Western Sydney University
International College

Critical Incident Management Policy

1. Purpose

1.1 This policy outlines the procedures to be followed in the event of a critical incident involving any staff, student or visitor of Western Sydney University International College (WSUIC).

1.2 This policy must be read and understood in conjunction with all the policies and documents listed in Section 10 and 11 including Western Sydney University (WSU) and Navitas policies and procedures.

2. Scope

2.1 This policy has been written to assist WSUIC staff, students and visitors to respond appropriately to incidents that are likely to cause trauma to individuals and/or affect the WSUIC community as a whole.

3. Definitions

'Critical Incident'

In circumstances where an incident escalates to a traumatic event, or threat of such, which causes extreme stress, fear or injury, as defined in the ESOS National Code, it can be re-classified as a 'Critical Incident'

Critical incidents are not limited to, but could include:

- Death, serious injury or any threat of these
- Natural disaster
- Missing students
- Severe verbal or psychological aggression (including, but not limited to, physical, sexual or psychological abuse and domestic violence)
- Other events that have or may cause extreme stress, fear or injury.
- Adverse media event related to WSUIC

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

- Disruption to student welfare arrangements

- Inability to contact the student

Critical Incidents can be classified as an emergency or a crisis, depending on the level of severity. Critical incidents with severity level of Minimal or Moderate are handled by the Critical Incident Management Team as per Critical Incident Management Plan and Emergency Response Guidelines. Critical Incidents with severity level severe will be handled by the Crisis Management Leadership team. Severity levels are provided in Table 1.

'Emergency'

Means an unplanned event, which may jeopardise the safety of person/s on or near a site owned or occupied by WSUIC, WSU/Navitas, result in significant damage to property or equipment, significantly disrupt the normal business operations of WSUIC or its contractors, result in death or catastrophic injury to a person/s on campus. An emergency may require an immediate response from WSUIC in cooperation with Western Sydney University/Navitas and Emergency Services. The impact on operations potentially ranges from moderate to severe. An Emergency has the potential to escalate to a Crisis depending on its impact

'Crisis'

A Crisis is an inherently abnormal, unstable and complex situation that represents a threat to the strategic objectives, reputation or existence of an organization and requires a considered, coordinated and immediate response to prevent the situation from significantly worsening and to minimise future ramifications. Crisis incidents may be physical, such as major fires, or they may be intangible such as a political issue with potential to significantly damage WSUIC and or Western Sydney University's or Navitas' operations and/or reputation. This category will be assessed and determined by WSUIC's College Director and Principal and managed by Crisis Management Leadership Team

'Critical Incident Coordinating Team' (CIC Team)

Refers to the WSUIC team that is responsible for managing, planning and implementing a timely and effective response to a Critical Incident.

4. Policy Statement

4.1 WSUIC understands that each Critical Incident is unique and will need to be dealt with differently according to the needs of the people affected.

4.2 WSUIC understands that Critical Incidents can have a wide reaching and sometimes devastating effects on an individual.

4.3 WSUIC will ensure that effective and timely response to critical incidents is provided and that the immediate and possible longer-term needs of those involved are addressed.

5. Implementing the Critical Incident Management plan

5.1 WSUIC will implement the Critical Incident Management plan in case of Critical Incidents with severity level of minimal and moderate as defined in Table 1.

5.2 In the event of a critical incident, staff, students and visitors will be required to contact WSUIC College Director and Principal on (02) 9685 9860, or at Level 6, 6 Hassall Street Parramatta NSW 2150.

