

CRITICAL INCIDENT POLICY

Document Number:	OS1.7.01.01
Approval Date:	March 2026
Review Date:	June 2027
Legislation:	Outcome Standards for RTOs, Standard 1.7

1. Policy

This procedure ensures that any critical incident that occurs is documented, reported and action taken by Sacred Heart International College where required.

2. Definitions

A Critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia which causes extreme stress, fear or injury.'*

Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependent residing in Australia)
- Accidental, Suicide, Result of an injury or terminal illness, or Murder
- **Serious Illness** which causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.

Non-life-threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.

3. Procedure

3.1 Any College staff member receiving news or information regarding a critical incident (on or off campus) must contact the CEO.

3.2 On receipt of news or information regarding a critical incident the CEO must:

- Create for themselves a clear understanding of the known facts
- If an emergency exists contact the relevant emergency services by phoning 000

- If translators are required contact an interpreter service such as Translating and Interpreting Service on 131 450
- If counselling services are required contact Life Line on 131 114 or similar
- Plan an immediate response
- Plan ongoing strategies
- Allocate individual roles/responsibilities for ongoing tasks

3.3 Where the critical incident involves suspected criminal activity, the matter must be reported to the Police, regardless of any issues of consent or confidentiality.

3.4 If the critical incident is of a police nature or workplace health and safety issue, ensure the area or site is not disturbed.

3.5 Based on an evaluation of the critical incident CEO must, where appropriate, implement the following:

- Contact with next of kin/significant others
- Inform police and any other organisations that may be able to assist such as: community/multi-cultural organisations or phone-counselling services.
- Informing College staff and students
- Prepare a guideline to staff about what information to give students
- Prepare a written bulletin to staff and students if the matter is complex
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries
- Managing media/publicity
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s
- Maintain privacy principles
- Arrange access to emergency funds if necessary

3.6 The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the College to notify DE and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, via the Provider Registration and International Student Management System (PRISMS).

3.7 The CEO must record the incident and the following key details in the Critical Incident Report, to include:

- The time of the incident
- The location and nature of the incident
- The names and roles of persons directly involved in the critical incident

- The action taken by SHIC
- The organisations and people contacted by SHIC

3.8 Following this they must ensure:

- The Critical Incident Log is updated
- DHA is informed, if required

Follow up & Review of Critical Incident

Where a critical incident has occurred and all immediate action and reporting requirements have been fulfilled, Sacred Heart International College will conduct a follow up and review of the specific critical incident. This follow-up and review will involve those staff members initially involved in the incident and action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident have been informed of all outcomes from the incident
- A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

Record keeping requirements of a Critical Incident

All records of a critical incident are to be maintained by SHIC and it is the responsibility of the CEO to ensure that all paperwork, immediate action, and follow up action is completed.