

CRITICAL INCIDENT POLICY

PURPOSE

This document articulates CG Spectrum Institute's (CGSI) *Critical Incident Policy* and ensures the interests of students, staff and their families are protected in the case of a critical incident.

The Policy is in accordance with the Higher Education Standards Framework, 2021 (HES) and the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (National Code).

SCOPE

This policy applies to all critical incidents that occur within Australia which affect CGSI's students and staff.

DEFINITIONS

A **Critical Incident** means a traumatic event, or the threat of such (within or outside the campus), which causes extreme stress, fear, or injury to CGSI's students and staff, or a member of the public. Critical incidents are not limited to, but could include:

- a student death;
- a serious injury (for example, as a result of a traffic accident, violence, sexual assault, drug or alcohol abuse);
- an illness which has a seriously detrimental impact on a student's mental or physical health;
- a missing student (neither staff nor any of the student's friends have been able to make any contact with the student for a period in excess of 24 hours);
- an act of terrorism;
- other events, such as a natural disaster, an emerging epidemic or outbreak of disease (for example, Corona virus, SARS or Bird Flu), a global financial crisis, an outbreak of conflict between nations, or any other event that might impact on the health and safety of students;
- non-life threatening events that may also constitute critical incidents (for example, bullying, sexual harassment, theft); and/or
- an incident in a student's Work-Integrated placement.

The **Critical Incident Response Team** means the group convened by the CEO for the purpose of responding, advising and assisting in the event of a critical incident and its impact on the CGSI community. The team will also be responsible for planning and risk management of potential incidents.

RESPONSIBILITIES

The **CEO** is responsible for:

1. Ensuring that all CGSI staff are familiar with this policy, and are given ongoing training to ensure they can respond appropriately to critical incidents.
2. Ensuring at least two members of staff have successfully completed an accredited first aid training course and have a current accredited first aid certificate.

3. Developing and documenting agreed protocols (including emergency contact details for key personnel) for engagement with external parties, including (but not limited to):
 - parents, partners and/or relatives of the person(s) involved;
 - Work-Integrated Learning agreements between CGSI and host organisations;
 - police and emergency services;
 - hospitals and medical staff;
 - relevant State and local Government authorities;
 - professionally accredited and registered counsellors; and
 - other groups as required
4. Ensuring the Student and staff handbooks contain information on:
 - Police and emergency services; hospitals and medical staff;
 - relevant State and local Government authorities;
 - professionally accredited and registered counsellors; and
 - other groups as required.
5. Documenting vital information on website and notice boards around the campus
6. Establishing the Critical Incident Response Team and:
 - ensuring that the team has the required expertise and training to respond promptly, professionally and effectively to critical incidents;
 - allocating individual roles and responsibilities to team members in advance of a critical incident, including an executive role for management and communication.
7. Convening regular meetings (to be recorded on a Compliance Calendar) of the Critical Incident Response Team to review incident scenarios and the Critical Incident Register, including actions taken.
8. Briefing the Chair of the Board of Directors about any critical incident as soon as the issue has been contained and list on the Compliance Calendar for any further action to be taken

POLICY

1. CGSI will take reasonable steps to be as prepared as possible for critical incidents that may involve or impact on members of the CGSI community.
2. CGSI will plan, trial, review and improve protocols for management of critical incidents.
3. In the event of a critical incident, CGSI staff will follow the *Media and Communication Policy*. CGSI staff members will discuss critical incidents with the CEO, the Academic Director and / or members of the Critical Incident Response Team.
4. In the event of a critical incident occurring in a Work-Integrated Learning activity, CGSI will proactively contact the host organisation and offer support to the affected student(s) and supervisor;

5. In the event of a seriously injured, ill or deceased student, CGSI's overriding objective is to provide a high level of assistance and support to parents, partners and/or family members.
6. All students are required to advise CGSI of their up-to date contact details, including emergency contacts. These details are regularly audited by all staff, the Academic Director, the Course Co-ordinator, lecturers and tutors, and the Campus Manager, in every one-to-one engagement with students.
7. CGSI values the privacy of every individual and is determined to protect the personal information of all students and staff.

DOCUMENTATION

Relevant aspects of critical incidents are recorded in the Critical Incident Register. A formal briefing will be provided to the Chair, Board of Directors, as soon as is practicable.

RELATED

Critical Incident Procedure
 Critical Incident Register
 Privacy Policy
 Student Records Management Policy
 Student Welfare and Support Policy
 Student Welfare and Support Procedure
 Media and Communication Policy
 Workplace Health and Safety Policy
 Work-Integrated Learning Policy

Version Control

Document:	Critical Incident Policy	
Approved by:	Academic Board	Date: 30 March 2020
Version: V4.1	Replaces Version: V4.0	Next Review: 2023
V4.0	CRICOS minor adjustments 24/6/20221	
V3.1	Further refinements	
V2.1	Refinements arising from external review and logo added	