Critical Incident Policy (GC)

Queensland Institute of Business Technology Pty Ltd
ABN 38 076 195 027

Document

Document Name	Critical Incident Policy (GC)
Brief Description	This Policy outlines the procedures to be followed in the event of a critical incident involving any member of the Griffith College community. It has been written to assist staff and students to respond appropriately to incidents that are likely to cause trauma to individuals and/or affect the Griffith College community as a whole.
Responsibility	College Director and Principal
Initial Issue Date	14/11/2007
Authorising Body	Management Committee

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
30/05/2021	3	Changes to reflect National Code standards for U18 Welfare in Critical Incident situations.	College Director and Principal

Related Documents

Name	Location
Critical Incident Management Form	Document Library
Sexual Assault, Harassment, Discrimination, Victimisation and Bullying Policy	Policy HUB
Welfare Arrangements for Under 18 International Students studying at Griffith College	Policy HUB
Workplace Health and Safety	Policy HUB
Business Continuity Policy	Policy HUB
Delegations of Authority Policy	Policy HUB

Document Name: Critical Incident Policy (GC)
Publish Date: 23-Feb-23
Information Classification: \About Griffith College\Risk Management\ - Public

Page 1 of 7

Contents

Document Name: Critical Incident Policy (GC)
Publish Date: 23-Feb-23
Information Classification: \About Griffith College\Risk Management\ - Public

Page 2 of 7

1 Purpose and Scope

1.1 Introduction

a) This Critical Incident Policy sets out the approach of Griffith College in the event of a critical incident involving any member of the Griffith College community including Under 18 International students in approved homestay accommodation.

1.2 Purpose

a) The purpose of this Policy is to assist staff and students to respond appropriately to incidents that are likely to cause trauma to individuals and/or affect the Griffith College community as a whole.

1.3 Scope

a) Griffith College understands that critical incidents can have a wide reaching and sometimes devastating effect on an individual.

b) These procedures have been implemented to ensure an effective and timely response to such an incident and provide a framework within which Griffith College can address the immediate and possible longer-term needs of those involved.

2 Policy Statement

2.1 Definition and Examples of Critical Incidents

a) A critical incident for the purpose of this policy is defined as follows:

i. A tragic and/or traumatic event which causes or is likely to cause extreme physical and/or emotional distress to staff and/or students and may be regarded as outside the normal range of experience of the people affected.

ii. The event has the potential to cause unusually strong emotional reactions in the Griffith College community.

iii. A student critical incident is defined as "a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury or death and thus requires an immediate intervention by the institutional staff"[i].

iv. Some examples of severe or significant critical incidents include:

- ✓ Any fatality, near fatality or incident likely to affect seriously a number of staff and/or students;
- ✓ Serious traffic accidents;
- ✓ Murder or suicide involving students or staff and their family members;
- ✓ Physical or sexual assault;
- ✓ Fire, explosion, bomb threat;
- ✓ Chemical, radiation or bio-hazard spillage;
- ✓ Hold-up or attempted robbery;
- ✓ Threats of violence to staff/students;
- ✓ Major theft or vandalism;
- ✓ Threat of infectious disease such as meningococcal;
- ✓ Incidents involving pain or abuse of children;
- ✓ Incidents in which sights, sounds, or smells are distressing;
- ✓ Storms/natural disasters;
- ✓ Acute illness (physical or mental)

Document Name: Critical Incident Policy (GC)
Publish Date: 23-Feb-23
Information Classification: \About Griffith College\Risk Management\ - Public

Page 3 of 7

✓ Missing students.

2.2 Escalation Hierarchy

a) Every critical incident is unique and will need to be dealt with differently, according to the needs of the people affected and severity.
b) The following table outlines risk guidelines and escalation hierarchy when assessing a critical incident:

LEVEL OF RISK:	RESPONSIBILITIES:	EXAMPLES:
Severe	Navitas UPA CEO, Navitas UPA EGM, College Director and Principal Partner University (relevant key stakeholder)	Death, suicide, life-threatening injury deprivation of liberty, threats of violence, assault, rape/sexual assault, burglary, use of firearms, threat of wide-spread infection and or contamination, fire, bomb, explosion, gas/chemical hazard, pandemic
Significant	College Director and Principal	Severe Health and Safety Risk, serious injury incurred by either staff or student, evacuation of building is necessary, missing student
Moderate	Director, First Aid Officer, WHS Officer	Suspicious package unattended, Health and Safety Risk Illness of staff or student

3 Procedures in the event of an incident

1. The staff member/or student (first responder) to assess the situation and consider any apparent risks to their own safety. In case of an emergency call 000 immediately.
2. Where the first responder considers a critical incident to be apparent or likely, when feasible, they must alert the most senior available staff member of the College's Critical Incident Coordinating Team (CICT).
3. Provided there is no threat to personal safety in doing so, the first responder should take steps to minimise further damage or injury to persons or property. This may involve organising willing bystanders to provide support. Where the incident occurs on-campus, Griffith University campus security staff should be alerted immediately by the first responder or a responsible delegate at the scene. Griffith University campus security staff will contact emergency services if necessary.
4. The College Director and Principal or most senior staff member available, is to assume responsibility for re-assessing the incident and where necessary convening the Critical Incident Coordinating Team.
5. As soon as feasible, the College Quality and Compliance Manager, as the Record Keeper, will compile a Critical Incident Report (using the Critical Incident Management Form). Details to be captured should include but are not limited to: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk. Reports from those affected by the incident, and/or those witness to the incident will be incorporated into the Critical Incident Report. Where students are affected, relevant records should be placed on the student's file once the incident has been concluded (personal and sensitive information should be maintained in a secure location so as to protect impacted persons).

