CRITICAL INCIDENT POLICY

Effective Date: December, 2024

Objectives

The objective of this policy is to establish a structured and effective response to critical incidents affecting students, staff, and visitors at The Performance College (TPC). This policy ensures that TPC complies with the ESOS Act, RTO Standards, and relevant legal requirements to safeguard the well-being of its community.

Scope

This policy applies to all students, staff, contractors, and visitors associated with TPC. It covers all TPC campuses, online learning environments, and off-site activities, including excursions and industry placements.

Definitions

- Critical Incident: A traumatic event or situation that poses a serious risk to the health, safety, or well-being of students, staff, or visitors. Examples include but are not limited to:
  - Death, serious injury, or illness of a student or staff member
  - Missing persons
  - Severe verbal or physical aggression
  - Natural disasters (e.g., floods, fires, earthquakes)
  - Security threats (e.g., bomb threats, intrusions)
  - Pandemics or disease outbreaks
  - Social issues (e.g., drug use, domestic violence)
  - Data breaches affecting student or staff information
- Critical Incident Management Team (CIMT): A designated team responsible for responding to critical incidents and coordinating appropriate actions.

Policy Details

1. **Critical Incident Response Framework**

- TPC will ensure that all critical incidents are managed efficiently to minimize harm and disruption.
- The CIMT will assess the severity of the incident and implement appropriate measures.
- Immediate actions will focus on safety, communication, and coordination with emergency services.

2. **Reporting of Critical Incidents**

- All critical incidents must be reported to the designated Critical Incident Team Leader.

- Staff and students must report incidents immediately to campus management or security personnel.
- The CIMT will document the incident in the Critical Incident Register and determine the necessary response.

3. Responsibilities of the Critical Incident Management Team (CIMT)

The CIMT is responsible for:

- Assessing risk levels and emergency response requirements.
- Coordinating with external emergency services (e.g., police, fire brigade, medical personnel).
- Communicating with affected individuals and providing support.
- Ensuring the safety of students and staff.
- Preparing incident reports and reviewing response strategies.

4. Communication and Support

- TPC will provide timely communication to students, staff, and relevant authorities.
- In the event of a crisis, students will be provided with emergency contact information during orientation.
- Counselling and welfare services will be made available to affected individuals.

5. Media and Privacy Management

- The Director or an appointed spokesperson will handle all media inquiries.
- No staff member is permitted to discuss critical incidents with the media without authorization.
- Student and staff privacy will be maintained in accordance with TPC's Privacy Policy.

Responsibilities

- Critical Incident Team Leader: Oversees incident management and ensures compliance with this policy.
- Critical Incident Management Team: Assists in response, risk assessment, and coordination of support services.
- Staff and Students: Must report incidents and follow emergency procedures.
- Campus Management: Maintains the Critical Incident Register and conducts training for incident preparedness.

Procedures

1. Incident Response Steps

- Identify and assess the incident.
- Contact emergency services if required.
- Secure the area and provide first aid if necessary.
- Notify the CIMT and campus management.
- Communicate updates to students and staff as appropriate.
- Support affected individuals through counselling and welfare services.
- Document the incident and review response effectiveness.

2. **Training and Drills**

- TPC will conduct regular training sessions and drills to prepare staff and students for critical incidents.
- Emergency evacuation procedures will be reviewed and updated periodically.

Policy Review
This Policy will be reviewed as part of the TPC's yearly policy review cycle or as required by regulatory changes.

Policy Owner: Campus Manager