ABN 18 085 501 837

CRITICAL INCIDENT PROCEDURE

PURPOSE

This document articulates CG Spectrum Institute (CGSI)'s *Critical Incident Procedure,* and ensures the interests of students and staff are protected in the event of a critical incident. This procedure sets out the actions to be taken if a critical incident occurs, the required follow up actions, and recording of the incident and corrective actions taken.

This procedure is in accordance with the Higher Education Standards Framework, 2021 (HES)

SCOPE

This procedure applies to all critical incidents which affect CGSI's students and staff. This procedure is aligned with the *Critical Incident Policy*.

DEFINITIONS

A Critical Incident means a traumatic event, or the threat of such (within or outside the campus), which causes extreme stress, fear, or injury to CGSI's students and staff. Critical incidents are not limited to, but could include:

- a student death;
- a serious injury (for example, as a result of a traffic accident, violence, sexual assault, drug or alcohol abuse);
- an illness which has a seriously detrimental impact on a student's mental or physical health;
- a missing student (neither staff nor any of the student's friends have been able to make any contact with the student for a period in excess of 24 hours);
- an act of terrorism;
- other events, such as a natural disaster, an emerging epidemic or outbreak of disease (for example, SARS or Bird Flu), a global financial crisis, an outbreak of conflict between nations, or any other event that might impact on the health and safety of students;
- non-life threatening events that may also constitute critical incidents (for example, online bullying, sexual harassment, cybersecurity incidents); and/or
- a challenging incident in a student's Work-Integrated Learning activity.

The Critical Incident Response Team means the group convened by the CEO for the purpose of responding, advising and assisting in the event of a critical incident, as well as monitoring, reviewing and reporting to the Board of Directors and its impact on the CGSI community.

RESPONSIBILITIES

The CEO is responsible for:

1. Ensuring that CGSI's staff are familiar with this policy, and can respond appropriately to critical incidents.

2. Developing and documenting agreed protocols (including emergency contact details for key personnel) for engagement with external parties, including (but not limited to):
   - parents, partners and/or relatives of the person(s) involved;
   - Work-Integrated Learning agreements between CG Spectrum Institute and host organisations;
   - police and emergency services;
   - hospitals and medical staff;
   - relevant State and local Government authorities;
   - professionally accredited and registered counsellors;
   - the regulators;
   - other groups including the relevant cybersecurity agencies as required.
3. Establishing the Critical Incident Response Team and:
   - ensuring that the team has the necessary expertise and training to respond promptly, professionally and effectively to critical incidents;
   - allocating individual roles and responsibilities to team members including an executive role for management and communication.
4. Convening regular meetings of the Critical Incident Response Team to review incident scenarios and the Critical Incident Register, including actions taken.
5. Briefing the Chair of the Board of Directors about any critical incident as soon as the issue has been contained and advice of any further action to be taken

PROCEDURE (refer to following flow chart)

In the event of a critical incident:

1. The CEO or delegate is responsible for:
   - leading the CG Spectrum Institute response to any critical incident;
   - convening the Critical Incident Response Team and allocating tasks to its members;
   - reporting the critical incident to the CEO as soon as possible;
   - managing the wider operational concerns and ramifications of a critical incident;
   - arranging debriefing and/or referral to support services for students and staff as needed;
   - conducting a review of CGSI's response to any critical incident and reporting to the Executive Management Committee.

2. In the event of a critical incident occurring in a Work-Integrated Learning activity, the staff member(s) responsible for monitoring and supporting students will contact the host

organisation, offer support to the affected student(s) and supervisor, and report back to the CEO on the incident and outcomes.

3. Any CGSI staff member who witnesses or is informed about a critical incident involving a member of the CGSI online community is responsible for:

    - immediately advising the CEO, or if unavailable, a senior leadership team member
    - immediately contacting the relevant emergency services (if required by the nature of the critical incident);
    - completing an incident report as soon as possible after the critical incident.

4. Members of the Critical Incident Response Team are responsible for:
    - following the Critical Incident Policy and this procedure to manage the incident;
    - putting into action emergency contact procedures for affected staff and/or students;
    - providing considered advice to the CEO about any other actions that need to be taken to mitigate the impact of the incident on the CGSI community;
    - demonstrating high levels of professionalism and leadership for students and staff within the scope of their allocated tasks and responsibilities;
    - protecting the privacy of staff and students affected by the incident.

