Policy Title

Critical Incident Policy

Preamble

This Policy is consistent with:

- Occupational Health and Safety Act 2004 (Vic)
- The Higher Education Standards Framework (Threshold Standards) 2021
- The Education Services for Overseas Students Act 2000 (ESOS Act)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Purpose

This policy has been developed to protect staff and students or respond promptly, effectively and appropriately to any incident which is likely to cause loss of life, injury, trauma, damage, or disruption.

The policy governs the reporting systems for preventative measures, immediate and long-term responses, and recovery from a critical incident.

Scope

This policy applies to all visitors, staff and students of Deakin College. It also applies to events or business activities conducted outside of Australia.

Policy

1. **Risk Reduction Measures**

    1.1. This policy and related procedure for escalating concerns will be disseminated to all students at Orientation and as part of induction of new staff.

    1.2. Staff and students are encouraged to be aware of safety, prevention of risks and in all instances, respond promptly to any perceived threats of safety.

    1.3. Staff will raise issues of safety and risk by completing a *Risk Management Form*. The Deakin College Work Health and Safety (WHS) Officer will log and assess the risk.

    1.4. Students will bring issues of safety and risk to any Deakin College staff member or to Deakin College Reception or Deakin University Security. A *Risk Management Form* must be completed by the student or by the staff member. Students may also bring their concerns to their student representative on the relevant Student Committee.

    1.5. Staff will be provided with regular emergency management training.

    1.6. Critical incidents will be recorded in the Critical Incidents Register and monitored by the Critical Incidents Management Team (CIMT).

2. **Critical Incidents**

2.1. Critical incidents can occur on campus or outside the campus. Examples of critical incidents include:

- Fire, explosion, gas leak;
- Chemical, radiation or bio-hazard spillage;
- Incidents involving siege, hostage, firearms, weapons or bombs;
- Serious accidents;
- Outbreak of disease;
- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

2.2. Students should report any incident they witness or any concerns to Deakin College Reception.

2.3. The Deakin Critical Incident Management Team implements the appropriate action in the event of a critical incident.

3. **The Critical Incidents Management Team**

3.1. The Critical Incidents Management team consists of senior managers who are knowledgeable about how to deal with critical incidents.

3.2. The team is led by the College Director and Principal supported by the Deakin College Work Health and Safety Officer, Deakin Security Officer and the appropriate Campus leaders.

4. **Critical Incident Response**

4.1. In the first instance, and if appropriate to the circumstances, the response to any critical incident will be the notification of Emergency Services followed by Deakin University Security (the on-campus escalation contact point). Refer to ***Critical Incident Management – Assessment and Reporting Tool*** located in the College's document library for contact numbers.

4.2. The College Director and Principal is responsible for convening the Critical Incidents Management Team to manage critical incidents.

4.3. The Critical Incidents Management Team is responsible for strategic direction, implementation including student welfare considerations, review and management of the risks and incidents on campus.

4.4. Every critical incident will be dealt with according to the circumstances and the cohort of people affected.

5. **Post Incident Management**

5.1. The Critical Incidents Management Team will convene within 24 to 48 hours following a critical incident to determine what follow-up procedures must be implemented in the areas of counselling, debriefing and Business Continuity Plan.

6. Review

6.1. Once a critical incident is resolved, the Critical Incidents Management Team will evaluate the critical incident response which will form the basis of subsequent and improved responses.

6.2. The Critical Incidents Management Team will review the Critical Incident Register annually to be reported to the University Partnerships Australia Board with recommendations for new strategies to be implemented.

7. Privacy

7.1. Individuals are entitled to the protection of their personal and private information. Deakin College will exercise its discretion and may disclose information in the following circumstances:

- If Deakin College reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to public safety or an individual's life, health or safety;

- If Deakin College has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities; or the use or disclosure is required or authorized by or under the law.

Related Policies
Care of Students Under the Age of 18 Policy
Complaints Policy
Equity and Diversity Policy
Privacy Policy
Refund Policy
Student Support Policy
Wellness, Health and Safety Policy

Procedure
Critical Incident Procedure

Definitions

Key Terms or Acronyms	Definition
Critical Incident	An incident that is a sudden, unexpected and traumatic event outside the normal range of experience of the community affected but having the potential to cause death, injury, severe emotional stress or distress, destruction, loss of property, shut down or disruption of business operations.
Critical Incident Management Team (CIMT)	CIMT is a co-operative group of personnel who are knowledgeable about how to deal with critical incidents

Status and Details

Identification	Critical Incident Policy
Initial Issue Date	23/03/2018
Status	Current
Domain	Governance
Effective Date	1/11/2022
Review Date	30/12/2024
Approval Authority	Senior Management Group
Implementation Officer	Student and Academic Services Officer (Specialist)
Enquiries Contact	Monika Paka