



Global Educators

Melbourne - Australia

# Critical Incident Policy

This database of policies and procedures contains the current, official version of policies and associated procedures. Printing a policy or procedure or transferring a policy or procedure into another electronic format will result in the document being an uncontrolled copy that might not be current.

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## Purpose

This critical incident policy is designed to:

- guide preventative practice, actions and measures which minimise the likelihood and frequency of critical incidents
- ensure preparedness and measures are in place which minimise and ameliorate adverse effects should an incident occur
- provide clear direction on initial response support actions to be taken should a critical incident occur
- guide the delivery of timely and coordinated recovery support after a critical incident, that is, guide support of students and staff to restore a proper and effective level of functioning

and to:

- ensure that critical incident support is managed in accordance with Institute policy and procedures
- assist staff and students to cope by providing appropriate practical and psychological support
- establish responses which minimise aftermath effects of an incident
- ensure a process of report, review and recommendation in relation to critical incident response support.

## Scope

This policy applies to all members of the Institute community involved in planning for and delivering effective critical incident response support.

## Policy

Box Hill Institute recognises and accepts its responsibility to ensure the physical safety and emotional wellbeing of staff and students through effective critical incident management and support.

The Institute recognises that critical incidents in the workplace can affect people psychologically as well as physically.

## Definitions

A **crisis** is considered to be an event or events which could seriously harm the organisation's staff, students, operations, business or reputation.

A **critical incident** is considered to be an incident outside the normal range of events with which people cope. It is likely to cause severe distress or have a strong adverse effect on members of the Institute. It may occur on or off campus, including overseas.

Critical incidents are traumatic in that they are likely to:

- involve danger or distress
- be sudden or unexpected
- disrupt a sense of control of important aspects of life
- disrupt beliefs and assumptions about people and the world
- challenge feelings that life is fair, good and comprehensible
- involve significant loss or risk of loss

A critical incident could be:

- a fatality (unexpected, at the Institute, suicide or homicide)
- an accident on campus involving serious injury
- a siege or abduction
- fire or severe weather event
- bus or other road accident involving serious injury
- threat with weapon
- hazardous material contamination
- outbreak of disease
- an assault or attack
- a melee.

**Level One Incident** – is an incident which requires a small-scale response involving one of the support services within the Institute. No external intervention is required. An example of an incident of this scale is the situation where a student is behaving in a severely disruptive manner on campus. Additional support is called upon to manage the immediate response.

**Level Two Incident** - is an incident which requires a significant response or responses from multiple services within the Institute's critical incident response teams. External emergency services are also involved. An example of an incident of this scale is the situation where a fire occurs in a building requiring fire and police services to attend, as well as security and support personnel.

**Level Three Incident** - is an incident which requires a major community response, where external emergency services in conjunction with Institute

services assume overall management of the incident; for example, an armed intruder threatens staff and students.

### **Code of Conduct**

All employees are expected to conduct themselves in a manner consistent with the Code of Conduct for the Victorian Public Sector and in accordance with the Box Hill Institute Code of Conduct for Staff.

All students are expected to conduct themselves in a manner consistent with the Student Code of Conduct.

### **Responsibilities**

Responsibilities are detailed in the [Critical Incident Support Plan](#).

### **Records**

Where a critical incident occurs, detailed and specific documentation of circumstances, actions and events will be undertaken as directed in the Critical Incident Support Plan.

For any and each incident, a record of circumstances, events and actions is kept, along with any recommendations established at the Evaluation and Review phase included in the response to any critical incident.

All records will be maintained in accordance with the Institute's Privacy Policy and Procedures.

### **References & Compliance Requirements**

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

National Privacy Principles (Extracted from the Privacy Amendment (Private Sector) Act 2000)

Privacy Act 1988 (Cth)

### **Related Documents**

[Critical Incident Support Plan](#) (Available under Student Support Services on Staff Web)

Crisis Management Plan

[Occupational Health & Safety Policy & Procedures](#)

### **Review**

This policy must be reviewed no later than five (5) years from the date of endorsement. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

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**DOCUMENT CONTROL**

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Prepared by:	Centre Manager, Student Support Services
Accountable Manager:	General Manager, Campus Services

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