MIT Critical Incident Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to provide a framework for the response to, and the management of Critical Incidents.

2. Scope

This policy and procedure and associated documents, applies to Critical Incidents relating to the Institute, its staff, students and facilities.

3. Definitions

Term	Definition
Associate Director - OSAE	The person holding the position of Associate Director – Office of Student Administration and Experience.
Critical Incident	Is a traumatic event, or the threat of such (within or outside Australia], which causes extreme stress, fear or injury. (As defined by the National Code (Standard 6)) Critical incidents include but are not limited to, situations such as: • a natural disaster, fire, earthquake or storm • bomb threat, sabotage, explosion, hostage or siege situation, • loss of a building or key utilities, telecommunications failure; bodily harm, serious accident or injury; serious assault, robbery, armed hold-up; • serious health or environmental issue, a pandemic outbreak; • serious sexual assault, serious drug use and/or alcohol abuse; • war or acts of terrorism, civil unrest, major demonstration; • major or severe incidents that involve students or staff; • serious injury, illness, or death of a student or staff; • mental health issues impacting on safety of self or others; • severe verbal or psychological aggression; • other traumatic events or threats; • a missing student/s.

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Term	Definition
Critical Incident Management Team	Includes the following, or his/her nominee: • Managing Director; • Group General Manager; • Campus Director; • Associate Director – OSAE; • Departmental Managers; • Student Counsellor & Advocacy Officer/s; • Student Services Officer/s.
an emergency	Is a sudden, serious, urgent and usually unexpected incident needing Emergency Services support
Emergency contact numbers	As listed in the Schedule.
Emergency service	The Fire Brigade, Police, Ambulance.
Incident Report form	Is the Incident Report form annexed to this policy and procedure.
Major/severe/serious critical incident	Are distinguished from routine incidents in that they require the creation of a Critical Incident Management Team for special purpose management. Such incidents: • have the potential to significantly disrupt the operations of the Institute, or a major part of it, putting at risk the Institute's ability to efficiently and effectively continue its teaching and learning activities; • may bring the Institute into disrepute; • may result in critical injuries or death to staff, students or the public; • may impact on critical IT availability; • may incur significant cost to rectify the situation.
Associate Director - OSAE	The person holding the position of Associate Director – Office of Student Administration and Experience.
Schedule	is the Schedule to this policy and procedure containing the contact details for emergency assistance and for ongoing support and assistance referred to in clause 4.2.
Specialist Support Action Plans (Plan)	Are the plans developed under clause 5.3 to support an effective and coordinated approach to a Critical Incident.

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4. Policy Statement

4.1. The Institute is committed to providing a prompt and efficient response to critical incidents, thereby complying with its responsibility to provide the highest possible standard of health and safety for its staff, students and community. The level of response will depend on the severity of the critical incident.

4.2. Any critical incident either on or off-campus must be reported to the Associate Director - OSAE in the first instance, or the MIT Campus Director or Campus Security. If unavailable, contact should be made to the after-hours emergency contacts. **All contact details are listed in the Schedule.**

   A critical incident report must include the following information:
   - Time;
   - Location;
   - Nature of the incident (e.g. threat, accident, death or injury);
   - Names and roles of persons involved (e.g. staff, international or domestic student);
   - Any other information that may be relevant to the incident or of assistance to authorities.

   The Associate Director - OSAE will record each critical incident report in the Critical Incident Register.

4.3. All critical incidents which, in the opinion of the Associate Director – OSAE or the Campus Director are major, severe or serious will be reported to the Managing Director to determine an immediate response and appropriate action. The Managing Director will then call a meeting of the Critical Incident Management Team to help manage the incident.

5. Procedure

5.1. Critical Incident Response

When an incident occurs, the Associate Director-OSAE should be notified in the first instance. When the Associate Director - OSAE is unavailable the Campus Director, Campus Security and/or after hours' emergency contact should be notified.

