

Critical Incident Policy

Purpose

Greenwich College is committed to providing a safe and secure learning and working environment for all students, staff, and visitors. The policy outlines the procedures to be followed in the event of a critical incident occurring within the college's campuses or during college-related activities.

Scope

This policy applies to all students, staff, contractors, and visitors associated with Greenwich College regardless of their location, including all college campuses and off-site activities within NSW, QLD, WA, and VIC.

Policy

Greenwich College Critical Incident Policy has the following objectives:

- To ensure the safety and well-being of students and staff during critical incidents.
- To facilitate a coordinated and effective response to critical incidents.
- To minimize the impact of critical incidents on the college community.
- To comply with relevant state laws and regulations governing critical incident management.

A critical incident is defined as any unexpected event or situation that may have a significant impact on the safety, security, or well-being of individuals within the college community.

Critical Incident Management Team

Greenwich College Pty Ltd recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services in the event of a critical incident.

Greenwich College has a Critical Incident Management Team that is responsible for coordinating the response to critical incidents. It comprises designated individuals from various college departments.

The Critical Incident Management Team will assess the situation, determine the appropriate response, and communicate with relevant authorities, as necessary. Members of the Critical Incident Management Team are identified in the Greenwich College Critical Incident Procedure.

Communication

Greenwich College establishes clear communication channels for informing students, staff, and stakeholders during a critical incident. Timely and accurate communication is vital.

- Student communication (responding to a critical incident)
Students will be advised via the Greenwich College Pty Ltd's Student Handbook (provided to students on their first day) and during the student orientation process about important information in the event of an incident including Emergency Contact Information.
- Staff communication (responding to a critical incident)
A copy of the Critical Incident Management Policy will be available on our Greenwich College website on the first day of employment and during the staff orientation process, about important information in the event of an incident, including Emergency Contact Information.

Safety and Well-Being of Individuals

Greenwich College will prioritize the safety and well-being of individuals during a critical incident. Evacuation, lockdown, or other measures will be implemented as necessary.

During orientation, staff and students are informed about procedures for First Aid, Evacuation, Fire, Bomb Threat and Intruder.

Coordination with Authorities

Greenwich College will cooperate with relevant state authorities and emergency services, including local law enforcement and medical services.

Documentation and After-Action Review

After a critical incident is resolved, Greenwich College will conduct an after-action review to assess the response and identify areas for improvement. Detailed records of the incident and response will be maintained in accordance with state laws and regulations.

Training and Drills

Greenwich College will conduct regular training and drills for staff and students to ensure they are prepared to respond effectively to critical incidents.

Reporting of Critical Incidents

All Greenwich College employees and students are responsible for reporting critical incidents promptly to their immediate supervisor or the designated college authority. The person receiving the report must inform the College's Critical Incident Management Team.

Media Enquiries (following critical incident)

In most instances, Greenwich College Pty Ltd prefer not to issue a press release in relation to a Critical Incident. All staff are advised not to communicate any Critical Incident matters to media and to refer any media enquiries directly to the General Manager.

References

National Code of Practice for Providers of Education and Training to Overseas Students
2018

Student Support Services Policy

Bullying and Harassment Policy

This policy complies with all relevant state laws and regulations governing critical incident management in NSW, QLD, WA, and VIC.

Version Number	Date	Next Review Date
v1.2	1 st Jan 2018	1 st Jan 2019
v1.3	5 th April 2023	5 th April 2024
v1.4	17 th October 2023	17 th October 2024