



**EXCELSIA
COLLEGE**
— Sydney —

**THIS POLICY IS CURRENTLY UNDER REVIEW BY MANAGEMENT
COMMITTEE**

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CRITICAL INCIDENT POLICY

Document Number
PO-GEN-06

Document Status

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1. Purpose

Excelsia College (The College) accepts the duty of care owed to its students, staff, contractors, volunteers and visitors with respect to the management of critical incidents. The Critical Incident Management Policy ensures that the College manages critical incidents in accordance with the Higher Education Standard Framework (Threshold Standards) 2015 (Standard 2.3), and the National Code 2018 (Standard 6).

2. Scope

This policy applies to:

- students in the course of enrolment in, or attendance at, the College;
- students, staff, volunteers and visitors participating in officially endorsed College activities (including non-academic activities);
- staff or contractors in the course of their duties on behalf of the College;
- a tenant of, or a tenant's occupation of, premises owned, operated or controlled by the College; and/or
- serious damage, or incidents with a potential for serious damage or harm, to College property located at a College site.

However, critical incident management does not include critical incidents occurring on third party organisations that may be involved in the delivery of the College courses, information technology systems failures, and disaster recovery. This will be managed by the relevant policies.

3. Responsibility

All Staff are responsible for following this Policy and all procedures for managing critical incidents.

Chief Executive is responsible for convening a Critical Incident Management Team (CIMT); appoints a Coordinator of the CIMT where the scope of the Critical Incident extends beyond one campus; and receives a Critical Incident Debriefing Report from the CIMT.

Critical Incident Officer is responsible for immediately controlling the situation and liaising with Security and Emergency Services, obtaining the names of persons involved in the incident, and documenting details of the incident to report to the Critical Incident Management Team.

Campus Manager is responsible for assessing each situation reported and immediately notifying the Chief Executive of the incident.

Members of the Critical Incident Management Team are responsible for the response to a critical incident with respect to:

- Coordination of Emergency Evacuation Procedures (if required)
- Liaising with Emergency Services and personnel to ensure effective ongoing management of the incident and post recovery
- Notifying relevant emergency contacts for staff or students involved in the incident and providing appropriate support
- Coordinating appropriate counselling and support services

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- Managing internal and external communications
- Completing a Critical Incident Report
- Providing a Confidential Critical Incident Debriefing Report to the Chief Executive
- Implementing an ongoing plan of support to ensure follow up concerning the well-being of individuals involved in the incident
- Ensuring (in consultation with Management) that the College complies with any additional legislative reporting requirements that may arise from the incident
- Making recommendations for the management of such incidents in the future.

4. Definitions

For the purposes of this policy:

- *Critical Incident* – as defined by the National Code is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. It can include (but is not limited to): natural disasters; death; serious injury; attempted suicide; arrest or detainment of a student or staff member; robbery; missing students; bomb-threats; riots; toxic/chemical release or explosions; pandemics and epidemics; deprivation of liberty; sexual assault; kidnapping or attempted kidnapping; violence; or severe verbal or psychological aggression. It includes a matter deemed by the Chief Executive to be dealt with as a Critical Incident under this Policy.
- *Critical Incident Officer* - nominated officers on each campus with responsibility to control a Critical Incident at the location and liaise with Security and relevant Emergency Services.
- *Critical Incident Management Team* - comprises appropriate College staff to assume responsibility for managing critical incidents.

5. Principles

In the event of a critical incident, the College recognises that appropriate planning and infrastructure are required to manage the incident, including but not limited to:

- an effective approach in responding to critical incidents during and in the period immediately following an incident and for management of the longer-term consequences of such an incident;
- appropriate support and counselling services available to those affected;
- appropriate training and information resources provided to staff;

The College endeavours to provide appropriate resources to respond to a critical incident, including but not limited to:

- physical and psychological safety of affected students, staff, contractors, volunteers and visitors;
- emotional and physical support; and
- interventions required at different phases following an incident.

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The College will keep appropriate records of Critical Incidents occurring and appropriate follow up action taken.

Critical Incident Officers shall be designated for each campus or site on which the College operates, and these staff will have immediate responsibility for controlling the situation at the location of a critical incident and liaising with Security and Emergency Services.

Responses to Critical Incidents will be timely and professional, and take into account the safety of individuals involved as the paramount consideration.

Where it is suspected that a crime has taken place, care shall be taken to preserve the scene of the incident and any related evidentiary items, provided that it is feasible to do so without adversely impacting the health and safety of those involved.

The level of response required to a critical incident may vary in accordance with its circumstances and scale.

5. Related Documents and References

[Work Health and Safety Act 2011 No 10 \(NSW\)](#)

[TEQSA Higher Education Standard Framework \(2015\)](#)

The National Code (2018)

[University of Notre Dame Management of Critical Incidents Policy](#)

[ACU Critical Incident Management Policy](#)

PLA-OHS-01 Safety Management Plan

IT Systems Recovery Plan

Student Code of Conduct

Staff Code of Conduct

Emergency Evacuation Procedure

WHS-F11 Phone Threat Report Form

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