5.3 The membership for Critical Incident Coordinating Team is comprised of the following WSUIC staff members:

- College Director and Principal- Critical Incident Team Leader

- Academic Director
- Director of Marketing and Admissions
- Student Services Coordinator
- Director of Quality and Student Administration
- Admissions Manager
- Additional staff members as appropriate to a particular incident

5.4 The membership for Crisis Management Leadership Team is compromised of the following members:

- WSUIC's College Director and Principal
- Western Sydney University Director, Campus Safety & Security
- Western Sydney University /Navitas Media Unit
- Navitas CEO, University Partnerships Australasia
- Navitas EGM, University Partnerships Australasia
- Additional member/s as deemed appropriate

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Table 1

Level	Criteria / Description	Impacts	Examples (not exhaustive)	Responsible
Severe (Crisis)	• Fatality or injury / illness requiring hospital treatment 5+ days. • Large scale impact on single or multiple campuses. • Sustained damage to reputation and brand. • Sustained negative media coverage. Serious, high risk matter/s raised by key stakeholder groups. • Service delivery disruption of up to 5+ days. • Sustained industrial action. • Requires management at off-site locations. • Requires strategic management decision making. • Significant breach of material contract, Act or regulation, resulting in possible closure of the College a campus, or ability to deliver a course. • Systems exploitation	• People • Assets • Financial • Reputation • Strategic	• Data breach. • IT Failure. • Fraud. • Sustained negative media coverage 2+ days (State or National media). • Active shooter. • Sudden loss of key staff or teams. • Fatality/ies or severe injuries. • Unexpected loss of contract. • Cyber Attack	Crisis Management Leadership Team

LEVEL	Criteria / Description	• Impacts	• Examples (not exhaustive)	Responsible
Moderate	• Injury or illness requiring hospital treatment under 5 days or psychological counselling. • Emergency affecting more than one building / campus. • Significant short-term damage to reputation and brand. Prominent negative media coverage. Concerns raised by key stakeholders. Significant social media coverage.	• People • Assets • Business • Operations	• Loss of telecommunications (e.g. network outage). • Natural disaster. • Fire (major). • IT failure. • Negative media exposure (State or National media). • Terrorist attack.	Critical Incident Coordinating Team in liaison with Executive General Manager, WSU/Navitas Partnerships

LEVEL	Criteria / Description	• Impacts	• Examples (not exhaustive)	Responsible
Moderate	Emergency Management • Service delivery disruption of up to 2 - 5 days. • Requires recovery of critical business functions. • Industrial action			

Minimal	Incident Management	Injury or illness requiring treatment by first aider or onsite paramedic but not requiring hospitalisation. Impact limited to a small area of one building / campus. • Coordination required to manage recovery of building /campus. • Emergency can be managed by warden team. • Emergency Services notified to respond. • Likely response will be less than 1 hour. • Some damage to reputation and brand. Short-term, negative coverage in local, State and / or social media related to specific, low-risk matter. • Service delivery disruption of up to 1- 2 days. Minor non-compliances or breaches of material contract, Act and regulations within business units.	• People • Property	• Assault • Fire (Minor) • Contagious / communicable disease • Extreme weather. • Bomb threat • Medical Emergency • Gas Leak • Short Term It Outage • Building Break In	Critical Incident coordinating Team

6. Critical Incident Contacts

Emergency Phone List	Phone Number
Building Security	02 9685 9186 / 0414 345 976
Ambulance	000
Fire	000
Police	000
Student's next of kin	WSUIC Student Management Systems
State Emergency Service	132 500
Telstra Call Tracing Service	1800 007 097
Poisons Information	13 11 26
Gas Emergency	131909
Electricity Emergency	1800 000 922
Health Direct – 24 hour health advice line	1800 022 222
Westmead Hospital Cnr Hawkesbury Road and Darcy Road Westmead NSW 2145	9845 5555
Westmead Private Hospital Cnr Mons and Darcy Roads Westmead NSW 2145	8837 9000
Lifeline	131 114
Salvation Army Care Line	1300 36 3622
Health Communication Service	9816 0347
Mensline Australia	1300 789 978
Beyond Blue	1300 224 636
Women's Information Line	1800 817 227
National Sexual Assault, Domestic Family Violence Counselling Service	1800 RESPECT (1800 737 732)
Funeral Advice Line	1300 306 670
Road Trauma Support Team	1300 367 797
Emergency Phone List	Phone Number

WorkCover NSW	13 10 50
Worldcare Assist – Provides overseas student health cover	1800 814 781
Department of Home Affairs	131 881 https://immi.homeaffairs.gov.au/

7. Communication and Record-keeping

7.1.1   The Director of Quality and Student Administration will record meetings pertaining to the Critical Incident. These meeting records will be maintained in the WSUIC SharePoint.