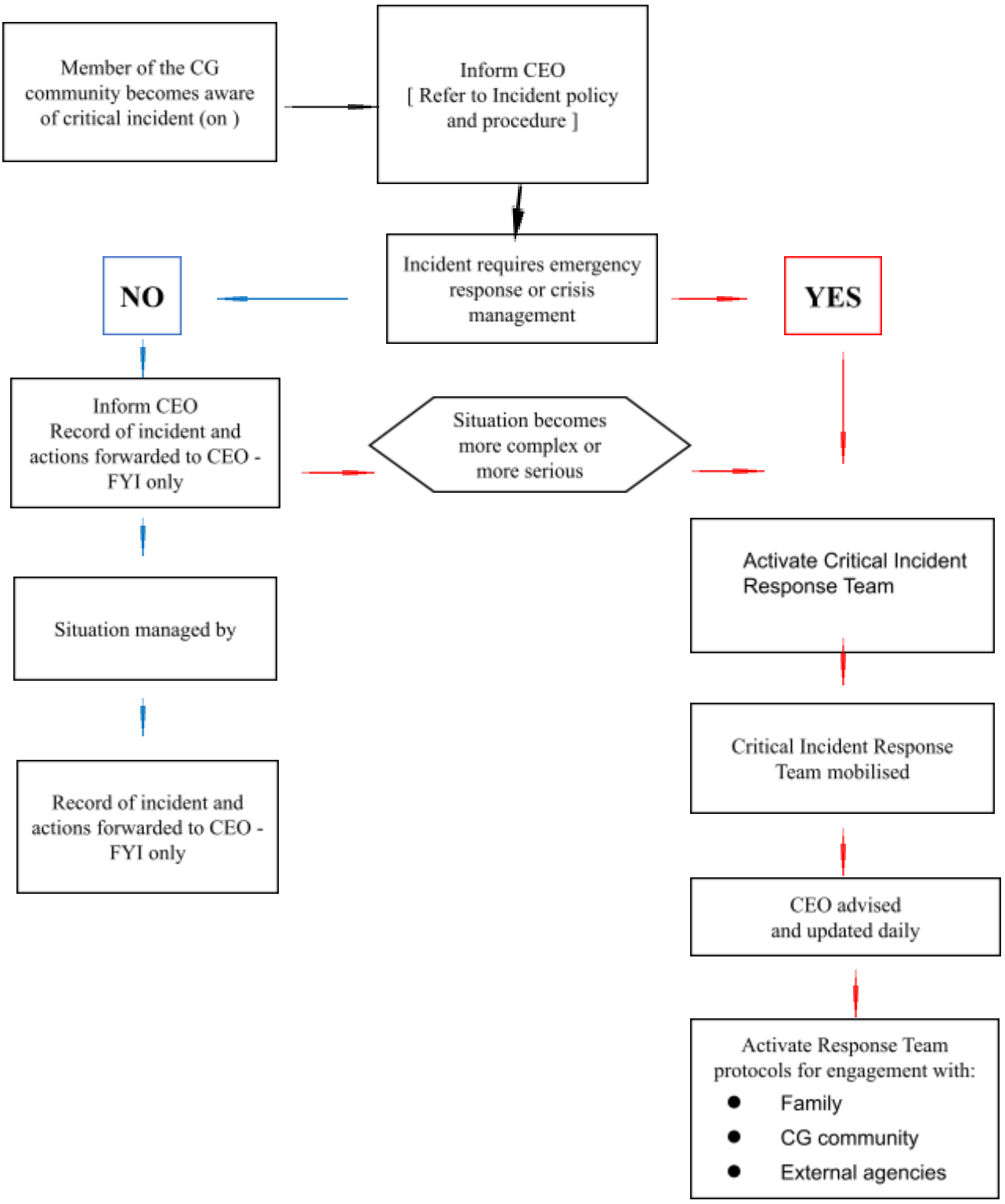
RECORDING

All relevant aspects of the critical incident will be recorded by the staff responders in the *Critical Incident Register* and notified to the CEO. A copy of the register entry will be shared with the CEO as soon as is practicable after the incident.

Key details to include in the report include:

- time of the incident;
- location (where it occurred);
- factual information regarding the nature of the critical incident and consequences for staff/students/third parties (e.g. threat, accident, death or injury); and
- names and roles of persons involved (e.g. student, staff member, other third parties).

PROCEDURE: CRITICAL INCIDENT FLOW CHART



FOLLOW-UP AND EVALUATION

At the completion of the response to the critical incident, a brief review and evaluation of the nature and response to the critical incident will be conducted, and this procedure will be reviewed by the Executive Management Committee. The Review report will be provided to the Board of Directors.

RELATED

Critical Incident Policy
Work Health and Safety Policy
Privacy Policy
Work-Integrated Learning Policy

Version Control

Document: Critical Incident Procedure		
Approved by: Governing Board		**Date:** 11/12/2023
Version: V4.1	**Replaces Version:** V4.0	**Next Review:** 2025
V4.0	CRICOS minor adjustments 24/6/2021	
V3.1	Further refinements	
V2.1	Refinements arising from external review and logo added	