

Critical Incident Policy and Procedures

Policy Overview

SGSCC is committed to ensuring the safety and wellbeing of its students, staff, and stakeholders. This policy provides a framework for managing critical incidents that impact the college community, ensuring a timely, effective, and coordinated response.

A critical incident is a traumatic event or crisis that poses a significant risk to the health, safety, or wellbeing of individuals or the college's operations. Examples include natural disasters, serious accidents, medical emergencies, violent incidents, deaths, or threats to security.

This policy aligns with the Education Services for Overseas Students (ESOS) Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6), Work Health and Safety Act 2011, and other relevant legislation.

Purpose and Rationale

The purpose of this policy is to:

- Establish a structured approach for responding to critical incidents.
- Minimise harm and provide appropriate support to those affected.
- Ensure compliance with legal and regulatory requirements.
- Facilitate clear communication and coordination during and after an incident.
- Maintain SGSCC's reputation and duty of care responsibilities.

Procedures and Implementation

1. Identifying a Critical Incident:

A critical incident includes but is not limited to:

- Death or serious injury of a student, staff member, or visitor.
- Serious illness or mental health crisis.
- Violent or threatening behaviour (e.g., assault, harassment, terrorism threats).
- Fire, flood, or natural disasters.

- Pandemic or public health emergency.
- Security breaches or major IT failures affecting college operations.
- Missing persons (particularly international students).

2. Immediate response to a critical incident

Step 1: Ensure immediate safety:

- The first responder must assess the situation and ensure personal safety.
- Call emergency services (000) if required.
- Evacuate the area if necessary following SGSCC's emergency evacuation procedures.

Step 2: Notify Key Personnel

- Report the incident to the Critical Incident Response Team (CIRT), which includes senior management, WHS officers, and student support staff.
- Notify SGSCC Management and Student Services for immediate action.
- If an international student is involved, inform the International Student Support Officer.

Step 3: Provide Immediate Support

- Administer first aid if necessary (by trained personnel).
- Provide emotional support to those affected.
- Secure the area to prevent further harm.

Step 4: Record the Incident

- The person reporting the incident must complete a Critical Incident Report Form as soon as possible.

3. Critical Incident Management and Follow-Up

Step 5: Activate the Critical Incident Response Team (CIRT)

- CIRT Leader coordinates the response and assigns roles (e.g., liaising with emergency services, communicating with families, managing media inquiries).
- Support Team provides psychological support and practical assistance to affected individuals.

Step 6: Communication Strategy

- Notify relevant parties, including students, staff, and families (if appropriate).
- If necessary, issue a public statement approved by SGSCC management.

- Maintain confidentiality and sensitivity in all communications.

Step 7: Ongoing Support and Recovery

- Offer counselling services to affected individuals.
- Conduct debriefing sessions for staff and students involved.
- Monitor students' welfare, particularly international students who may have limited support networks.

4. Reporting and Documentation

- All incidents must be recorded in the Critical Incident Register.
- Reports should be submitted to SGSCC Management within 24 hours.
- If required, notify external agencies (e.g., NSW Police, SafeWork NSW, Department of Home Affairs for international students).

Applicability and Responsibilities

This policy applies to:

- All students (domestic and international).
- All SGSCC staff and management.
- Visitors and stakeholders on SGSCC premises or attending SGSCC activities.

Responsibilities:

Role	Responsibilities
All staff & students	Report any critical incident immediately. Follow emergency procedures.
Critical Incident Response Team (CIRT)	Manage incident response. Provide support and coordinate with external agencies.
SGSCC Management	Ensure compliance with policy and provide leadership during incidents.
Student Services & Support Officers	Assist students affected by the incident.
WHS Officer	Ensure safety protocols are followed and assess risks.

References:

This policy aligns with:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 6 – Student Support Services)
- Work Health and Safety Act 2011
- Privacy Act 1988
- NSW Mental Health Act 2007
- Child Protection (Working with Children) Act 2012 (NSW)