

# Safety, Emergency and Critical Incident Policy

## 1. Purpose and Scope

This policy provides a framework for providing a safe and secure environment. The Performing Arts Conservatory (the Conservatory) is committed to enhancing the experience for students and ensuring that staff can work without risk of injury or illness.

This policy applies to all members of the Conservatory's higher education community, visitors, contractors and all buildings owned or operated by the Conservatory.

## 2. Objectives

The Conservatory is committed to the safety and security of all members of the Conservatory's community, and particularly student safety. Student safety is considered as a high priority and a foundation of the student experience for study and learning. The Conservatory will apply the following principles:

- Safety – prevent injury and save lives; provide first aid and medical assistance as required
- Protection – protect the environment from further damage
- Restoration – ensure that essential infrastructure and functions are restored as soon as possible

## 3. Implementation

The Managing Director is responsible for emergency procedures and the safety of the Conservatory's higher education community. Planning for emergencies is important to ensure that responses are timely and appropriate. Safety and security responsibilities will be shared by all members of the Conservatory's community, and will work together to ensure high standards are maintained for all people within the workplace.

## 4. Procedure

The Conservatory is a totally smoke free environment. Disciplinary action will be taken against any person breaching this provision.

The Conservatory will:

- maintain regulatory compliance and identify and control workplace hazards
- maintain buildings, facilities, and systems, and purchase necessary materials and equipment that comply with regulatory requirements
- provide information, training, and supervision that will allow all staff and students to perform their work in a safe manner
- manage potential emergencies and review systems on a regular basis

### 4.1. Emergencies

In **life threatening or emergency** situations only – **Dial 000 or 112 mobile** (to override key locks)

Emergency 000 lines should not be used for non-emergencies such as general medical assistance or a general police matter.

## Police

In a non-emergency situation, you can contact the local police station directly on:

- Charlotte St Police Station (07) 3258 2582

## Fire

The Fire Brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

## Ambulance

The ambulance provides immediate medical attention for emergencies and emergency transportation to hospital.

Crisis will be declared if there is a significant threat to the operations of the Conservatory

## Conservatory Emergency Procedures

### Medical emergencies

If a person is seriously ill or injured:

- Phone **000** and ask for an **ambulance**
- Contact the closest First Aid officer (ask at reception)
- If the person is unconscious, send for the closest Automatic Electronic Defibrillator (AED), if available
- Send people to flag and direct the ambulance on arrival

### Fire emergencies

In case of fire or evacuation:

- phone **000** and ask for the **fire brigade**.
- Follow instructions from the Fire Warden. Each work area and training room has a floor plan identifying fire exits.
- All people on the premises are required to meet outside on Albert Street for roll call to ensure that all people have left the building.
- Everyone is required to remain at that site until the 'all clear' is given by the Building's Fire Warden or Fire Brigade.

### Personal threats

If someone threatens you:

- Seek assistance from the nearest person
- Try and go to a public place
- Phone **000** and ask for the **police** if you cannot obtain other assistance

If you witness someone being threatened or other aggressive behaviour, notify a staff member immediately, and call the police if necessary.

### Personal Assistance – Lifeline

Lifeline personnel are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice. Call **Lifeline's 13 11 14** phone service to talk to trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia.

### Bomb threats

If there is a bomb threat:

- Try to remain calm and stay on the phone as long as possible
- Phone **000** and ask for the **police**
- Notify your supervisor and head of area

#### Poisons Information Line

**Phone 131 126** – Australia-wide Poisons Information Centres. The Poisons Information Line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings.

## 4.2. Critical Incidents

A critical incident is any traumatic event or threat of an event within or outside Australia, which causes extreme stress, fear or injury but not necessarily causing death. Critical incidents may include events such as:

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

**Note:** Non-life threatening events could still qualify as critical incidents.

Please dial the emergency number 0413 233 413 if you experience, witness or perceive a critical incident. Please dial 000 if the incident is an emergency or life threatening.

### 1.1.1 Response and Reporting

When a staff member feels that a critical incident has or is about to occur:

- The staff member must first contact emergency services where required and then contact the Administration Manager on mobile number 0413 233 413
- A *Critical Incident Report Form* is to be completed by the appropriate staff member involved in the incident or notification of the incident, ensuring privacy is maintained at all times
- The report will be completed/verified by the Administration Manager and given to the Managing Director of the Conservatory
- The *Critical Incident Report* is to contain as much information as possible and indicate the people directly involved in the incident
- The Conservatory must maintain a written record of the incident and any remedial action for at least two years after an international student ceases to be an accepted student.

