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| <b>Policy Name</b>      | <b>CRITICAL INCIDENT POLICY</b>   |
| <b>Policy Number</b>    | <b>G002_PO (Governance)</b>   |
| <b>Purpose</b>          | 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.   |
| <b>Scope</b>            | This policy applies to all campuses and all staff and students.   |
| <b>Policy Statement</b> | <p>The policy establishes recording and reporting systems to ensure preventative measures, immediate responses, and follow-up actions are taken to deal both with the immediate consequences and the longer-term implications of a critical incident.</p> <p>The process is dynamic and designed to be updated regularly 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"> <li>• Medical emergencies</li> <li>• Student / staff injury resulting from an accident</li> <li>• Critical student / staff illness</li> <li>• Unexpected student / staff death</li> <li>• Missing student(s)</li> <li>• Wilful threats of physical harm against Whitehouse staff, students, or visitors</li> <li>• Natural disaster</li> <li>• Bomb threats, fire, violent riot acts</li> <li>• Sexual assault or harassment</li> <li>• Mental health crisis</li> <li>• Drug and/or alcohol intoxication / overdose.</li> </ul> <p>Non-life-threatening events can be classed as critical incidents. Every critical incident is unique and will need to be dealt with on an individual case by case basis, according to the needs of the person(s) impacted. Whitehouse Institute is committed to providing a safe learning and teaching environment and it is the right of all staff and students to feel safe and be safe while on campus.</p> <p>International students are provided with information regarding emergency services during Orientation. This information is also located in the relevant student handbook and in the international student services information fact sheet.</p> <p><b>Critical Incident Management Team (CIMT)</b></p> <p>The function of the Critical Incident Management Team is to manage Whitehouse's response to a critical incident. It is the responsibility of the Founder and Executive Director (or delegated officer) to determine whether an incident is a critical incident and put into operation a Critical Incident Management Response process. This includes conducting a risk assessment, using the Critical Incident Reporting Form, documenting, and recording the incident in the Critical Incidents Register.</p> <p>The Founder and Executive Director or the Co-Executive Director may delegate individual case management for non-life-threatening incidents to an appropriate Whitehouse Officer, for example a Course Coordinator; the Student Administration Manager; Academic Director; or another delegated officer.</p> |

Where the Critical Incident Management Team needs to convene to deal with a critical incident of a serious / life threatening nature, the team may be comprised of the following:

- Founder and Executive Director – Chairperson
- Co-Executive Director
- Academic Director, and / or
- Campus Director /Manager, and / or
- Manager, Compliance and Regulation, and/or
- Student Administration Manager, and/or
- Finance Manager, and/or
- Work Health and Safety (WH&S) representative, and / or
- Other Whitehouse staff, as required.

The functions of the Critical Incident Management Team during such critical incidents will include co-ordination, implementation, supervision, and liaison. The Founder and Executive Director or the Co-Executive Director will approve the review and update of the Critical Incident Management Policy and annual training and any debriefing as required.

Unless approved otherwise, media interviews in relation to critical incidents will be given by the Founder and 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 two years, (Note: in the case of students two years after the student ceases to be enrolled)

## Relevant Legislation

[NVR Standards](#)

[Safe Work Australia](#)

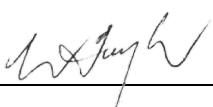
[Education Services for Overseas Students Act 2000](#)

[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](#)

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|                                     | <ul style="list-style-type: none"> <li>○ <a href="#">Workcover NSW</a></li> <li>○ <a href="#">Employer and business obligations</a></li> </ul> <p><b>Victoria (Vic)</b></p> <ul style="list-style-type: none"> <li>● Act: <i>Occupational Health and Safety Act 2004</i> <a href="#">(Vic)</a></li> <li>● Regulation: <i>Occupational Health and Safety Regulations 2007</i> <a href="#">(Vic)</a></li> <li>● Codes: <a href="#">Vic Compliance Codes</a></li> <li>● Regulator: <a href="#">WorkSafe Victoria</a></li> <li>● Resources:             <ul style="list-style-type: none"> <li>○ <a href="#">Workplace Safety for Small Business</a></li> <li>○ <a href="#">Employer rights and responsibilities</a></li> <li>○ <a href="#">Make your workplace safer</a></li> </ul> </li> </ul>   |
| <p><b>Key Related Documents</b></p> | <ul style="list-style-type: none"> <li>● Code of Conduct</li> <li>● Privacy Policy</li> <li>● Risk Management Policy</li> <li>● Critical Incident Reporting Form</li> <li>● Critical Incidents Register.</li> </ul>  |
| <p><b>Definitions</b></p>           | <p><b>Critical incident:</b> 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. This Policy applies 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"> <li>● any fatality, near fatality or incident likely to affect seriously a number of staff and/or students</li> <li>● serious traffic accidents</li> <li>● murder or suicide involving students/staff and their family member</li> <li>● physical or sexual assault</li> <li>● injury or death of a colleague</li> <li>● fire, explosion, bomb threat</li> <li>● chemical, radiation or bio-hazard spillage</li> <li>● hold-up or attempted robbery</li> <li>● threats of violence to staff/students</li> <li>● major theft or vandalism</li> <li>● incidents involving pain or abuse of children</li> <li>● incidents in which sights, sounds or smells are distressing</li> <li>● storms/natural disasters</li> <li>● acute illness (physical or mental)</li> <li>● minor student / staff injury resulting from an accident.</li> </ul> |

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| <b>Responsible Officer</b>                               | Executive Director   |                 |             |
| <b>Approval Authority/ Authorities</b>                   | Board of Governors   |                 |             |
| <b>Date Approved</b>                                     | 26/02/2021   |                 |             |
| <b>Date of Commencement</b>                              | 27/02/2021   |                 |             |
| <b>Date for Review</b>                                   | 26/02/2024   |                 |             |
| <b>Documents superseded by this Procedure</b>            | 002 Governance Critical Incident Policy December 2012<br>006.002 Critical Incident Policy 4 12 07  |                 |             |
| <b>Amendment History</b>                                 | <p><b>02/2021</b><br/>Updating the policy to align with the revised G013 Risk Management policy, Critical Incident Reporting Form, and Critical Incidents Register.<br/>Minor adjustments and inclusions to policy wording to reflect updates.</p> <p><b>02/2019</b><br/>Updating policy to reflect specifically Standard 6 of The National Code 2018. Adding further examples of Critical Incidents within the policy statement.</p> <p><b>05/2018</b><br/>Re-branding – Header &amp; Footer only</p> <p><b>12/2016</b><br/>Policy and Procedures separated. Updated formatting and minor amendments<br/>Changed formatting – included procedure and policy in one</p> <p><b>19/09/2012</b><br/>Approved</p> <p><b>04/12/2007</b><br/>Changed formatting - included procedure and policy in one document<br/>Minor adjustments and inclusions to policy wording</p> |                 |             |
| <b>Signed and dated for Whitehouse Institute Pty Ltd</b> |   |                 |             |
|  | <b>Signature</b>   | <b>Name</b>     | <b>Date</b> |
|  | _____<br>Leslie Taylor   | _____<br>3/3/21 |             |

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| INFORMATION FOR PUBLISHING ON POLICY REGISTER |  |
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| <b>Category</b>                               | Governance   |
| <b>Stakeholders</b>                           | Academic Board<br>Executive Management<br>Academic Staff<br>Administration Staff<br>Students |