



POLICY: CRITICAL INCIDENT

POLICY NUMBER:	ADM003	VERSION:	7.5
DATE ADOPTED:	28 August 2012	DATE LAST REVIEWED:	29 September 2025
DATE OF NEXT REVIEW:	29 September 2026	REVIEW FREQUENCY:	One Year
AUTHORISED BY:	Principal Executive Officer	REVIEWED BY:	Principal Executive Officer
RESPONSIBLE FOR REVIEW:	Principal Executive Officer / Deputy Principal		
REVIEW PROCESS:	Principal Executive Officer / Deputy Principal		
DOCUMENT MANAGEMENT:	<u>U:\POLICY AND PROCEDURES</u>		
COMMUNICATION	All relevant staff will be automatically notified by email when the reviewed policy has been authorised		

1. REGULATIONS:

- a. HE Standards Framework 2015: 2.3.5; 6.2.j; 7.3.3
- b. ESOS: 5.3.4; 6.8; 6.9
- c. ELICOS: P: 7.2

1.2 Legislation or other requirements:

- a. Tertiary Education Quality and Standards Agency Act 2011
- b. The Education Services for Overseas Students (ESOS) Act 2000
- c. Occupational Health and Safety Act 1984
- d. Workplace Health and Safety Act 2011 (effective in WA from 2013)

1.3 Other policies:

- a. Academic Misconduct Policy
- b. Complaints and Appeals Policy
- c. Privacy Policy
- d. Risk Management Policy
- e. Student Misconduct Policy
- f. Workplace Health and Safety Policy

1.4 Forms and other documents:



- a. Classification of Critical Incident
- b. Critical Incident Report Form
- c. Fire Safety and Evacuation Procedures
- d. Risk Assessment Form
- e. Workplace Health and Safety (WHS) Forms
- f. Disaster Response and Recovery Plan
- g. Critical Incident Contact List - Emergency Services

1.5 Key words (Meta data):

Critical Incident, Risk Management, WHS, Emergency, Disaster Response and Recovery Plan

1.6 Definitions:

A critical incident is defined by the National Code as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents are not limited to, but could include:

- 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.
- Non-life threatening events could still qualify as critical incidents.
- Approved accommodation, support and general welfare arrangements for students under 18 as required under Standard 5.

1.7 Evidence:

WHS file located in Printing Room
Reports – Student filing cabinets – Finance office.

2. POLICY INFORMATION:

2.1 Introduction:

IIBT is committed to ensuring that critical incidents are responded to promptly and managed effectively.

Specifically we will provide appropriate support and counselling services to those affected, ensuring that appropriate training and information resources are provided to staff.



This policy applies to all staff and students. IIBT will achieve this policy by appointing a Critical Incident Team to assist in the prevention and management of critical incidents at the Institute, or off campus in the case of an overseas student for whom IIBT has undertaken care responsibilities.

The PEO is the critical incident team leader.

The critical incident team also includes:

- a. Academic Dean
- b. Academic Admin
- c. Campus Manager
- d. First Aid Officer

Classification of critical incidents is helpful in determining future management. Critical incidents may be classified as:

Moderate/Minor - may be described as a critical incident which impacts on the individual or service, or both, and requires definitive follow-up.

Severe/Significant - are those events which have significant consequences.

Major/Disastrous event –please refer to the Disaster, Response and Recovery Plan.

For details of potential incidents including but not limited to each classification, see [Classification of Critical Incidents](#).

Critical Incident Procedures

A critical incident may include any real or risk of personal trauma experienced by a student, where physical life or health is threatened or personal health issues are experienced, or any criminal offence is perpetrated against them or any accident, civil unrest or natural disaster where a student's welfare is at risk.

In any case listed or any other event that may be described as a critical incident, the following roles and responsibilities must be adhered to by all IIBT staff.

Roles and Responsibilities

The Critical Incident team should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of IIBT's enrolled students.

In the event of a Critical Incident Event the Critical Incident team member shall;

- Assess the level of risk and type of Critical Incident and the required resource implications.
- Apply the appropriate intervention measures to the level of risk and type of critical incident.
- Report any relevant resource implications directly to Management or the CEO.
- IIBT recognises that each critical incident is unique and each situation will need to be assessed when it occurs.



