

1. Purpose

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

2. Scope

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

3. Objectives

JMI is committed to the safety and security of all members of its 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 Institute is committed to the following principles that underpin this policy.

- To ensure the safety of all members of the community through injury prevention and the provision of first aid and medical assistance as required
- To ensure that any damage to the infrastructure and functions at JMI are restored as soon as possible

4. Implementation

The CEO is responsible for emergency procedures and the safety of JMI'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 JMI's community, and will work together to ensure high standards are maintained for all people within the workplace.

JMI 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 JMI

4.1.1 JMI 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 either Brookes Street or Exhibition Street, depending on the closest fire exit, 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

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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 0403 775 148 if you experience, witness or perceive a critical incident. **Please dial 000 if the incident is an emergency or life threatening.**

4.2.1 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 CEO on mobile number 0403 775 148
- 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 CEO
- The *Critical Incident Report* is to contain as much information as possible and indicate the people directly involved in the incident

4.2.2 Action Plan Post-Incident

- Following the critical incident, the CEO 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 JMI 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

4.2.3 Review of Critical Incident

Where a critical incident has occurred, JMI 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

JMI 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
- JMI's community is made aware of the relevant procedures in the event of an emergency

4.3.1 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 JMI 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

4.3.2 Personal Safety Tips

Exercise Your Duty of Care. JMI 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

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while on campus. JMI 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, JMI 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 JMI 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 JMI 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.

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. JMI 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.

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, JMI 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.

Report damage to Equipment Immediately. JMI makes available in most studios a full range of pianos, amplifiers, drum kits, PAs etc for regular studio use in performance classes. These elements are in constant use and therefore are subject to constant wear and tear. While JMI inspects these items for maintenance requirements regularly, it is important students report all wear and tear and damage that is discovered as soon as possible 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 - the buildings, general facilities, grounds – that is, the physical environment of JMI.

Critical Incident - an event (eg. Alarm, small chemical spill), which requires an immediate

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response, but can be managed relatively quickly using local resources, possibly with the assistance of the Emergency Services.

Emergency - 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 JMI.

6. Related policies and procedures

The following policies and procedures are related to this policy:

- Records Management Policy
- Occupational Health and Safety Policy
- Student Grievance Handling Policy and Procedure
- Staff Grievance Policy
- Critical Incident Report Form
- International Student Critical Incident Management Policy

7. Review

Three years from commencement or last review

8. Accountabilities

JMI's Board of Directors 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 JMI's higher education community via the website and other publications.

9. Version Control

Document	Safety, Emergency and Critical Incident Policy	Author	JMI Executive Management
Approver	JMI Board of Directors	Approved	4 March 2020
Next Review	March 2023	Version No.	2