



## Critical Incident Policy

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### 1. Policy Statement

SIBT understands that critical incidents can have a wide reaching and sometimes devastating effect on an individual or the business.

Every critical incident is unique and will need to be dealt with differently, according to the needs of the people affected.

SIBT is part of the Navitas group of colleges, and this policy references relevant policy documents and other related forms and plans that apply to all colleges in the group.

### 2. Scope

This policy is applicable to all SIBT students and staff, and refers to incidents that may occur while engaging with the college, either on the campus or as part of an organised academic or social off-campus event.

### 3. Purpose

- a. This Critical Incident Policy (CIP) outlines SIBT's approach and framework for critical incident management. SIBT has a Critical Incident Procedure in place to support the Critical Incident Policy.
- b. It has been written to assist staff to respond appropriately to incidents that are likely to cause trauma to individuals and/or affect the SIBT community as a whole.
- c. This policy must be read and understood in conjunction with:
  - i. The SIBT Critical Incident Procedure
  - ii. The National Code 2018 Standard 5 and 6, the Work, Health and Safety Act 2011, the Work Health and Safety Regulation 2017,
  - iii. The following SIBT policies, procedures and forms:
    - SIBT Business Continuity Plan (POL-59)
    - SIBT Risk Management Policy (POL-42)
  - iv. The following Navitas-wide policies, procedures and forms, available on the Navitas intranet Policy Hub:
    - Incident Report, within the Navitas risk management system Tickit
    - Critical Incident Management Plan (RM-01-01-01P)
    - Privacy by Design Policy
    - Privacy and Information Management Overview
    - Data Breach Reporting Procedure
    - Navitas Group Risk Management Policy Statement
    - Crisis Management Program Policy (GHR-07-01P)
    - Crisis Management Framework (GHR-07-02D)

### 4. Definitions

For the purposes of this policy:

- a. *Critical Incident*



A critical incident may be an adverse event, such as a minor injury or minor damage to SIBT property.

A critical incident may be a tragic and/or traumatic event, which causes or is likely to cause physical and/or emotional distress to staff and/or students and may be regarded as outside the normal range of experience of the people affected.

A critical incident may be an emergency, that is a sudden and unforeseeable event requiring immediate response.

It may also be a crisis, that is an adverse incident or series of incidents that may result in serious damage to the college, its people, operations or procedures. A crisis is an inherently abnormal, unstable and complex situation that represents a threat to the strategic objectives, reputation or existence of an organisation.

A critical incident has the potential to cause unusually strong emotional reactions in the SIBT community. The event could have the potential to cause the College to temporarily shut down or need to relocate.

Examples are not limited to, but could include:

- i. a data breach;
- ii. missing students;
- iii. severe verbal or psychological aggression;
- iv. death, serious injury or any threat of these;
- v. natural disasters; and
- vi. issues such as domestic violence, sexual assault, sexual harassment, drug or alcohol abuse;

For under 18 students, the term “critical incident” can also include, but is not limited to:

- vii. disruption in the student’s welfare arrangement
- viii. inability to contact the student

**b. Critical Incident Management (CIM)**

The organisational plan designed to minimise risk and maintain the safety of persons in or about the campus from both proactive and reactive perspectives. Critical Incident Management also involves addressing matters relevant to maintaining essential business continuity during times of actual or potential disruption. This could be the result of incidents or events including but not limited to crime, negligence, violence, severe weather, utility interruptions or telecommunications failures.

**c. Critical Incident Team (CIT)**

The SIBT Critical Incident Team will be responsible for planning and implementing a timely and effective response to a critical incident. The membership of the Critical Incident Team will be determined for each critical incident to ensure relevant staff members are involved, and the Critical Incident Procedure provides guidance to determine membership.

In the event that a critical incident could be deemed a crisis, the College Director will escalate to the divisional CEO, who will determine whether a Regional Critical



Incident Response Team and a Group Crisis Management Team need to be put in place to support the college CIT.

5. Critical Incident for Under 18 students

The management of Critical Incidents for Under 18 students is outlined in the Critical Incident Procedure.

