

Critical Incident Policy (VET & ELICOS)

1. Purpose

- 1.1 This policy provides a framework for ensuring that all staff and students at Stanley College are cared for in the event of a critical incident. This policy is designed to ensure that Stanley College:
- 1.1.1 meets its Duty of Care as an Employer and Education Provider;
 - 1.1.2 is able to respond to a Critical or Significant Incident or Event; and
 - 1.1.3 meets the requirements of the National Code 2018.

2. Scope

- 2.1 This policy applies to all staff, campuses and students of Stanley College.

3. Responsibility

- 3.1 The Vice President Corporate Services & Operations is responsible for the procedures around the management of critical incidents of staff or at the Stanley College campus.
- 3.2 The Vice President VET is responsible for the management of critical incidents relating to students of Stanley College.

4. Definitions

<i>Critical Incident</i>	Any traumatic event or threat of an event within or outside Australia, which causes physical or psychological harm, including extreme stress, fear or injury but not necessarily causing death. Critical incidents may include events such as: <ul style="list-style-type: none"> • Violent behaviour, assaults, bomb scares; • Serious accidents, explosions, fire; or • Deaths. Critical Incidents also include threats to Stanley College. For example: <ul style="list-style-type: none"> • cyber-attacks and/or data loss; • failure of essential services/utilities; • reputation damage; • third party negligence; • sabotage of building; or • theft, fraud or malice.
<i>DoHA</i>	The Department of Home Affairs, which includes responsibility for immigration matters.
<i>International Student</i>	A student studying in Australia on a student visa issued by DoHA.
<i>National Code 2018</i>	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
<i>Third Party</i>	Any party that provides services on behalf of Stanley College but does not include a contract of employment between Stanley College and its employee.

5. Policy Provisions

Principles

5.1 A critical incident is defined as:

- 5.1.1 “A traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event”, National Code 2018.
- 5.1.2 Critical Incidents for the

5.2 Critical incidents are, but not limited to:

- 5.2.1 missing students;
- 5.2.2 any fatality or serious injury;
- 5.2.3 a serious traffic collision;
- 5.2.4 murder or suicide;
- 5.2.5 physical / sexual assault or domestic violence;
- 5.2.6 severe verbal or psychological aggression;
- 5.2.7 fire;
- 5.2.8 explosion or bomb threat;
- 5.2.9 a hold up or attempted robbery;
- 5.2.10 serious threats of violence, and
- 5.2.11 storms or natural disasters;
- 5.2.12 drug or alcohol abuse

5.3 Stanley College is committed to the safety and security of all members of the College’s community, and in particular student safety. Student safety is considered as a high priority and a foundation of the student experience for study and learning. This policy and its accompanying procedure articulate a plan for delivering a timely and coordinated response to critical incidents and to ensure that the reported critical incidents are:

- 5.3.1 responded to, or resolved, in the best possible way for the staff/student(s), their families and Stanley College;
- 5.3.2 reported to relevant personnel within Stanley College and government agencies, and communicated to staff/students’ families in appropriate ways; and
- 5.3.3 managed in a manner to ensure that negative publicity, both locally and overseas, is not generated from an incident.

Student and Staff Awareness

5.4 All students will be advised during orientation of the details of Stanley College’s Critical Incident policy and procedure. Each student will be given documentation which contains details of relevant emergency services contact persons and telephone numbers, both internal and external.

5.5 All members of staff will be made aware of the *Critical Incident Policy (VET & ELICOS)* and accompanying procedure.

5.6 To ensure Stanley College is able to contact students or their emergency contacts in case of a critical incident, Stanley College will request students to:

- 5.6.1 update their contact details; and

- 5.6.2 supply emergency contact details within 7 days of any change. Further information can be found within Stanley College's *Student Contact Details Verification Policy (VET & ELICOS)*.

Testing and Validation

5.7 The Critical Incident Management framework will be tested via a combination of scenario exercising to:

- 5.7.1 build familiarisation with staff roles, responsibilities, processes and available tools; and
5.7.2 identify practical program improvements.

5.8 Testing and exercising will be undertaken every 12 months.

5.9 Upon the completion of the testing and evaluation, the President has delegated responsibility to make amendments to the Procedures.

Critical Incident Management Categories

5.10 Table 1 provides the category level, critical incident type, responsible delegate and who to notify in the event of the critical incident.

Description of Level Categories

5.11 The critical incidents levels coded in Table 1 demonstrate the following responses:

- 5.11.1 Level 1 – an issue that is localised to impact a small number of staff and/or students. These Level 1 events can be managed by the responsible delegate.
5.11.2 Level 2 – an event that requires management of key stakeholders with possible potential injury to staff or students.
5.11.3 Level 3 – a large incident that impacts the Stanley College community widely. Emergency services may be involved and implementing the Critical Incident Response Team is integral.

Table 1 – Critical Incident Management Categories

Level	Critical Incident Type	Responsible Delegate	Who to Notify
3	Missing Student	Vice President VET	<ul style="list-style-type: none"> - Vice President VET - Emergency Services (Police) - Emergency Contact of student - DoHA (for international students) - President
3	Death or Serious Injury of Student	Vice President VET	<ul style="list-style-type: none"> - Vice President VET - Emergency Contact of student - DoHA (for international students) - President - Student Services Team (including counselling)
3	Murder or Suicide of Staff or Student	Vice President VET	<ul style="list-style-type: none"> - Vice President VET - Emergency Contact of student - DoHA (for international students) - President - Student Services Team (including

			counselling)
3	Physical or Sexual Abuse of staff (on-campus) or student (on or off-campus)	Vice President VET	- Vice President VET - Emergency Services (Police) - President - Student Services Team (including counselling)
2	Verbal or Psychological Abuse of students on-campus	Vice President VET	- Vice President VET - President - Student Services Team (including counselling)
3	Fire, explosion or bomb threat on-campus	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - Emergency Services (Police, Fire & Ambulance) - President
3	Attempted Robbery on-campus	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - Emergency Services (Police) - President
3	Threats of violence to staff or students	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - Emergency Services (Police) - President
1	Natural Disasters in Australia or home country of International Students	Vice President VET	- Vice President VET - Student Services Team (including counselling)
1	Drug or Alcohol Abuse by students or staff	Vice President VET	- Vice President VET - Student Services Team (including counselling)
2	Cyber-attacks and/or data loss	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - Facilities Manager - President
2	Failure of essential services/utilities (can include equipment failure, gas or water leaks, IT equipment failure)	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - Facilities Manager - President
2	Reputation damage to Stanley College	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - People & Culture Manager - Marketing Manager - President
2	Third Party Negligence	Vice President Corporate Services	- Vice President Corporate Services & Operations

		& Operations	- President
2	Sabotage of building	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - President
2	Theft, fraud or malice	Vice President Corporate Services & Operations	- Vice President Corporate Services & Operations - President

6. Policy Information

Policy Area	Academic
Authorised Officer	Deputy Vice President VET
Supporting documents, procedures & forms of this policy	<i>Critical Incident Policy (VET & ELICOS)</i> <i>Critical Incident Report Form</i> <i>Critical Incident Recovery Plan</i> <i>Individual Training Plan</i> <i>Counselling Notes Record Form</i>
Related Legislation and Codes of Practice	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students (ESOS) Act 2000
Audience	Public