

Critical Incident Management Policy and Procedure

1. Introduction

This document outlines CCEB's policy and procedure to assist in the planning and implementation of an inclusive response to manage any critical incident effectively and to restore a sense of safety and security to the College. This policy is designed to ensure that CCEB is compliant with the relevant legislation and standards, can respond efficiently in the event of a significant or critical incident and meets its duty of care obligations.

2. Policy

- 2.1 CCEB provides the highest possible standard of health and safety for staff, students and other persons working or visiting the College.
- 2.2 CCEB will maintain a written record of any critical incident and remedial action taken for at least 2 years.
- 2.3 CCEB has an appointed Critical Incident Team and Critical Incident Team Leader.
- 2.4 The Critical Incident Team Leader is the Principal Administrator.
- 2.5 The Critical Incident Team includes:
 - a) the Critical Incident Team Leader;
 - b) the ELICOS Director of Studies; and
 - c) the VET Training Manager
- 2.6 The Critical Incident Team is responsible for:
 - assessing risks and response actions;
 - liaison with emergency and other services;
 - contact with students' relatives and other appropriate student contacts;
 - liaison with other external bodies such as homestay families or foreign embassies;
 - 24 hour access to contact details for all students and their families, agents, homestay families, consular staff and embassies;
 - 24 hour access to contact details or all relevant staff members needed in the event of a critical incident;
 - counselling and managing students and staff not directly involved in the incident;
 - development of a critical incident plan for each incident identified;
 - communication of a planned procedure;
 - regular review of critical incident plans; and
 - coordination of appropriate staff development.
- 2.7 All critical incidents must be reported to the Critical Incident Team Leader.
- 2.8 CCEB will make time available for the Critical Incident Team and other employees to participate in Emergency Control Organisation meetings and an annual evacuation exercise.
- 2.9 CCEB has an Emergency Management Manual which documents specific response procedures. This manual will be referred to following an identification of a potential critical incident.
- 2.10 CCEB's Principal Administrator must ensure the Emergency Management Manual is kept in written or electronic form and is readily available to staff.
- 2.11 A Critical Incident Report will be completed after all critical incidents. The Critical Incident Team Leader is responsible for ensuring this is done.
- 2.12 A copy of a completed Critical Incident Report will be kept in the Critical Incident Register and in the file of any affected student or staff. Notes must also be made in the Student Management System if a student is involved.

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3. Procedures

3.1 Immediate response (within 24 hours):

- 3.1.1 Identify the nature of the critical incident.
- 3.1.2 Contact emergency services if applicable.
- 3.1.3 Secure the area if applicable.
- 3.1.4 Notify the Critical Incident Team Leader.
- 3.1.5 Implementation of appropriate critical incident plan – refer to the Emergency Management Manual.
- 3.1.6 Contact and inform parents/ guardians.
- 3.1.7 Manage media and publicity.
- 3.1.8 Identify student and staff members most closely involved and at risk and assess the need for support and counselling for those directly and indirectly involved.

3.2 Secondary response (24 – 72 hours):

- 3.2.1 Provide staff and students with factual information as appropriate.
- 3.2.2 Arrange debriefing for all staff and students most closely involved and at risk.
- 3.2.3 Completion of critical incident report.
- 3.2.4 Restore CCEB to regular routine as soon as possible.

3.3 Follow-up:

- 3.3.1 Identification of any person who may be affected by the critical incident and provide access to support services. This could include the suspension of studies for students.
- 3.3.2 Provision of accurate information to students and staff.
- 3.3.3 Arrangement of a memorial service and occasional worship as appropriate.
- 3.3.4 Maintain contact with any injured and affected parties to provide support and to monitor progress.
- 3.3.5 Monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder.
- 3.3.6 Evaluation of critical incident management.
- 3.3.7 Plan for and be sensitive to anniversaries.
- 3.3.8 Manage any possible long term disturbances e.g. legal proceedings.

4. Definitions

- a) Critical Incident – The National Code of Practice for Providers of Education and Training to Overseas Students 2018 defines a critical incident as a ‘traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’. Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster e.g. flood, cyclone or extremes of temperature;
- issues such as domestic violence, physical, sexual or other abuse;

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- fire, explosion, bomb-treat, gas or chemical hazard;
 - pandemics or epidemics;
 - other non-life threatening events.
- b) Emergency Management Manual – Manual documenting specific response procedures.
- c) Student – All students enrolled at CCEB.
- d) Overseas Student – Any student who holds a student visa as defined by the ESOS Act.
- e) Staff – All workers and contractors of CCEB.
- f) College – CCEB
- g) ESOS – Education Services for Overseas Students Act 2000. This act sets out the legal framework governing delivery of education to international students in Australia on a student visa.

5. Relevant Legislation

Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6) Education Services for Overseas Students Act 2000 Privacy Act 1988
Queensland	Work Health and Safety Act 2011 Work Health and Safety Regulations 2011 Building Fire Safety Regulations 2008

6. Related Documents

Letters/ forms	Critical Incident Report
Policies/ procedures	Privacy Policy
Other documents	Emergency Management Manual

Document History

Version	Version release date	Author	Description of change	Date for next review
Critical incident policy v1	Oct 2010		Original document	
Critical Incident Policy and Procedure v2	Aug 2021	H. Pearce (Admin Coordinator)	Reformatted and updated in accordance with Standard 6 of The National Code 2018	Aug 2024

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Appendix 1: Critical incident flowchart