Document Name: Critical Incident Policy (GC)
Publish Date: 23-Feb-23
Information Classification: \About Griffith College\Risk Management\ - Public

Page 4 of 7

6. In the event of a Critical Incident which has college-wide repercussions (Severe or Significant), the College Director and Principal will advise the EGM, and CEO, UPA Navitas and its Board as soon as possible. The Partner University will also be informed as required.
7. The College Director and Principal and CICT, using the guidelines contained in this policy, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including drafting and actioning approved communications (e.g. to staff, students, families of those involved, assistants, and the media).
8. Decisions should be made in line with the Griffith College Delegations of Authority Policy.
9. Where Griffith University have assumed management of the critical incident, the College CICT will consult with and/or take instruction from Griffith University, as necessary.
10. Where the College retains responsibility for management of the critical incident, the College Director and Principal, or delegate, will, where warranted, provide a representative of the University Executive with a briefing of the incident.
11. The CICT will organize any necessary ongoing response/follow up (including staff briefings, counselling, review, evaluation and reporting).

3.1 Critical Incident Coordinating Team (CICT)

a) The Griffith College CICT will be responsible for managing, coordinating, planning and implementing a timely and effective response to a critical incident. This team, who are responsible for ensuring that appropriate procedures are implemented, should include the following staff members:

   i. College Director and Principal;
   ii. Academic Director;
   iii. Student Counsellor;
   iv. Manager, Quality and Compliance (Secretary);
   v. Director, Marketing and Admissions;
   vi. Director, Student and Academic Services.

b) The CICT may co-opt additional staff members as appropriate to manage and respond to a particular incident.
c) It is the responsibility of the College Director and Principal to determine whether an incident is a critical incident as defined above and to put into operation provisions of this policy or refer to another policy as relevant. E.g. Sexual Assault, Harassment, Discrimination, Victimisation and Bullying Policy.
d) When a critical incident is identified or assumed, the staff member receiving the news should immediately contact the College Director and Principal.
e) The College Director and Principal will contact other members of the Critical Incident Coordinating Team.
f) In the event the College Director and Principal is not available, the staff member who has been informed of the incident will immediately contact other members of the CICT so that decisions can be made about how to proceed.
g) The staff member first on the scene (first responder) may need to assume temporary control and assign duties to available persons (such as calling emergency services, campus security, assisting with local first aid, crowd control etc), prior to escalating the matter to the CICT.

3.2 Record Keeping

Document Name: Critical Incident Policy (GC)
Publish Date: 23-Feb-23
Information Classification: \About Griffith College\Risk Management\ - Public

Page 5 of 7

a) The Manager, Quality and Compliance will act as scribe for all meetings to keep records of content and decisions.
b) A Critical Incident Management Form must be completed and stored with protected access on the College's shared drive.

3.3 Evaluation

The CICT will de-brief and undertake an evaluation of the incident and the response and make recommendations to the Management Committee as to appropriate improvements in the handling of future critical incidents.

3.4 Reporting

A report is to be tabled at the following Management Committee Meeting outlining the type of incident and follow-up action required once the incident is resolved, evaluated and signed off by the College Director and Principal. A summary of all incidents will be provided to the Academic Board annually or as necessary.

4 Responsibilities

Responsibility	CDP	CFM	QCM	AD	DSAS	PC	AB	CICT	DMA	All
Maintain currency of policy	A	I	S/R	C	C				C	I
Ensure all staff and students are aware of the policy and procedure.	R		S	S	S	S	I	R	S	A
Escalate where incident is assessed as 'Severe'	A/R		S	S	S			S	S	
Review incident procedures for improvement following each occurrence	A		S	C	C		I	S	C	
Provide incident information to appropriate key personnel as relevant (e.g. Griffith University, EGM)	R/A							C		
CDP = College Director & Principal, CFM = College Finance Manager, QCM = Quality & Compliance Manager, AD = Academic Director, DSAS = Director, Student & Academic Services, DMA = Director, Marketing & Admissions, CICT = Critical Incident Coordinating Team, AB = Academic Board, All = Staff, PC = Program Convenor R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed										

5 Compliance

5.1 General

Document Name: Critical Incident Policy (GC)
Publish Date: 23-Feb-23
Information Classification: \About Griffith College\Risk Management\ - Public

Page 6 of 7

The College Director and Principal will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy through the College website, digital campus, communication and support from Student and Academic Services and Support teams.

5.2   Relevant Legislation

Higher Education Standards Framework 2021 – Wellbeing and Safety: 2.3.5; Corporate Monitoring and Accountability: 6.2.1k; Information Management: 7.3.3c

National Code for Providers of Education to Overseas Students 2018 – 5.3.4, 6.8, 6.9.2

5.3   Review

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

5.4   Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	College Principal and Director	Policy Hub	Permanently with control in place for revisions	Policy Hub archive

---

[i]The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Factsheets

Document Name: Critical Incident Policy (GC)
Publish Date: 23-Feb-23
Information Classification: \About Griffith College\Risk Management\ - Public

Page 7 of 7