### 1.1.2 Action Plan Post-Incident

- Following the critical incident, the Managing Director will assess the critical incident and implement a plan of action
- Where required, a meeting with appropriate staff/students will be organised. This meeting will determine issues and responsibilities relating to:
  - Risk assessment and response actions
  - Emergency and other services
  - Students' relatives and other appropriate contacts

- External entities
- Counselling of students and staff
- Media management

Where appropriate the Conservatory will provide support to the family in the form of:

- Hiring interpreters
- Making arrangements for hospital/funeral/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with Visa issues

### **1.1.3 Review of Critical Incident**

Where a critical incident has occurred, the Conservatory will review the specific critical incident. The review will involve those members initially involved in the action plan meeting and will ensure:

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

## **4.3. Safety**

The Conservatory will promote the safety of its community by ensuring that:

- There is adequate lighting which is maintained at an appropriate standard
- Fire equipment is regularly serviced according to regulatory requirements
- The Conservatory's community is made aware of the relevant procedures in the event of an emergency

### **1.1.4 Student Health and Safety Tips**

The following tips aim to maximise students' personal safety, and make sure they know what to do in an emergency or unsafe situation. The following advice is provided to students:

- Take responsibility for your own actions and don't put yourself or others at risk of injury or illness
- Be careful and don't be distracted by your mobile phone, iPod, iPhone or other mobile device
- Don't come to the Conservatory if you are sick, use good cough etiquette, and wash your hands frequently
- If you have a medical condition or disability that could impact on your health or safety, please disclose this confidentially to relevant staff members. This will allow appropriate precautions to be taken to prevent an injury or illness. In some cases, specific first aid requirements may be needed.
- Follow local safety rules, established safe work practices and reasonable directions given by staff.
- Ask questions if you're not sure about the safety aspects of proposed activities
- Report incidents, hazards and other safety concerns to relevant staff

### 1.1.5 Personal Safety Tips

**Exercise Your Duty of Care.** TPAC has a duty of care to protect its students, guests and staffers and be watchful in relation to the same. But each student also has a duty of care to their own safety while on campus. TPAC urges all students to exercise that duty of care diligently while in the pursuit of their performing arts studies. No tutor or lecturer or student can ever make you do something you feel is unsafe to do. You are an adult and are expected to make the kind of smart safe choices of an informed adult with respect to the way you interact in all campus activity with all collaborators. If you thought a request to attempt something you felt would be too unsafe for you to perform adequately was before you, TPAC expects you to exercise your duty of care as an informed adult and diplomatically inform the tutor/lecturer/student that you believe it would be unsafe for you to try whatever was being asked and refrain from participation.

Please note, exercising your duty of care to refrain from participation may be considered valid from time to time in clearly excusable, one-off cases for certain exercises in certain subjects, but students must not believe that 'duty of care' can be used as a license to 'excessively or unnecessarily refrain from the regularly expected physical engagement that TPAC expects to see all students exercise in the pursuit of their performing arts study requirements'.

**Hydration.** Good hydration habits are paramount in the pursuit of physically active studies. All TPAC students are expected to bring a refillable water bottle to campus and keep hydrated regularly to ensure a situation doesn't occur during campus time where you become dehydrated to the point where it affects your ability to engage in a healthy way. Water is available on site to refill at all times from either the water bottle/s accessible to all students in the hallways or via the taps in the restrooms if necessary.

**Warmth/Cold.** TPAC's campus premises are air-conditioned and the key operational temperature is usually adjusted by the building management as the seasons change to allow for seasonal differences. Please be ready however to deal with temperature changes in relation to hot or cold however depending on what studio you are working in and under what conditions. TPAC recommends that all students always have at least a light sweater of some kind on hand Summer or Winter in case air conditioning causes the atmospheric room temperature to be cooler than you expected. This is particularly important in cases where you might be quite physically active in a class for a period of time and then spend more than ten minutes being physically inactive. In such cases it is best safe practice for students to ensure they have an item of warmer clothing they can use to compensate for cooler temperature.