5.1.1. The person notified of the incident under clause 5.1 will first determine if the incident is an emergency. In an emergency, emergency services will be called on 000.

5.1.2. Where the circumstances of the critical incident are considered to be of a major or severe nature, the Managing Director or nominee will be briefed by the Associate Director – OSAE, or the Campus Director. After determining any immediate action, the Managing Director or nominee will then call a meeting of the Critical Incident Management Team for further response to, and management of, the incident. The Critical Incident Management Team will take all appropriate measures to ensure student/staff safety in accordance with clause 5.4 Incident Response and Management Table, or otherwise as the team determines. This may also include contacting emergency services, if emergency services are not already involved.
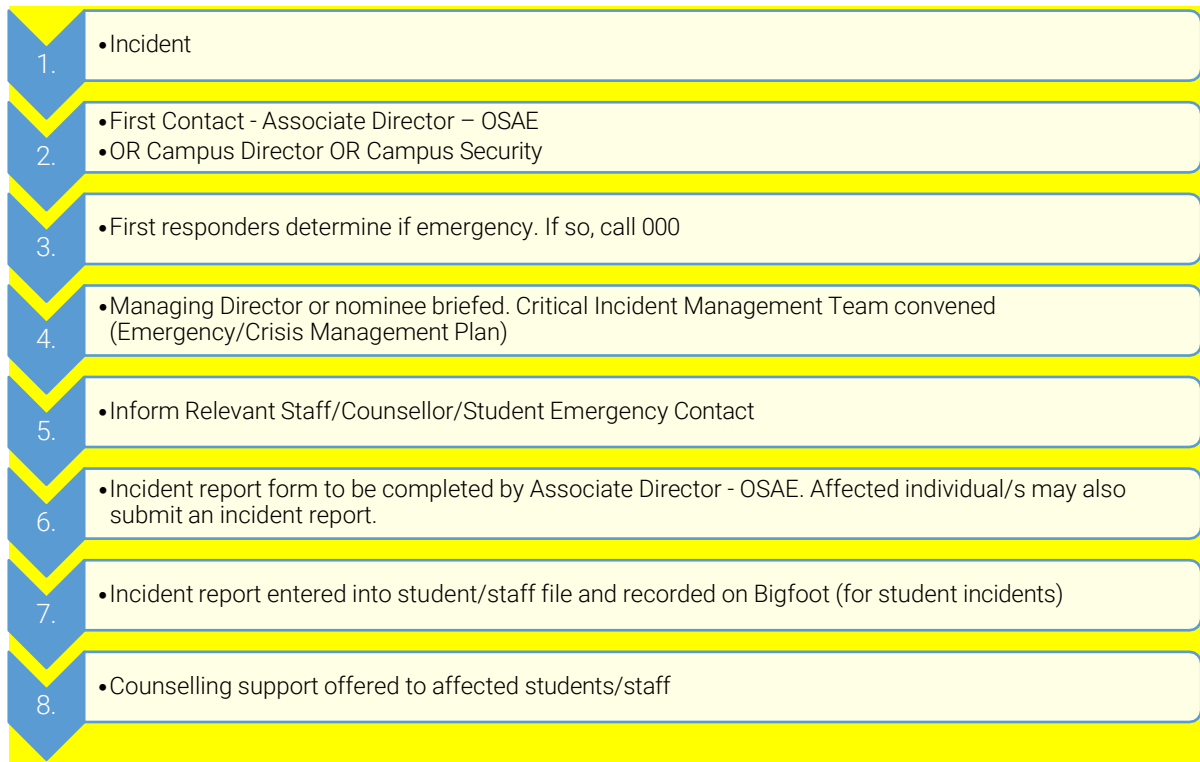
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5.1.3. When emergency services are involved, they will ensure the immediate response to the Critical Incident and advise the Critical Incident Management Team accordingly.

