, confirm with the CEO that the Police or the relevant emergency services agency has been in contact with next of kin/family.
7. Where the circumstances are considered to have some implications in relation to or arising from the college's public profile, the CEO is to be briefed.
8. The Campus Manager will provide timely advice to the following: • Student Support Services • Director of Studies • The Student's Emergency Contact (if applicable) • Homestay Family (if applicable) • Student's Agent (if applicable) • The Consulate/Embassy (where support such as travel for the family of the student may be available).
9. The Campus Manager is responsible for responding to media enquiries and will, where appropriate, make statements on behalf of Camberwell College. Also, the Campus Manager will take responsibility for managing the case including, where necessary, liaison with: Police, Medical Services, Family - ongoing contact (assist with travel and accommodation, as necessary)