7.1.2   The Director of Quality and Student Administration will keep a record of all communications sent by the CIC Team in relation to the critical incident. These records will be maintained in the WSUIC SharePoint.

7.1.3   The Director of Quality and Student Administration will complete the Incident Report Form on DoneSafe and will provide a pdf copy of the completed form to the CIC Team as confirmation that the incident has been recorded in the system.

7.1.4   All documentation must be completed and filed together with the Critical Incident Register on the WSUIC SharePoint.

8. Privacy

Under the WSUIC Privacy Policy, individuals have the right to the protection of their private Information held by organisations. In the event of a critical incident where the need for the disclosure of private information arises, WSUIC will do so in accordance with legal requirements. WSUIC 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 another person

9. Quality and Compliance

9.1   This policy is reviewed periodically (at a minimum every two years) to ensure regulatory compliance, operational currency, the identification of continuous improvement opportunities and risk identification and mitigation. This review is reflected in WSUIC's Risk Management Framework.

9.2   This policy will be available on the WSUIC website for students and the WSUIC SharePoint site for staff access.

9.3   New staff will receive policy information during the induction process where it relates to their position.

10. Related Documents

- Incident Report Form on DoneSafe

- Critical Incident Management Plan
- Emergency Response Guidelines

11. **Related Policies, Procedures, Guidelines and Legislation**

- The National Code 2018 standard 5 and 6
- The Work, Health and Safety Act 2011
- The Work Health and Safety Regulation 2017
- Higher Education Standards Framework (HESF) 2021 Domain 2.3 Wellbeing and Safety
- Privacy Amendment (Private Sector) Act 2000
- Occupational Health and Safety Act 2000
- Occupational Health and Safety Regulation 2001
- Workers Compensation Act 1987
- Workplace Injury Management and Workers Compensation Act 1998

The following WSUIC policies, procedures and forms.
- WSUIC Risk Management Policy
- WSUIC Privacy Policy
- WSUIC WHS Policy
- WSUIC Critical Incident Management Plan

The following Navitas – wide Policies

- Critical Incident Management Policy
- Privacy by Design Policy
- Data Breach Reporting Procedure
- Group Risk Management Policy Statement
- Crisis Management Framework
- Health and Safety Incident Management Reporting

The following WSU policies

- Accident, Injury, Incident, Hazard Reporting and Investigation policy
- Western Sydney University Crisis Management Plan
- WSU Business Continuity Plan (for Parramatta campus)
- WSU Privacy policy

Approval and Amendment History

Approval Authority:	Western Sydney University International College Board of Directors
Policy Owners:	College Director and Principal/Executive
Approval Date:	21 October 2016
Date for Next Review:	11 April 2025

Amendments		
Revision Date	**Version**	**Summary of changes**
21/10/2016	1	New policy developed
23/08/19	1.1	Reformatted policy Section 1- Reference made to Navitas Crisis Management Framework Revised definition of Critical Incident Establishment of a Critical Incident Reporting Team (See definitions) Section 4- Grammatical changes and addition of 4.4 which looks at Privacy Implications. Substantial revisions made to Section 5 which describes the procedures related to managing critical incidents Section 7- Substantial revisions made on review of the policy Section 8- Additional related policies listed.
18/11/2019	1.1	Aligned with WSUIC Critical Incident Management Plan. Addition of WSU and Navitas Contacts for Media related communication. Addition of WSUIC Staff Contact List in case of Emergency.
29/10/2021	2.0	Changes to definition. Addition of Severity table. Removal of Procedure and reference to Critical Incident Management Plan.
23/09/2022	2.1	Addition of Definition of Emergency Removal of membership for Crisis Management Leadership Team and Critical Incident Coordinating Team from definition and addition of these in Clause 5.2 and 5.3 Re-classification of Critical Incident based on severity level in table 1.
11/04/2024	2.2	Addition of Clause 5.2 in relation to contact details for WSUIC Removal of WSUIC staff contact list from Policy Inclusion of DoneSafe as reporting Software, replacing TICKIT