

Critical Incident Policy (GC)

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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
24/04/2023	4	Revised definition of Critical Incident and process for U18	Quality & Compliance Manager

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

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Contents

1	Purpose and Scope	3
1.1	Introduction	3
1.2	Purpose	3
1.3	Scope	3
2	Policy Statement	3
2.1	Definition and Examples of Critical Incidents	3
2.2	Escalation Hierarchy	4
3	Procedures in the event of an incident	4
3.1	Procedures in the event of an Under 18 student	5
3.2	Critical Incident Coordinating Team (CICT) Response Plan	5
3.3	Record Keeping	6
3.4	Evaluation	6
3.5	Reporting	6
4	Responsibilities	7
5	Compliance	7
5.1	General	7
5.2	Relevant Legislation	7
5.3	Review	7
5.4	Records Management	8

1 Purpose and Scope

1.1 Introduction

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, and or experiencing disruption to welfare arrangements.

1.2 Purpose

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

Where Griffith College is unable to contact a student and has concerns for their welfare, Griffith College will (after attempting to locate and contact the student), notify the police and any other relevant Commonwealth, state or territory agencies as soon as practicable, as required in Standard 5.5 of the National Code 2018.

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

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.

As outlined in standard 6 of the National Code 2018, the College will immediately respond to the safety and welfare of an Under 18 international student which may disrupt welfare arrangements.

2 Policy Statement

2.1 Definition and Examples of Critical Incidents

A critical incident is defined as follows:

A traumatic event or the threat of such (within or outside Australia), which causes extreme stress, fear, or injury. This does not include serious academic misconduct.

Student critical incidents could include, but are not limited to:

- i. missing students;
- ii. severe verbal or psychological aggression;
- iii. death, serious injury or any threat of these;
- iv. natural disaster
- v. issues such as domestic violence, physical, sexual or other abuse; and
- vi. other non-life threatening events including those that may involve police, emergency services and/or hospitalization.

2.2 Escalation Hierarchy

Every critical incident is unique and will need to be dealt with differently, according to the needs of the people affected and severity.

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, incident involving U18 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).

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 Procedures in the event of an Under 18 student

1. Griffith College will immediately upon advice, coordinate the Critical Incident Coordinating Team where an emergency situation arises involving an Under 18 student.
2. the CICT will assess emergency welfare requirements and implement a plan as per 3.2 Response Plan.
3. Contact will be made as relevant to the following:
 - a. Department of Home Affairs officials
 - b. Student Parent and or Guardian
 - c. Local authorities e.g. Police (000)
 - d. Inform others as required.

3.2 Critical Incident Coordinating Team (CICT) Response Plan

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.

The CICT may co-opt additional staff members as appropriate to manage and respond to a particular incident.

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.

All critical incidents, once identified or assumed, will immediately be reported to the College Director and Principal (or delegate Director if the College Director and Principal cannot be contacted by phone or electronic means).

The College Director and Principal will contact other members of the Critical Incident Coordinating Team.

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.

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.

3.3 Record Keeping

- 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.
- c) All records relating to critical incidents where International students are involved are to be kept for at least two years after the student ceases to be a current student.

3.4 Evaluation

The CICT will de-brief and undertake an evaluation of the incident and the response and make recommendations to the Griffith College Management Committee as to appropriate improvements in the handling of future critical incidents. A register of actions will be maintained by the Quality and Compliance Manager of the College.

Follow up checks will occur as required by the relevant support staff where students are continuing study at the College.

3.5 Reporting

A report is to be tabled at the following Griffith College 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. Actions arising from incidents (improvements to procedures) must be addressed and monitored through the Management Committee.

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	
Inform CDP immediately in event of Under 18 International student critical incident	A									R
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

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

This policy and its procedures have been developed in line with the Higher Education Standards Framework 2021 – Wellbeing and Safety: 2.3.5; Corporate Monitoring and Accountability: 6.2.1k; Information Management: 7.3.3c and in accordance with Standards 5 and 6 of the (2018) – 5.3.4, 6.8, 6.9.2

Personal information collected (including health information) under the terms of this policy and procedure must be managed in accordance with the College's Privacy Policy and the Information Privacy Act 2009.

5.3 Review

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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