

Critical Incident Response Policy and Procedure

1. Purpose

Illoura College is committed to safeguarding the health, safety, and wellbeing of its students, staff, contractors, and visitors. This policy ensures Illoura College can respond effectively to critical or significant incidents affecting life, wellbeing, or safety, whether occurring onsite, during training, or within a work-integrated learning environment.

2. Key Definitions

- **Critical Incident** means any traumatic event or threat of an event within or outside Australia, which causes physical or psychological harm, including extreme stress, fear or injury but not necessarily causing death
- **Critical Incident Response** is a comprehensive, integrated, systematic approach to Crisis Intervention consisting of Core processes that can be applied considering the appropriateness of the specific intervention concerning the event.
- **Risk** is the likelihood and consequence of injury or harm occurring.
- **Emergency** An incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.

3. Policy

3.1 Duty of care

Illoura College is committed to providing a learning and working environment where the health, safety, and wellbeing of all individuals are protected. The College takes reasonable and proactive steps to reduce the likelihood of harm and ensures that systems, procedures, and contingency plans are in place to effectively manage and respond to critical incidents.

This responsibility applies to everyone who enters or uses Illoura College facilities for authorised activities, including students, staff, visitors, and contractors. For international students, Illoura College acknowledges that their support needs may extend beyond academic matters due to factors such as limited family networks in Australia. In recognition of these additional vulnerabilities, the College prioritises student safety, emotional wellbeing, and the uninterrupted progression of their studies, providing appropriate guidance and support where required.

3.2 Student Information and Support Access

Illoura College ensures that all students are made aware of this policy and understand where it can be accessed. The College provides clear guidance on how students can report any incident, particularly those that may affect their safety, health, or general wellbeing and informs them of the support services available.

Student Support Officers act as the primary point of contact for assistance and reporting. Illoura College also provides age-appropriate and culturally sensitive information to help students understand on who to contact in an emergency, including the details of designated staff or the Critical Incident Response Team and how to seek help or report any situation involving actual or suspected harm, such as physical, sexual, or other forms of abuse.

3.3 Role of the Designated Officer and Critical Incident Response Team (CIRT)

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The Designated Officer being the staff member who witnesses the incident or is the first to receive the report has immediate responsibility for managing the situation until the Critical Incident Response Team takes over. The CIRT includes the CEO, the Director of Operations and the Director of Quality assurance. Their initial duties include:

- Taking charge of the situation and allocating tasks to staff or students as necessary
- Notifying the most senior staff member available as soon as possible
- Completing the Critical Incident Report Form and formally briefing the CIRT on the circumstances

Once the handover is complete, the Designated Officer becomes part of the Critical Incident Response Team. The CIRT is responsible for:

- Activating and applying the critical incident procedure
- Determining the cause of the incident and assessing any ongoing or emerging risks
- Implementing and overseeing control measures to reduce or eliminate risks
- Monitoring the effectiveness of these measures and addressing any gaps or failures
- Communicating with staff and students about safety expectations and incident management
- Coordinating with external emergency services as required
- Liaising with government departments such as DEWR and the Department of Home Affairs, when relevant
- Contacting the family of an overseas student if the incident affects them
- Ensuring the emotional and physical wellbeing of all students and staff impacted by the incident
- Arranging counselling, trauma support, or other wellbeing services following the event

4. Procedure

- **Immediate Actions (Within the First 24 Hours)**
 - Remove or reduce hazards to prevent further harm, where it is safe and reasonable to do so
 - Prioritise the safety and wellbeing of all staff and students on site
 - During the incident and in the first 24 hours that follow, the Critical Incident Response Team must:
 - Determine the cause of the incident and identify any immediate risks
 - Ensure anyone injured or distressed receives appropriate emergency medical attention
 - Arrange access to counselling, trauma support, cultural or religious services as required
 - Provide ongoing support to staff and students if the incident remains active or unresolved
 - Communicate key information to staff, students, parents, agents and, when relevant, DEWR and the Department of Home Affairs
 - Manage any external or internal media communication
 - Confirm that the Designated Officer has completed the Critical Incident Report Form
 - Begin gathering information and evidence for the investigation
- **Actions Immediately after the Incident is Stabilised**
 - Once the critical incident is under control, the team will:
 - Continue providing counselling, trauma support or religious services
 - Facilitate phone or online contact for staff and students wishing to speak with family or friends

