# Critical Incident Policy and Procedure (Staff, Students)

<table>
<thead>
<tr>
<th>Name of Policy</th>
<th>Critical Incident Policy and Procedure</th>
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<tbody>
<tr>
<td>Version</td>
<td>6.0</td>
</tr>
<tr>
<td>Comply with</td>
<td>Standard 6.0, National Code</td>
</tr>
<tr>
<td>Date created</td>
<td>March 2008</td>
</tr>
<tr>
<td>Date last revised</td>
<td>March 2015</td>
</tr>
<tr>
<td>Department responsible</td>
<td>Operations and Compliance</td>
</tr>
<tr>
<td>Responsible person to monitor and interpret</td>
<td>Chief Operating Officer</td>
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</tbody>
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Contact address
28-32 Elizabeth Street
Melbourne, VIC 3000
GPO BOX 5466
Contact: +61 3 8639 9000
http://www.rgit.edu.au
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1. Policy Objective

The purpose of this procedure is to recognise the duty of care owed by the Institute to all persons associated with the school and to document the process for managing critical incidents if and when they occur.

2. Responsibility

The Operations Manager is responsible for the implementation of the following procedures and for ensuring that staff and students are aware of its application and that staff implement its requirements.

3. Requirements

a) This policy and these procedures cover the:
   - actions to be taken in the event of a critical incident
   - required follow-up to the incident
   - records to be kept of the incident and action taken.

b) Critical incidents include, but are not limited to:
   - missing students
   - severe verbal or psychological aggression or abuse
   - death, serious injury or any threat of these
   - natural disaster
   - domestic violence, sexual assault, drug or alcohol abuse.

c) The Educational Services for Overseas Students Act 2000 (ESOS Act 2000) requires the Institute to notify the Department of Education and Training and Department of Immigration and Border Protection (DIBP) as soon as practical after an incident occurs to an international student. In the case of a student's death or other absence affecting the student's attendance, the incident must be reported via the PRISMS.

d) When a student dies or sustains serious injury, the Institute may be required to assist the student's family. Assistance may include:
   - 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 (in the case of international students).

e) Analyse response to the critical incident to contribute to the continuous improvement of the Institute’s policy and procedures.
4. Procedures

a) Any Institute staff member receiving news or information regarding a critical incident must contact the Operations Manager, or the nominee, as soon as practicable. If this is not possible, then the most senior person available must be contacted and informed.

b) On receipt of news or information regarding a critical incident, the Operations Manager, the nominee, or senior person must:
   - create for themselves a clear understanding of the known facts
   - contact the relevant emergency services by phoning 000 if an emergency exists
   - contact the Translating and Interpreting Service by phoning 131 450, if translators are required
   - contact Life Line on 131 114, if counselling services are required
   - plan an immediate response
   - plan ongoing strategies
   - allocate individual roles/responsibilities for ongoing tasks.

c) Based on an evaluation of the critical incident, the Operations Manager, the nominee or most senior person must, where appropriate, implement the following:
   - contact with next of kin/significant others
   - identify students and staff members most closely involved with the incident and ensure they are offered support and counselling if necessary
   - arrange a time and place for an initial group/individual debriefing session with counsellor/s or other relevant personnel
   - inform Institute staff and students where appropriate
   - prepare a guideline for staff about what information to give to students
   - prepare a written bulletin for staff and students, if the matter is complex
   - brief staff and delegate a staff member to deal with telephone/counter inquiries
   - manage media/publicity
   - arrange access to emergency funds if necessary.

d) Record the incident and include the following key details in a report:
   - the time of the incident
   - the location and nature of the incident
   - the names and roles of persons directly involved in the critical incident
   - the action taken by the Institute, including any opportunities for improvement as per the continuous improvement policy and procedure
   - the organisations and people contacted by the Institute.

5. Confer a meeting with relevant parties to:
   - review the Institute’s handling of the critical incident
   - Implement improvements to the policy and procedures to ensure the institute is well prepared should an incident occur again.
6. Revision History

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Description of modifications</th>
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<td>1</td>
<td>June 2008</td>
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<tr>
<td>2</td>
<td>July 2009</td>
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<tr>
<td>3</td>
<td>January 2010</td>
<td>Minor formatting</td>
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<tr>
<td>4</td>
<td>December 2011</td>
<td>Annual Review</td>
</tr>
<tr>
<td>4.1</td>
<td>May 2012</td>
<td>Domain change</td>
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<tr>
<td>5</td>
<td>December 2012</td>
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<td>5.2</td>
<td>October 2013</td>
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<tr>
<td>6.0</td>
<td>March 2015</td>
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