

Policy Name	CRITICAL INCIDENT POLICY
Policy Number	G002_PO (Governance)
Purpose	The Whitehouse Institute of Design, Australia, (Whitehouse) Critical Incident Management Policy has been developed to assist staff and students to respond appropriately to incidents that are likely to cause trauma to individuals and/or affect the Whitehouse's community as a whole.
Scope	This policy applies to all campuses and all staff and students.
Policy Statement	<p>The policy establishes reporting systems to cover preventative measures, immediate responses, and follow-up actions to deal both with the immediate consequences and the longer term implications of a critical incident. The guidelines are in broad terms and are designed to be amended to incorporate ongoing feedback which is essential to the management of all critical incidents.</p> <p>Critical incidents may include but are not limited to:</p> <ul style="list-style-type: none"> Medical emergencies Critical illness of a student Unexpected student/staff death Missing students Wilful threats of physical harm against staff, students or visitors of Whitehouse Natural disaster Bomb threats, Fire, Violent Riot acts Sexual Assault or Harassment Mental Health Crisis Drug / Alcohol Overdose. <p>Non-life threatening events can be classed as critical incidents. Every critical incident is unique and will need to be dealt with differently, according to the needs of the people impacted. Whitehouse Institute is committed to providing a safe learning and teaching environment and it is the right of both staff and students, to feel safe and be safe while on campus.</p> <p>International Students are issued with information regarding emergency services during orientation, this information is also located in the student handbook and in the international student services information sheet.</p> <p>Critical Incident Management Team (CIMT)</p> <p>The function of the Critical Incident Management Team is to manage the Whitehouse's response to a critical incident. It is the responsibility of the Executive Director to determine whether or not the incident is a critical incident and put into operation the Critical Incident Management Guidelines. (It is not intended that the Critical Incident Management Team become involved in the case management of incidents.)</p> <p>The composition of the Critical Incident Management Team should include the following where appropriate:</p> <ul style="list-style-type: none"> • Executive Director - Chairperson • Academic Director • Campus Director /Manager

- Student Administration Manager
- Finance Manager
- Work Health and Safety (WH&S) Representative.

The functions of the Critical Incident Management Team during a critical incident will include co-ordination, implementation, supervision and liaison. The Executive Director will co-ordinate the review and update of the Critical Incident Management Policy and Guidelines and arrange annual training and any debriefing as required.

Unless approved otherwise, media interviews in relation to critical incidents will be given by the Executive Director only. The Critical Incident Management Team will meet annually to review the year.

In accordance with The National Code 2018, Standard 6, Whitehouse must:

- Take all reasonable steps to provide a safe environment on campus.
- Provide information to overseas students about how to seek assistance and report incidents. All international students are provided with an after-hours mobile number specific to their campus of enrolment. Students can use this number 24/7 to seek assistance and ask for help.
- Provide overseas students with general information on safety and awareness relevant to life in Australia.

The (CIMT) and Whitehouse must maintain written records of any critical incidents and remedial action, follow up action taken by Whitehouse for a period of no less than 2 years after the student ceases to be enrolled.

Relevant Legislation

[NVR Standards](#)

[Safe Work Australia](#)

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

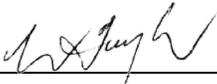
New South Wales (NSW)

- Act: *Work Health and Safety Act 2011* [\(NSW\)](#)
- Regulation: *Work Health and Safety Regulation 2011* [\(NSW\)](#)
- Codes: [NSW Codes of Practice](#)
- Regulator: [SafeWork NSW](#)
- Resources:
 - [Your responsibilities as an employer or business](#)
 - [Employer and business obligations](#)
 - [Workcover NSW](#)
 - [Employer and business obligations](#)

Victoria (Vic)

- Act: *Occupational Health and Safety Act 2004* [\(Vic\)](#)
- Regulation: *Occupational Health and Safety Regulations 2007* [\(Vic\)](#)
- Codes: [Vic Compliance Codes](#)
- Regulator: [WorkSafe Victoria](#)

	<ul style="list-style-type: none"> • Resources: <ul style="list-style-type: none"> ○ Workplace Safety for Small Business ○ Employer rights and responsibilities ○ Make your workplace safer
Key Related Documents	Code of Conduct Privacy Policy
Definitions	<p>Critical incident: a critical incident is an incident which may put the Whitehouse under major stress. In assessing a critical incident, consideration must be given to the prevailing factors and mood of the staff and/or students at the time of the incident. It will also depend on how public the incident is and how many people are affected.</p> <p>In general terms, a critical incident is defined as a 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. These guidelines apply to critical incidents involving or otherwise impacting students and/or staff.</p> <p>Some examples of critical incidents:</p> <ul style="list-style-type: none"> • 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/staff and their family member • physical or sexual assault • injury or death of a colleague • 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 • incidents involving pain or abuse of children • incidents in which sights, sounds or smells are distressing • storms/natural disasters • acute illness (physical or mental).
Responsible Officer	Executive Director
Approval Authority/ Authorities	Board of Governors
Date Approved	02/05/2019
Date of Commencement	03/05/2019
Date for Review	02/05/2022

<p>Documents superseded by this Procedure</p>	<p>002 Governance Critical Incident Policy December 2012 006.002 Critical Incident Policy 4 12 07</p>		
<p>Amendment History</p>	<p>02/2019 Updating policy to reflect specifically Standard 6 of The National Code 2018. Adding further examples of Critical Incidents within the policy statement.</p> <p>05/2018 Re-branding – Header & Footer only</p> <p>12/2016 Policy and Procedures separated. Updated formatting and minor amendments Changed formatting – included procedure and policy in one</p> <p>19/09/2012 Approved</p> <p>04/12/2007 Changed formatting - included procedure and policy in one document Minor adjustments and inclusions to policy wording</p>		
<p>Signed and dated for Whitehouse Institute Pty Ltd</p>	 <p>_____ Signature</p>	<p>Leslie Taylor _____ Name</p>	<p>2/5/19 _____ Date</p>

<p>INFORMAITON FOR PUBLISIHING ON POLICY REGISTER</p>	
<p>Category</p>	<p>Governance</p>
<p>Stakeholders</p>	<p>Academic Board Executive Management Academic Staff Administration Staff Students</p>