WHITEHOUSE INSTITUTE OF DESIGN, AUSTRALIA ⓦ EST. 1988

PROCEDURE

Procedure Name	CRITICAL INCIDENT PROCEDURE
Procedure Number	**G002_PR (Governance)**
Purpose	This procedure 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 Institute of Design, Australia (Whitehouse) community.
Scope	This procedure applies to all Whitehouse campuses and the procedures to Sydney and Melbourne, respectively.
Procedure	Whitehouse will appoint a Critical Incident Management Team (CIMT) to manage and oversee the Critical Incident Procedure. The composition of the CIMT should include the following where appropriate:

- 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 (CIMT) representative, and / or
- Other Whitehouse staff, as required.

1 Prevention and Preparation

The availability of appropriate resources and the development of safety measures will be monitored on a regular basis through the supervisors and managers of relevant areas of the Whitehouse Institute campuses. Staff are encouraged to bring issues of safety to the attention of their immediate supervisors who should bring such issues to the attention of the Executive Management Committee (EMC).

2 The Immediate Response - Where there is risk to life or property:

An incident or potential incident should be reported to Emergency Services (Fire, Police, and/or Ambulance) immediately.

If necessary, evacuation procedures should be put in place before contacting Emergency Services.

If the incident does not appear to require the immediate dispatch of Emergency services, the CIMT team should be notified immediately and given the full details of the situation including the exact location of the incident, the type of incident and details of any person or persons who may be injured, in distress or at risk.

On arrival at the scene of a critical incident, a designated CIMT team member will be responsible for its initial assessment. If it is assessed as a critical incident, a CIMT member will also be responsible for the assessment and co-ordination of responses to the incident, although other staff members may be co-opted as necessary to deal with specific aspects.

Action to be undertaken by the Critical Incident Management Team:

- **identification** of the persons affected by the critical incident

- **recommendation** of response to the Founder and Executive Director, in terms of personnel and resources required on the basis of an assessment of needs and priorities

- **initiation of pastoral care** Personal contact will be made with individuals including victims and other persons affected by the incident

- **establishment of an appropriate information point** Up-to- the-minute, accurate information to staff, students, families of those involved, helpers and the media will be required. (While maintaining the requirements of the Whitehouse Privacy Policy and Procedure)

- **provision of a quiet area** A quiet area will be established for the use of victims and/or their families. This area shall be protected from intrusion by anyone not immediately affected in the incident.

- **Contacting** the affected person's nominated "emergency contact person".

The assigned CIMT team member is responsible for completing the Critical Incident Reporting Form and forwarding it to Co-Executive Director within 24 hours of the incident. The critical incident will be logged in the Critical Incident Register.

3   Follow-Up Action

The Critical Incident Management Team will assess the need for the following and liaise with appropriate stakeholders for implementation:

- **provide** all those affected by the incident with access to factual information

- **monitor the need for counseling**. Initiate and maintain contact with those affected by the incident. Assess the need for additional support from outside agencies

- **provide those affected by the incident with educational material** covering common responses to trauma and strategies for coping with these effects. This information will be provided by the Counseling Services

- **assess** the need for and organise debriefing sessions for all those involved in the incident, including, if appropriate, the wider Whitehouse community.

Various types of debriefing sessions may be held, depending on circumstances and the need, including:

- technical debriefing (e.g. of relevant staff)

- critical incident stress debriefing and/or initial defusing (offered to those affected, and conducted by professional counselors, trained in Critical Incident Stress debriefing. Reference Australian Counselors and/or the Australian Counseling Association

- Critical Incident Management Team debriefing.

The assigned CIMT team member is responsible for preparing a detailed report of the management of the incident for the Founder and Executive Director and the Critical Incident Management Team. The report will be used by the Team to evaluate the response and recommend changes to policy and procedures.

4   Record Keeping:

- Critical Incident events will be logged onto the Critical Incident Register.

- Critical Incident Reporting Forms cases will be stored on the Whitehouse Shared Drive.
- Correspondence and documents related to critical incident cases will be stored on the Whitehouse Shared Drive.

5 Evaluation

- For serious, life threatening cases, the Critical Incident Management Team, in consultation with the Executive Director, will meet within one month after the critical incident to evaluate the implementation of procedures and responses. For non-serious / non-life-threatening cases, the designated Officer delegated to deal with a critical incident will report on the outcomes which will be recorded in the Critical Incidents Register.

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 - Resources: - Workplace Safety for Small Business - Employer rights and responsibilities - Make your workplace safer
Key Related Documents	- Code of Conduct - Privacy Policy - Risk Management Policy - Critical Incident Reporting Form - Critical Incidents Register.

Definitions	**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.
	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 procedures apply to critical incidents involving or otherwise impacting students and/or staff.
	Some examples of critical incidents:
	- 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 members - 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) - minor student / staff injury resulting from an accident.
Responsible Officer	Executive Directors
Approval Authority/ Authorities	Board of Governors
Date Approved	26/02/2021
Date of Commencement	27/02/2021
Date for Review	26/02/2024
Documents superseded by this Procedure	002 Governance Critical Incident Policy and Procedure December 2012 006.002 Critical Incident Policy 4 12 07
Amendment History	Feb/2021 Updating the procedure to align with the revised G013 Risk Management policy; Critical

Incident Reporting Form, and Critical Incidents Register.

Minor adjustments and inclusions to procedure wording to reflect updates.

02/2019

Update ESOS and National Code 2018 references

05/2018

Re-branding – Header & Footer only

12/2016

Policy and Procedures separated. Updated formatting and minor amendments

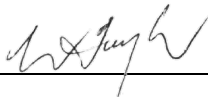Changed formatting- included procedure and policy in one

19/09/2012

Approved

04/12/2007

Changed formatting - included procedure and policy in one document

Minor adjustments and inclusions to policy wording

Signed and dated for Whitehouse Institute Pty Ltd	_signature_	Leslie Taylor	3/3/21
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Academic Board
	Executive Management
	Academic Staff
	Administration Staff
	Applicants
	Students