The Critical Incident Flowchart:

1. - Incident

2. - First Contact - Associate Director – OSAE
   - OR Campus Director OR Campus Security

3. - First responders determine if emergency. If so, call 000

4. - Managing Director or nominee briefed. Critical Incident Management Team convened (Emergency/Crisis Management Plan)

5. - Inform Relevant Staff/Counsellor/Student Emergency Contact

6. - Incident report form to be completed by Associate Director - OSAE. Affected individual/s may also submit an incident report.

7. - Incident report entered into student/staff file and recorded on Bigfoot (for student incidents)

8. - Counselling support offered to affected students/staff

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5.2. Critical Incident Management

5.2.1. The Associate Director - OSAE (or nominee) will:
- inform relevant staff about the incident and what steps (if any) are to be taken;
- distribute information to appropriate people within the Institute and respond to any special needs that might emerge.

5.2.2. The Critical Incident Management Team (or nominee) will:
- in an incident involving students, check student records to verify individual student details, including contact information. Details of a student's home address are to be provided to emergency services only in cases where the individual student is unable to provide these details;
- confirm with Campus Security that where the Emergency Services have been involved, they have been in contact with next of kin/family.

Where Emergency Services have not been involved, the Associate Director – OSAE should:
- contact the next of kin/family, homestay family or house mates of the student;
- liaise with police, doctors, hospital staff and other relevant professionals;
- determine if legal assistance is required and arrange accordingly;
- provide follow-up condolence or other appropriate letters to the family;
- complete an incident report on the Incident report form for record keeping;
- communicate to relevant staff and/or students;
- provide timely advice, to all the relevant departmental managers, heads of school, security and Board members (as required);
- provide support for family, friends, staff, including the contacting of next of kin, assisting with arrangements made for visits from family and friends, referral to appropriate services, making leave arrangements for affected staff or special consideration, and other academic/administrative arrangements for students.

5.2.3.
Information regarding the incident is to be entered into student database by either the Associate Director - OSAE or as designated by the Critical Incident Management Team. If the information is private in nature, the information must be entered by the under the 'Counselling' section, to ensure privacy is maintained.

5.3. Specialist Support Action Plans

Specialist support action plans are developed to support an effective and coordinated approach to a critical incident and to ensure that other policies, procedures or plans are aligned with those action plans.

Each plan will be in the form of a simple statement that directs specialist support and the team's response to a critical incident. Examples of items that should appear in the specialist support action plans are:

5.3.1. Physical Resources and Emergency Control Support
- how to deal with a threat to human life;
- how to prevent/minimise personal injury in a natural disaster;
- how to protect the environment in a disaster;
- how to prevent/minimise damage to physical assets, including structures and

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library collections;
- how to procure resources if necessary, requiring large expenditures;
- how to continue to ensure staff receive salary and wages during a disaster;
- insurer notification;
- list of places for potential command centres and off campus back-up sites; and,
- necessary emergency contacts (including non-Institute contacts).

5.3.2. Human Support
- how a student or staff members can receive counselling or other similar support in relation to a Critical Incident;
- where to lodge a report of a Critical Incident for inclusion on the student file of each student affected by an incident and concerning whom any follow-up action was taken;
- list of places for potential command centres and off campus back-up sites; and
- necessary emergency contacts (including non-Institute contacts).

5.3.3. IT and Telecommunications Support
- access to an up to date Disaster Recovery Plan;
- procedures to respond to a telecommunications failure;
- how to access recovery sites;
- list of places for potential command centres and off campus back-up sites and necessary emergency contacts (including non-Institute contacts).

5.3.4. Communications Support
- clarity on who will be the public spokesperson and will have final authority on any action;
- a communication plan in relation to a critical incident;
- ensure that staff must direct all media inquiries concerning a critical incident to the specified communications representative;
- process to notify the most appropriate media of the critical incident in the most appropriate method, location and timing for any press conferences or releases;
- list of places for potential command centres and off campus back-up sites and necessary emergency contacts (including non-Institute contacts).