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- Provide practical assistance and emotional support to all affected individuals
- Conduct a debrief for all staff and students involved in or impacted by the incident
- Preserve the incident site if it is subject to police involvement or investigation by WorkSafe WA.
- Keep all relevant parties—including staff, students, parents, agents, DEWR and DOHA—informed of updates
- Work toward restoring normal operations as soon as it is safe and appropriate
- Continue managing media communication in line with college protocols
- **Actions Following Resolution of the Incident**
After the incident has concluded, Illoura College will:
 - Provide ongoing access to counselling, trauma support, or religious services as needed
 - Monitor students and staff for any signs of post-traumatic stress or ongoing emotional distress
 - Maintain contact and provide welfare support for any individuals who were hospitalised
 - Continue communication with staff, students, parents, agents and relevant government departments
 - Assist with memorial events or acknowledgement activities when appropriate
 - Conduct a full CIRT debrief and share key outcomes with relevant staff and students
 - Submit the debrief report to the Executive Team to ensure systemic risks are addressed and governance obligations are met
 - Continue to oversee media-related matters
- **Post-incident Review and Long-term Support**
 - In the period following the incident and over the longer term, Illoura College will:
 - Ensure staff and students are provided ongoing access to Counselling, Trauma or Religious Services
 - Analyse the findings of the CIRT Incident debrief and, where necessary, implement risk control measures to minimise the likelihood of reoccurrence

Student Death Protocol

In the event of the death of a student Illoura College will respond promptly, sensitively, and in line with legal and regulatory obligations.

The following steps will apply:

- **Immediate Notification**
 - On learning of a student's death, the Critical Incident Response Team (CIRT) must be notified immediately.
 - The Designated Officer will confirm details with police, hospital, or other emergency providers before activating the full response.
 - The CIRT will collect essential details including student number, full name, date of birth, next of kin contact details, program of study, OSHC details for international students, and circumstances of the death.
- **Authorities and Regulatory Notifications**
 - The CIRT will liaise with emergency services, coronial offices, and hospitals to ensure the supply of accurate information and procedural compliance, including providing next-of-kin contact details to police and OSHC details to the hospital for international students.

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- For international students, Illoura College must notify the DEWR and DOHA initially by phone as soon as practicable, followed by reporting via PRISMS.
- The CIRT will coordinate with the coroner's office to assist the family with arrangements and explain the process. The CIRT will ensure cultural and religious observances are adhered to if possible.
- For repatriation, the CIRT will support the family in choosing a Funeral Home that has experience with cultural and religious practices relevant to the student's background.
- The CIRT will also liaise with the Australian Consulate in the student's home country to provide guidance on the procedures for receiving the coffin upon arrival. Families must provide the Australian Funeral Home with a delivery address for the coffin in the student's home country. It should be noted that not all countries have Funeral Homes that can accept such deliveries.
- **Family Liaison**
 - The student's next of kin will be contacted as soon as possible, usually by police or hospital authorities. Illoura College will provide follow-up support and maintain ongoing communication with the family.
 - A member of the CIRT will, where possible, attend the hospital to provide immediate support to the student's family, friends, or classmates.
 - Illoura College will offer assistance with travel, accommodation, and financial arrangements where appropriate.
 - The CIRT will assist the family in arranging the collection of the student's personal belongings, finalisation of accommodation and utility agreements, and any other practical matters related to the student's affairs.
 - The CIRT, upon the family's request, will coordinate meetings between the family, Illoura College staff members, and the student's friends
- **Support for Students and Staff**
 - Counselling and trauma services will be made available to classmates, flatmates, and staff directly affected by the incident.
 - The CIRT will coordinate memorial or support activities in consultation with the family.
- **Media and Communication**
 - All external communication will be managed by the CEO or their delegate to ensure privacy, accuracy, and sensitivity.
 - Internal communications to staff and students will be coordinated to provide timely and supportive information.
- **Academic and Administrative Records**
 - In consultation with the family, Illoura College will assist with arrangements for repatriation of the student's remains, respecting cultural and religious requirements.
 - Liaison with consulates and funeral providers will be managed by the CIRT
- **Legal Assistance**

Where necessary, Illoura College will provide information to families regarding access to community legal services or other relevant support organisations. This assistance is intended to help families navigate any legal requirements or processes arising from the incident.

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- **Post-Incident Review**
 - The CIRT will conduct a formal debrief and prepare a report
 - Lessons learned will be integrated into Continuous information report on QCMS.

5. Related documents and forms

Related Policies

- Student Support Policy
- Training Policy

Related Forms

- Critical Incident form

6. Policy Information

Policy area	Student Support
Policy Version	V 1.0
Date of Effect	1 st July 2025
Review Schedule	1 st July 2026
Applicable Standards	<ul style="list-style-type: none"> • Outcome Standards for RTOs 2025 – Standard 4.3 • National code of practice for Provider of Education and Training to Overseas students 2018- Standard 4.3
Responsibility	<ul style="list-style-type: none"> • CEO • Director of Operations • Director of Quality Assurance