6. Prevention and preparation

In addition to this policy and the accompanying procedure around Critical Incidents, SIBT takes a proactive approach to the welfare of the campus community. The college provides ongoing and systematic welfare support for general concerns, with specific initiatives in place around the prevention of sexual assault and harassment. Emergency and evacuation procedures are regularly practised and reviewed. All incidents are recorded and post-event evaluation conducted.

7. Privacy

Under the Navitas Privacy Policy, individuals have a right to the protection of their private and personal information held by organisations. In the event of a critical incident where the need for the disclosure of private information arises, SIBT will do so in accordance with legal requirements. SIBT may exercise its discretion and disclose information as necessary to reduce the impact of an imminent threat to life or health of a student or of another person.

8. Critical Incident Contacts

Emergency Contacts	Contact
Police, Fire, Ambulance	000
Student next-of-kin details	SIBT Student Management Systems
Navitas Security	9964 6113 or Extension 70113 or 0431 442 006
State Emergency Service	132 500
NSW Poisons Information Centre	13 11 26
Immediate phone-based interpreting service via Department of Homes Affairs Translating and Interpreting Service (TIS National)	13 14 50

Local Hospitals (the first three are the closest to the SIBT campus)	Contact
Sydney Hospital and Sydney Eye Hospital 8 Macquarie Street Sydney	9382 7111
St. Vincent's Hospital	02 8382 1111



390 Victoria Street Darlinghurst	
Royal Prince Alfred Hospital 50 Missenden Road Camperdown	9515 6111
Prince of Wales Hospital 320-346 Barker Street Randwick	9382 2222
Royal Northshore Hospital Reserve Road St Leonards NSW	9926 7111
Health Direct – 24 hour health advice line	1800 022 222
National Sexual Assault, Domestic Family Violence Counselling Service	1800 RESPECT (1800 737 732)

<b>Mental Health Support Services</b>	<b>Contact</b>
SIBT Counsellor	emma.costello@sibt.nsw.edu.au +61 (0) 2 9964 6590
NSW Mental Health Line	1800 011 511
Mensline Australia	1300 789 978
Beyond Blue	1300 224 636
Women's Information Line	1800 817 227
QLife (LGBTIQ + SUPPORT) Australia	1800 184 527
Funeral Advice Line	<b>1300 306 670</b>
Road Trauma Support Team	<b>1300 367 797</b>
Lifeline	131 114
Salvation Army Care Line	1300 36 3622

<b>Navitas contacts</b>	<b>Contact</b>
UPA CEO	Bev.hudson@navitas.com
Communications support	<a href="mailto:communications@navitas.com">communications@navitas.com</a>
Legal support – Senior Legal Counsel	<a href="mailto:Matthew.rumpus@navitas.com">Matthew.rumpus@navitas.com</a>

Other Useful Contacts	Contact
Department of Home Affairs	131 881 <a href="https://immi.homeaffairs.gov.au/">https://immi.homeaffairs.gov.au/</a>
WorkCover NSW	<b>13 10 50</b>
Allianz – Provides overseas student health cover	1800 814 781

#### Amendment History

<b>Department:</b>	Quality and Compliance	
<b>Approval Authority:</b>	SMT	
<b>Approval Date:</b>	20 March 2019	
<b>Date for Next Review:</b>	20 March 2022	
Revision Date	Version	Summary of changes
22/02/10	1	New policy developed and implemented
06/10/11	2	Updated policy in line with UPD
19/06/12	3	Added statement - <i>SIBT may commence applicable disciplinary procedures if a person to whom this policy applies breaches this policy (or any of its related procedures).</i>
03/04/14	4	Complete review of document. Updated DIAC to DIBP. Changed title from SIBT Chief Warden to Building Warden and General Manager to Executive General Manager, Australia and New Zealand.
23/01/15	5	Adopted QIBT policy
10/03/16	6	Updated due to relocation to the Sydney City Campus.
10/02/17	7	Updated due to the relocation to Hyde Park and staff titles.
19/01/18	8	Updated to include Critical Management for U18
04/03/19	9	Updated and reviewed
20/03/19	10	Updated and reviewed to reference the Navitas Policy Hub and to more clearly align with Navitas Crisis Management Program Policy and Framework