**Fatigue – Sleep and Nutrition.** The effect of unnecessary fatigue on a students' physical and mental performance places an unfair burden on the work effort of fellow students. Classes can require a lot of physical and emotional interactivity and students need to stay focused and attentive to directions. Lack of sleep or good nutrition can impact on student's study and long term pursuit of a performing arts career. TPAC expects all students to plan their working, social and study lives in such a way as to ensure they generate enough regenerating sleep and maintain a healthy balanced diet to enable them to work in on campus situations at optimal performance.

**Regular Exercise Routine.** Performing artists are expected to be capable of participating in challenging physically and emotionally interactive work on a regular basis. TPAC advises that the best way to more easily endure the demands of this kind of study pathway is to maintain your body in the healthiest possible physical condition and be constantly striving to maintain that aspect of your health. It is also advisable that students undertake a regular routine of physical exercise to ensure their physical and mental strength.

**Medications.** If you are regularly medicated for a special condition and the use of your medication is required to keep your ability to sustain an optimum level of performance stable, TPAC expects such students to maintain a disciplined continuity in relation to the use of their medications, particularly where any lack of continuity may pose a genuine threat of deterioration in their ability to participate at anything but an optimum level. If you are regularly medicated for a condition and are experiencing difficulty in relation to the same and believe it may adversely affect your ability to maintain optimum performance levels in your campus work and interactions, we recommend you inform your course convener immediately to seek assistance and generate a plan for guidance to ensure the best decisions are made to ensure the best outcomes for yourself and your fellow students. Any such interactions would remain strictly confidential.

**Spatial Awareness, Safe Physical Balance & Fatigue.** Students engaged in performing arts study are often put in physically interactive situations that can require caution with respect to spatial awareness and personal balance. We urge all TPAC students to remain spatially aware at all times during class exercises as well as when habituating the common areas on campus and to consider the importance of maintaining the traits of safe physical balance in their work. Safe balance traits include keeping knees bent rather than allowing them to habitually lock and keeping one's weight focused more in the front of their feet than their heels while working as well as keeping one's head level rather than tipped back. Do not continue to engage in a physical activity, interactive or solo, during class time or rehearsal if you feel your ability to remain balanced safely is compromised.

**Correct Footwear or Lack of.** Often specific footwear requirements are identified for certain aspects of performance study, eg. Shoes for combat, no shoes for many non-combat acting classes, specific shoes for certain aspects of dance training, rugged outdoor footwear for filming on site outdoors etc. We urge all TPAC students to be mindful of and adhere to all considerations with respect to use of footwear. Where no footwear is urged all students must work without unless a medical probation has been granted in which case the student working with footwear must only work with other students also using footwear.

**Report damage to Scenery Elements, Props, Costumes and Equipment Immediately.** TPAC makes available in most studios a full range of wooden cubes, flats, platforms etc for regular studio use in performance classes as well as a range of props and costume pieces. These elements are in constant use and therefore are subject to constant wear and tear. While TPAC inspects these items for maintenance requirements regularly, it is important students report all wear and tear and damage that is discovered (particularly with respect to wooden scenery elements) asap to Reception so that any item reported which may pose a risk through use after sustaining damage or wear and tear can be removed immediately and either fixed and returned or discarded completely.

## 5. Definitions

**Campus** means the buildings, general facilities, grounds – that is, the physical environment of the Conservatory.

**Critical Incident** means an event (eg. Alarm, small chemical spill), which requires an immediate response, but can be managed relatively quickly using local resources, possibly with the assistance of the Emergency Services.

**Emergency** means an incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.

**Crisis** refers to an incident, emergency or other set of circumstances, which significantly threatens the operations of the Conservatory.

## 6. Related Documents

The following policies and procedures are related to this policy:

- Records Management Policy
- Student Grievance Policy
- Staff Grievance Policy
- Critical Incident Report Form

### *Legislation and Standards*

The following legislation is relevant to this policy:

- *Work Health and Safety Act 2011*

## 7. Review

Three years from commencement.

## 8. Accountabilities

The Governance Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and the Conservatory's higher education community via the website and other publications.

## 9. Revision History

Approval authority	Contact person	Revision due date	Revision date	Approved date	Version no.	Revision description
Board of Directors	Chair	31/03/2020			1.0	New document
Board of Directors	Chair			20/01/2021	2.0	Minor changes