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5.4. Incident Response and Management Table

The Critical Incident Management Team has determined the following incident response and management:

Incident Type	Report To/Timeframe	Procedure	Considerations
Disruptive Behaviour	Associate Director - OSAE Campus Security	• Security to respond to incident and take appropriate action. • Police will be called if required. • Inform relevant staff. Complete Critical Incident report. • Enter details into student / staff file/Bigfoot system. • Review incident and follow up with student/staff involved	• Understanding of client. Behaviour of client. • Patterns of behaviour. Medical conditions/ prescriptions • Wellbeing of client.
Dangerous behaviour	Associate Director - OSAE Campus Security	• Security to respond to incident and take appropriate action. • Identify if emergency evacuation is warranted? • Police will be called, if required. • Inform relevant staff. • Complete Critical Incident report. • Enter details into student/staff file/Bigfoot system. • Review incident and follow up with student/staff involved.	• Risk posed to others. • Understanding of client. Behaviour of client. • Patterns of behaviour. • Medical conditions/ prescriptions. • Wellbeing of client.
Sexual assault	Associate Director - OSAE Campus Security Police	• Security/Police to respond to incident and take appropriate action. Associate Director - OSAE to inform affected parties emergency contact (if deemed necessary) • Complete Critical Incident report • Enter details into student/staff file/Bigfoot system • Review incident and follow up with student/staff involved	• What is the severity of the incident?

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Incident Type	Report To/Timeframe	Procedure	Considerations
Natural Disaster	Associate Director - OSAE Emergency Services – Call 000	• Evacuate building/implement disaster response • Head warden to give instructions over PA system. • Follow emergency evacuation procedure	• What type of natural disaster is it? i.e. Flood, Earthquake, Fire, etc.?
Self-Harm/Suicide attempt	Student Counsellor/ Emergency Services – Call 000	• Student counsellor to make contact with the affected party and try to council them. • Student counsellor may contact Crisis Hotline to get emergency assistance to affected party	• What is the degree of severity? • Is the affected party threatening themselves • and/or others?
Death	Campus Security/ Police/ Associate Director - OSAE	• Contact Police • Liaise with Police and investigate what role MIT played (if any). • Inform relevant staff/students. • Identify if staff/student counselling is required? • Associate Director – OSAE to contact family members and advise of incident/support available • Complete Critical Incident report • Enter details into student/staff file/Bigfoot system. • Review incident and follow up with student/staff involved.	• What costs does MIT cover? • Who is affected? • Do staff or students require personal counselling? • Is a media statement/release required?
Privacy Breach	Group General Manager	• Group General Manager (or delegate) to investigate and take appropriate action. • Identify if Police notification is warranted? • Communicate with affected parties informing them of data breach and what	• Where has the privacy breach taken place? • What impact does the privacy breach have? • How sensitive is the information that is

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Incident Type	Report To/Timeframe	Procedure	Considerations
		measures are being undertaken to rectify the issue • Advise affected parties of what may be required of them (i.e. change of password/s)	breached? • Does a media statement need to be released?
Missing Persons	Campus Security Associate Director - OSAE	• Associate Director - OSAE (or delegate) to investigate and take appropriate action. • Identify if Emergency Police notification is warranted? • Police will called if required. • Inform emergency contact. • Complete Critical Incident report. Enter details into student/staff file/Bigfoot system. • Review incident and follow up with parties involved	• How long has the person been missing? • May contact police to investigate further.

5.5. Additional Procedures for International Students

5.5.1. When an international student is involved in a critical incident, the Department of Education and Department of Home Affairs will be notified of the incident via PRISMS, where relevant, as outlined in the Educational Services for Overseas Students Act 2000 (ESOS Act).

5.5.2. The Institute will also advise the Embassy, where appropriate, as they often provide support, such as travel for the family.

5.6. Follow-up Measures

The Group General Manager/Campus Director (or nominee) will organise a follow up meeting with all relevant parties to review the incident. A preventative strategy may be formed and implemented, which may be delegated by the Group General Manager to the Campus Director, the Associate Director - OSAE or to the appropriate departmental area.

