



Critical Incident Policy and Procedure

1 Preliminaries

Commencement

- 1.1 This policy and procedure commences on 1 April 2024.

Purpose

- 1.2 This policy and procedure outlines how the Australian Guild of Music Education (“AGE”) will demonstrate its commitment to:
- Protect the health and safety of staff, students, contractors, visitors and the AGE community in Australia and overseas;
 - Identify and prevent Events, Incidents and Critical Incidents;
 - Allocate appropriate resources and build relationships to manage Events, Incidents and Critical Incidents in compliance with AGE’s mission, legal obligations and standards;
 - Deliver the highest possible standard of health and safety for staff, students, contractors, visitors, the AGE community and the general public;
 - Manage its reputation for the benefit of students, staff, and stakeholders; and
 - Evaluate the effectiveness, adequacy and ongoing suitability of its Event, Incident and Critical Incident responses.
- 1.3 Providers of education to overseas students are required by legislation to document critical incident policies and procedures that outline the action that is taken in the event of a critical incident and include procedures for the initial response, follow-up, reporting, review and improvement.

Application

- 1.4 This policy and procedure applies to AGE’s staff, students, contractors, and visitors while they are participating in AGE-related activities, both on- and off-campus, within Australia and overseas.

2 Definitions

The following definitions apply in this document:

Critical incident is a sudden or developing event that causes disruption to an organisation, creates significant danger or risk and that creates a situation where staff and/or students feel unsafe, vulnerable and/or under stress. Critical incidents require immediate attention and decisive action to prevent or minimise any negative impact.

Critical incidents include the following events:

- 2.1 Death or suicide;
- 2.2 Serious accident or injury;
- 2.3 Death or serious illness of a student's family or friends overseas (in their homeland);
- 2.4 Deprivation of liberty, threats of violence, stalking, assault, sexual assault, aggravated burglary, biological or chemical weapons;
- 2.5 Earthquakes, landslides, or government sanctions imposed which may cause extreme stress or fear for international students;
- 2.6 Fire, bomb, explosion, chemical hazards, discharge of firearms;
- 2.7 Threat of widespread infection or contamination;
- 2.8 Serious damage to AGE's facilities;
- 2.9 Disruption to operations of AGE; and
- 2.10 The release of information that has the potential to negatively affect the reputation of AGE in the media or wider community.

Critical Incident Team means the team convened to organise the immediate response to the incident.

Designated Officer is any AGE staff member designated who is either a witness to, or first to be informed about, an actual or potential critical incident.

Event is an unforeseen or unexpected occurrence.

Incident means an event that has a negative impact on students and staff regarding their wellbeing or their safety or has a negative impact on AGE's reputation.

Risk Level is defined in the following table:

Risk Level	Instances
Severe (Emergency Services required)	<ul style="list-style-type: none"> a. Death, suicide or threat of suicide, or life-threatening injury; b. Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons; c. Fire, bomb, explosion, gas/chemical hazards, discharge of firearms; or d. Threat of widespread infection or contamination.
Significant	<ul style="list-style-type: none"> e. Severe Occupational Health and Safety (OHS) risk f. Serious injury incurred by staff member or student g. Activity where evacuation is required.
Moderate	<ul style="list-style-type: none"> h. OHS risk i. Suspicious package left unattended j. IT system crashes k. Student suffers epileptic fit.
Minor	<ul style="list-style-type: none"> a. Minor injury b. Plumbing blockages c. Phone/electrical failure d. Computer breakdown.

3 Policy Statement

3.1 Where AGE staff witness an event that may be considered a critical incident, or where staff are aware of an event that may either indicate or escalate to a critical incident, the procedures identified in this document must be followed.