- To protect the privacy of individuals and to ensure the provision of accurate information, IIBT has developed an agreed approach to media management.
- The CEO normally handles all media releases
- The CEO gathers information, checks all facts, and determines the official IIBT response
- The CEO ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident
- The CEO may delegate media liaison to another member of staff
- The CEO is the delegated person to manage access of the media to the scene, and to staff, students, and relatives

Intervention Measures

In identifying a Critical Incident Event, the Critical Incident team member shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

Prevention Measure

Where a potential Critical Incident can be avoided through risk identification and a report to IIBT Management. The Critical Incident team member shall:

- Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
- Establish the OHS, legal parameters and duty of care implications carried by IIBT.
- Identify students who may be at risk.
- Report any potential avoidance actions that may be implemented by Management.

Critical Incident Response Measures

Where an actual Critical incident is about to occur or has occurred Management and Staff shall:

- Take avoidance action to ensure the safety and welfare of students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
- Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services).
- Make direct contact with the Critical Incident team member and advise the type of critical incident and actions taken so far in the critical incident event.
- Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- Where possible and appropriate, take immediate action to gain the presence of qualified counselors who may assist in the support of distressed or traumatised students.



Post Incident measures

Where a Critical Incident has occurred the critical incident team member shall within 5 days, ensure that the following steps are taken in completing a written report to Management.

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students whom may have been involved or present during the Critical incident.
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to management.

Counselling of staff and students will be a priority for incidents where trauma may be experienced. Arrange for a suitably qualified counselling service to address staff and invite staff to attend a further individual counselling session with them if required at the college's expense. Crisis Leave will be considered where necessary.

Process for Managing Emergency Situations and Disrupted Welfare Arrangements for Students Under 18

A. Immediate Response in an Emergency

1. Ensure Safety First
 - Contact emergency services (000) if necessary.
 - Administer first aid if qualified staff are present.
 - Evacuate or secure the location according to the Critical Incident Plan.
2. Notify Key Personnel
 - Inform the Principal/CEO or designated Critical Incident Officer.
 - Notify the student's parent/guardian and/or approved caregiver immediately.
3. Provide Immediate Support
 - Assign a staff member to remain with the student.
 - Provide translation/interpretation if needed.
 - Arrange emergency accommodation if required.

B. Disruption to Welfare Arrangements

1. Identify Disruption
 - This may include but not limit to a breakdown of homestay, caregiver illness, or accommodation no longer suitable.
2. Implement Temporary Arrangements



- Arrange alternative accommodation approved by the provider.
- Ensure continuous supervision and support until a new arrangement is in place.

3. Notify Regulatory Authorities

- Report changes of welfare arrangements in PRISMS within 24 hours as required by the National Code.
- Document actions taken in the student's file.

4. Parental/Guardian Contact

- Inform and get consent from the parent/legal guardian immediately about the change and new arrangements.

C. Ongoing Management

1. Critical Incident Team Activation

- Convene the Critical Incident Team to assess impact and coordinate response.
- Provide counselling or referral services to the student.

2. Monitoring

- Review the student's well-being regularly until the situation is resolved.
- Ensure compliance with minimum standards of care and accommodation.

3. Recordkeeping

- Maintain written records of the incident, actions taken, and welfare arrangements for at least 7 years.

D. Follow-Up and Review

- Conduct a debrief with involved staff and students.
- Identify improvements to the Critical Incident Policy and procedures.
- Update staff training as needed.

E. Responsibilities

- Critical Incident Officer/Student Welfare Officer – Coordinates the response, documents actions, ensures regulatory compliance.
- All Staff – Follow emergency procedures, provide support, report incidents immediately.
- Accommodation/Guardianship Providers – Notify the institution promptly of any disruption to welfare arrangements.

Management Review

- Following the receipt of a Critical Incident report the CEO and management staff shall ensure that the report is reviewed at the next management meeting and improvement items documented and filed for additional review within the Annual Internal Audit.



Critical Incident Team

- This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Team Member	Position	Mobile
Mr Charles Shiao	Principal Executive Officer	02 8316 9933 / 0415 102 888
Mr Liam Lo	Deputy Principal	02 8316 9933 / 0420 869 889
Ms Suki Hu	Student Welfare Office	02 8316 9933 / 0451 516 768

END OF DOCUMENT