5.7. Disclosure of Information

Under the Privacy Act 1988 (Cth), the Institute is permitted to disclose personal information about someone to a party outside the Institute where:

• a person consents in writing to their personal information being disclosed; or

• the Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual

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concerned or of another person.

6. Responsibilities

6.1. The Institute is responsible for:

- compliance with ESOS National Code 2018 Standards, Occupational Health and Safety Act (Vic) 2004 and the Work Health and Safety Act 2011 (NSW) (the Act);
- meeting its duty of care to its students, staff and the Institute community and other persons visiting the Institute premises;
- developing and implementing systems and processes for appropriate, effective and speedy responses to, and management of, critical incidents;
- reviewing and evaluating the performance of the critical incident framework on a periodic basis, by examining trends present in the Register of Critical Incidents and the effectiveness of the framework for dealing with critical incidents.

6.2. The Critical Incident Management team will:

- review its performance in planning, implementing and managing the response to each critical incident consistent with this policy and procedure; and
- make any needed or desirable adjustments or improvements to the critical incident management system and procedures in light of the review processes.

6.3. The Associate Director – OSAE is responsible for:

- coordinating the necessary action with Campus Security following an incident; and,
  - maintaining the Register of Critical Incidents.

6.4. The Managing Director (or nominee) is responsible for:

- responding to media enquiries and making statements on behalf of the Institute.

6.5. The relevant Course Coordinator or Student Counsellor Is responsible for approving leave from study requests by a student as a result of a critical incident, and for providing further advice to other relevant parties, such as finance, the library, Student Services and any homestay provider.

6.6. Campus Security may be the first point of contact for managing an incident and can play a pivotal response role.

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7. Implementation and communication

This procedure will be implemented and communicated through the Institute via:

- Announcement on the Institute's webpage;
- Internal circulation to staff;
- Staff professional development.

Supporting documents and References

- Government legislation: Privacy Act 1988 (cth)
- ESOS Act and National Code 2018
- Occupational Health and Safety Act (Victorian) 2004
- Institute documents: Privacy policy
- MIT Employee Manual Incident Report Form Specialist Support Action Plans (to be developed)

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Incident Report Form

This form must be completed for all incidents involving client, staff, contractors, members of the public or property.

Section 1: Incident Summary

Location of Incident:	
Other Location:	
Date & Time of Incident:	
Reported:	
Type of Incident:	

Incident Details:

Section 2: Further Information

Was it reported to Emergency Services?	
To whom?	
Did Law Enforcement Agency attend?	
Agency:	
Officer Name/Registered Number:	
Station /Office:	
Was a suspicious person or vehicle involved:	
Name of Person:	

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Address:	
Status:	
Description of Person:	
Make and Model of Vehicle:	
Registration:	
Was a hazard involved:	
Nature of Hazard:	
Location of Hazard:	
Action Taken:	
Is the Incident an O&HS Issue:	
OH&S Issue observed:	
Reported to:	

Completed by: _____

Signed: _____

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The Schedule- Emergency assistance and for ongoing support and assistance

Contact details:

Emergency Contacts	MIT Melbourne Campus In an Emergency contact ooo	MIT Sydney Campus In an Emergency contact ooo
During business hours	Campus Director - 03 8600 6787 (Extn. 787)	Campus Director - 02 8267 1403 (Extn. 403)
	Associate Director – OSAE - 03 8600 6759 (Extn 759) Mobile: 0417 326 495	Associate Director – OSAE - 02 8267 1402 (Extn 402) Mobile: 0413 934 371
	Campus Security - 03 8600 6723	Campus Security - 02 8267 1414
After Hours Emergency Contact	0418 395 202 (Campus Director)	0422 003 563 (Campus Director)
	0417 326 495 (Associate Director – OSAE)	0413 934 371 (Associate Director)

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