4 Responsibilities

- 4.1 All staff have the responsibility to evaluate the level of risk and to respond to minor incidents and refer incidents of higher risk to their manager. This includes when they become aware of or are notified of events overseas which may cause extreme stress or fear for international students.
- 4.2 The following staff have the responsibility to evaluate the level of risk and to respond to moderate level incidents and refer incidents of higher risk to their manager:
- a. Registrar (or equivalent officer);
 - b. IT Manager; and
 - c. Finance Officer.
- 4.3 The most senior members of the AGE staff as members of the AGE Executive have the responsibility to evaluate the level of risk and to respond to significant risk levels or critical incidents, being:
- a. The Chief Executive Officer;
 - b. The Chief Operating Officer;
 - c. The Registrar (or equivalent officer); and
 - d. The Academic Director.
- 4.4 The Critical Incident Team is responsible for:
- a. Managing AGE's response to any critical incident that is considered to have a severe or significant level of risk or, in some cases a moderate level of risk;
 - b. Maintaining a written record of any critical incident and remedial action taken;
 - c. Preparing a Critical Incident Report outlining details such as the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk;
 - d. Reviewing the situation, setting priorities, allocating tasks/responsibilities and coordinating an immediate response, including communications to staff, students, the families of those involved, helpers, and the media;
 - e. Organising ongoing responses and follow-up including briefings and counselling to staff and students, and further review and reporting; and
 - f. De-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

5 Procedures

The Designated Officer

5.1 The Designated Officer:

- a. Assumes responsibility for alerting the most senior AGE staff member available as soon as possible who, in turn, will reassess the situation and convene a Critical Incident Team if deemed necessary. This includes incidents that occur off-campus.
- b. May need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid and crowd control) until such time as relieved by either the Critical Incident Team or Emergency Services.

The Critical Incident Team

5.2 The Critical Incident Team is convened by the most senior members of staff available at the time of the incident and will convene as soon as possible to plan an immediate response. Once the Critical Incident Team is convened, the most senior staff member available (such as the Chief Executive Officer, the Chief Operating Officer or the Registrar (or equivalent officer)) becomes the Head of the Critical Incident Team, or assigns a suitable alternative to head the team.

5.3 Wherever possible, the Critical Incident Team will include the following members of staff:

- a. Academic Director (or delegate);
- b. Registrar (or equivalent officer) or delegate (where staff are impacted); and
- c. Other members of staff as deemed appropriate by the Head of the Critical Incident Team (e.g. Administration Officer or Finance Officer).

5.4 Where Emergency Services assume management of the critical incident, the Critical Incident Team will liaise with the managing body (e.g. the police or ambulance officers) for a coordinated approach to any response activities.

5.5 Where AGE has assumed managing a critical incident, the Critical Incident Team will consult with or take instruction from the Institute's Executive as necessary.

Administration

5.5 A written record of any critical incident and remedial action taken will be kept on a student file for at least two (2) years after any student involved ceases to be an admitted student.

6 Related Legislation and Documents

Institute Documents

6.1 The following documents are related to this policy and procedure:

- a. Critical Incident Report form
- b. Quality Assurance Framework
- c. Risk Management Framework
- d. Compliance and Risk Management Policy and Procedure
- e. Sexual Misconduct Prevention and Response Policy and Procedure
- f. Wellbeing and Safety Policy and Procedure.

Applicable External Standards and Codes

6.2 This policy and procedure complies with the following standards and codes:

Standards / Code	Standards / Clauses
Higher Education Standards Framework (Threshold Standards) 2021 (www.legislation.gov.au/Details/F2021L00488)	Under <i>Standard 2 – Learning Environment</i> : <ul style="list-style-type: none"> ▶ Standard 2.3 Under <i>Standard 6 – Governance and Accountability</i> : <ul style="list-style-type: none"> ▶ Standard 6.2
National Code of Practice for Providers of Education and Training to Overseas Students 2018 (www.legislation.gov.au/Details/F2017L01182)	Under <i>Standard 6 – Overseas student support services</i> : <ul style="list-style-type: none"> ▶ Standard 6.8

7. Feedback

7.1 AGE staff and students may provide feedback about this document by emailing support@guildmusic.edu.au for such feedback to be incorporated into a future review.

8 Document Control

Approval Review	Details
Governing authority	Board of Directors
Responsible officer	CEO
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