

Critical Incident Policy and Procedures

Overview

SIBT recognizes the duty of care owed to its students and staff and that planning for the management of a critical incident is essential.

It is intended that the critical incident policy be known to all staff and students so that appropriate action can be taken when a student or staff is involved in a critical incident. This will ensure that the incident is managed effectively and compassionately to minimize further distress to those concerned.

Scope

The critical incident policy applies to all SIBT students and staff. The policy outlines the actions to be taken in the event of a critical incident, the evaluations to be conducted post incident and the records required.

Macquarie University's Security Service (Tel. 9850 9999) plays a pivotal role and may be the first point of contact in a critical incident.

Definition

A critical incident is defined in 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 include but are not restricted to the following:

- death, serious injury or any threat of these
- natural disaster
- missing persons
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- severe verbal or psychological aggression

Non life threatening events may also qualify as critical incidents.

Critical Incident Team

When a critical incident occurs, the Principal will call a meeting with the Critical Incident Team. The team comprises of the following staff members:

Principal
Director of Finance and Administration
Student Administration Director
Student Services Manager
Business Systems Manager

Action Plan

The Critical Incident Team (CIT) will set in motion a critical incident action plan. A member of the CIT will be appointed to minute all aspects of the incident and its management. This record will be kept on the staff member's or student's file.

The Critical Incident Team will ensure that the actions listed below are completed.

- Gather background details of the incident from the informing source
- Access staff/student records to verify the personal details, including contact details and health insurance
- Verify whether the Police or Hospital / Emergency services have contacted the next of kin
- Direct contact with the next of kin is to be through the Principal. An Interpreter may be required.
- Where a student or member of staff is involved in an incident off campus, the SIBT officer receiving the information must immediately contact the Principal, or in their absence the Student Services Manager.
- The Principal must in turn advise the General Manager University Programs Division Sydney, the Navitas Head Office and the Senior Representative of Macquarie University if appropriate

- The Principal is to issue a statement to staff and students (where appropriate).
- In the case of an overseas student SIBT is to notify the Department of Education, Employment and Work Relations (DEEWR) and the Department of Immigration and Citizenship (DIAC) as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance the incident will need to be reported via PRISMS.
- The Principal will allocate other tasks to specific members of the CIT
- The Principal will arrange a debriefing session for identified 'at risk' students and staff
- A review and evaluation of the response to the critical incident will be conducted by the Principal

Media Management

All SIBT comment to the media is to be through the General Manager University Programs Division Sydney or the Navitas Media Officer and is governed by the Navitas delegated authority policy.