Monash University Procedure

Procedure Title	Crisis Management Procedures
Parent Policy	Crisis Management Policy
Date Effective	11-August-2014
Review Date	11-August-2017
Procedure Owner	Executive Director, Campus Community
Category	Operational
Version Number	2.0
Content Enquiries	Campus Community
Scope	All campuses Crisis Management and Recovery Teams Local Emergency Response Teams
Purpose	To demonstrate the University's commitment and proactive approach to crisis planning. To establish an ongoing structure for the development and regular review and testing of a Crisis Management and Recovery Plan to be adopted across all University campuses, including Monash University Malaysia. To provide information to the general University community on the University's approach to crisis management.

PROCEDURE STATEMENT

1. Crisis Management and Recover (CMR)

1.1   Organisational Structures

a) In a crisis or emergency representatives of the University Senior Management Team (SMT) serve as the Crisis Management and Recovery Senior Management Team (CMR-SMT).

b) It is supported by Crisis Management and Recovery Campus Based Teams (CMR-CBT) at all Monash University campuses.

c) The CMR-CBT at the Clayton campus also acts as the Corporate CMR Operational Team (CMR-OPS). It:

- manages the response and recovery to an event affecting the Clayton campus;

- supports, reports to and takes strategic direction from the CMR-SMT; and

- where activated, provides direction and support to all other CMR Campus Based Teams.

d) The Corporate and Campus CMR Teams are supported by Local Emergency Response Teams (LERTs), each with designated Team roles and membership, in identified organisational units.

1.2   Training

Members of all teams must be trained in all aspects of crisis management relevant to their roles and responsibilities.

1.3 Plans and Manuals

a) Crisis Management Plans must be developed and documented in CMR Manuals for each University campus.

b) CMR teams on each campus must meet at least annually to review the adequacy and currency of their crisis plans and must have a Crisis/Emergency Risk Management Assessment process to identify and drive responsive actions and processes.

c) Team members must ensure that they are familiar with the conent of relevant plans and manuals.

1.4 Specific Roles and Responsibilities of Teams and Members

The specific roles and responsibilities of CMR-SMT, CMR-CBT, CMR-OPS, LERT/s and individual team members are as detailed in the CMR Manuals and Local Emergency Response Plans provided, and accessible, to team members.

2. Full-Scale Crisis Simulation Exercises (FSCSE)

2.1 Crisis Management Plans must be tested with Full-Scale Crisis Simulation Exercises (FSCSE) held at corporate level every two years and all other plans annually.

2.2 Personnel and resources may either be fully or partially mobilised during an exercise and activities performed as if in response to a real crisis, **or** mobilisation may be simulated through functional and/or notional play by participants in a desk top or similar environment.

2.3 Exercises should generally be conducted in real time to help create the stresses that closely mirror real events.

2.4 A FSCSE may include single or multi-campus, multi-agency and/or multi-jurisdictional participation.

2.5 In all cases the exercise director must brief participants appropriately on exercise rules and boundaries prior to the exercise commencing.

2.6 In all cases an exercise debrief must be conducted with participants and a report completed.

3. Communication

3.1 A Crisis Management SMS Alert global e-mail to students and a Monash Memo article must be issued, and an SMS Alert test message sent to Students and Staff at all Australian Campuses annually.

3.2 A crisis management website must regularly updated to provide information on matters relating to crisis management and the key contact numbers on each campus.

3.3 The activities of the various campus CMR Teams and LERT/s must be coordinated and reviewed by the Crisis Team Coordinator.

4. Review

An annual review of crisis management processes detailed in the manuals must be conducted and a report made to the University's Audit Committee of Council as to the adequacy and currency of Crisis Management Plans at each campus.

Responsibility for implementation	Chief Operating Officer and Senior Vice-President
	Executive Director, Campus Community

Monash University Procedure

	University Crisis Team Coordinator (University Security Manager)
	Crisis Management and Recovery Team Leaders
	Local Emergency Response Team Managers
Status	
Approval Body	**Name:** Chief Operating Officer and Senior Vice-President (Administration)
	Meeting: n/a
	Date: 11-August-2014
	Agenda item: n/a
Definitions	**Crisis**: An adverse event or series of events that have the potential to seriously damage Monash University's people, business, reputation or property.
	Crisis Management and Recovery Manual: A guide to assist team members through the process of managing a crisis. The Manual provides a framework for Crisis/Emergency Management Planning, Prevention, Response and Recovery (PPRR) including a Crisis/Emergency Risk Management Assessment process. It also details the role of team members, the resources available, standard crisis response procedures and communications arrangements.
	Crisis Management & Recovery-Senior Management Team (CMR-SMT): The University Senior Management Team in relation to a crisis event.
	Crisis Management and Recovery Plan: A plan outlined in the Crisis Management and Recovery Manual of each campus.
	Full-Scale Crisis Simulation Exercise (FSCSE): An exercise where simulated events are projected using a scripted scenario with additional inputs and/or updates being added at intervals to challenge exercise participants and processes and to drive activity.
	Identified Organisational Unit: An organisational unit identified for the purpose of crisis management, which may include but is not limited to a faculty, division, department or school, centre or academy.
	Local Emergency Response Plan (LERP): An identified organisational unit plan detailing local considerations and responses and a framework of processes and actions to be undertaken at the organisational unit level by the Local Emergency Response Team in the event of an emergency incident affecting the organisational unit.
	University Community: Staff members, members of the University Council, consultants, students and clients of the university.
Legislation Mandating Compliance	Occupational Health and Safety Act 2004 (Vic)
Related Policies	
Related Documents	Emergency Management Manual, Victoria
	Crisis Management and Recovery Manuals
	Local Emergency Response Plans

Monash University Procedure

	ISO 31000 Risk Management Standard
	National Emergency Risk Assessment Guidelines (Australia)
	Crisis Management and Recovery website
	Country Fire Authority Act 1958 (Vic)
	Victoria State Emergency Service Act 2005 (Vic)
	Emergency Management Act, 1986 (Vic)
	Metropolitan Fire Brigades Act 1958 (Vic)