

Procedure	<p>1. General</p> <p>1.1. This procedure will ensure that BPP Institute has:</p> <ol style="list-style-type: none">a. an effective approach in responding to critical incidents as they occurb. appropriate support and counselling services available to those affected, andc. appropriate information is provided to staff and students. <p>2. Incident during Operating Hours (Off Campus)</p> <p>2.1. Staff must immediately contact emergency services (where required) in the event of a critical incident witnessed off campus, which may affect staff and students:</p> <ol style="list-style-type: none">a. Emergency services (000) will be contacted and advised of the situation.b. Key reporting details include the time, location and nature of the incident, e.g. threat, accident, death or injury.c. Personal details must be provided to the relevant emergency service/s if the person involved is incapacitated and unable to provide these particulars themselves.d. All staff and students should be cleared from any dangerous area. <p>2.2. The staff member must then contact the Chief Executive Officer who will assess the situation and respond accordingly:</p> <ol style="list-style-type: none">a. If the incident can be resolved with the resources available, action will be initiated to ensure the appropriate level of support is provided.b. If the incident warrants support from external resources, support will be arranged.c. If contact needs to be made with the student's family, the Student Wellbeing Department will provide this support.d. If counselling for students and staff directly or not directly involved in the incident is required, the Student Wellbeing Department will provide this support.e. If access to emergency funds is required; the Student Wellbeing and Finance Departments will assess student needs and where necessary, provide appropriate support. <p>2.3. The Chief Executive Officer will also provide guidelines to staff about what information to give students regarding the incident.</p> <p>3. Incident during Operating Hours (On Campus)</p> <p>3.1. Staff must immediately contact emergency services (where required) in the event of a critical incident.</p>
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- a. Emergency services (000) will be contacted and advised of the situation.
 - b. Key reporting details include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved.
 - c. Personal details may be provided to the relevant emergency service/s if the person involved is incapacitated and unable to provide these particulars themselves.
 - d. All staff and students should be cleared from any dangerous area.
- 3.2. The staff member must then contact the Chief Executive Officer who will assess the situation and respond accordingly:
- a. If the incident can be resolved with the resources available, action will be initiated to ensure the appropriate level of support is provided.
 - b. If the incident warrants support from external resources, support will be arranged.
 - c. If contact needs to be made with the student's family, the Student Wellbeing Department will provide this support.
 - d. If counselling for students and staff directly or not directly involved in the incident is required; the Student Wellbeing Department will provide this support.
 - e. If access to emergency funds is required, the Student Wellbeing and Finance Departments will assess student needs and where necessary provide appropriate support.
- 3.3. The Chief Executive Officer will also provide guidelines to staff about what information to give students regarding the incident.
- 4. Incident outside Operating Hours**
- 4.1. Students and staff must notify the Chief Executive Officer of any critical incident involving a student.
 - 4.2. The Chief Executive Officer will provide student information to any emergency service.
 - 4.3. The Chief Executive Officer will determine if there is any care or support required and make the necessary arrangements.
 - 4.4. The Chief Executive Officer will determine whether other Institute staff or family members need to be advised of the details of the incident and will take the necessary action.

5. Sexual Assault and Sexual Harassment

	<p>5.1. First responders to sexual assault and sexual harassment incidents, whether student or staff must notify either the Student Wellbeing Department or the Chief Executive Officer immediately.</p> <p>5.2. The Student Wellbeing Department and the Chief Executive Officer will provide student with information including emergency health, counselling, legal aid, security and accommodation providers to the student.</p>	
	<p>Victoria Legal Aid</p>	<p>Free</p> <p>570 Bourke St Melbourne VIC 3000 https://www.legalaid.vic.gov.au/ Call: 1300 792 387</p>
	<p>Inner Melbourne Community Legal Centre</p>	<p>Free</p> <p>Unit 2/508 Queensberry St, North Melbourne VIC 3051 Call: 9328 1885</p>
	<p>Southport Community Legal Service</p>	<p>Free</p> <p>154 Liardet St, Port Melbourne VIC 3207 https://www.southportcls.com.au/appointment.f Call: 9646 6066</p>
	<p>1800 RESPECT</p>	<p>Free</p> <p>https://www.1800respect.org.au/contact-us/ Call: 1800 737 732</p>
	<p>5.3. If required, the Chief Executive Officer (or delegate) will assist the student in navigating the process of applying for special consideration as stipulated in the Sexual Assault and Sexual Harassment Policy and Procedure.</p> <p>5.4. The Chief Executive Officer will determine whether other Institute staff or family members need to be advised of the details of the incident and will take the necessary action.</p>	
	<p>6. Death of a Student</p> <p>6.1. In the event of the death of a student, the Chief Executive Officer will ensure the following is undertaken (aligned to Appendix 1 A1.5 and Appendix 2):</p> <ol style="list-style-type: none"> a. Contact the family and determine their wishes, such as repatriation of the body, personal effects, and religious observances. 	

- b. Assist, as requested, in the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations.
- c. Organise the sending of a letter of condolence to the family.
- d. Ensure all administrative actions are taken, e.g. adjust the student records database, process any tuition refunds, and notify PRISMS.

7. Follow-up Action

7.1. The Chief Executive Officer is responsible for the follow-up actions:

- a. Any required debriefing, counselling and prevention strategies have been completed.
- b. Informing relevant staff and students involved of any outcomes from the incident.
- c. Monitor the condition of and provide appropriate support to the student/s through any period of treatment/convalescence.
- d. Coordinate the provision of any Institute-based resources required during any period of treatment/convalescence.
- e. Liaise with the police and other emergency services personnel.
- f. Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements.
- g. Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file.

8. Reporting

- 8.1. The ESOS Act requires that BPP Institute notifies the relevant federal government departments (Department of Education and Training, and the Department of Home Affairs) as soon as practical after the incident. Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved, (e.g. staff, international or domestic student).
- 8.2. In the case of a student's death or absence affecting the student's attendance, the incident will need to be reported via the PRISMS.
- 8.3. A Critical Incident Report will be completed by the Chair of the WHSC. Where appropriate, the Report will be completed/verified by the Chief Executive Officer following a briefing on the situation.

- The Critical Incident Report will contain as much information as possible and indicate the people directly involved in the incident.
- 8.4. All aspects of the incident and its management will be recorded on the student file/s and Critical Incident Register in the form of a file note.
 - 8.5. All Critical Incident Reports will be tabled at the next WHS Committee for review, and evaluation of the response to the critical incident will be conducted and the procedures reviewed by the Chief Executive Officer and/or other stakeholders.
 - 8.6. Changes to the policy and procedures, including updating resources, will be made as soon as practicable following the review and evaluation.

9. Staff briefing following a level 2 or 3 incident (see Appendix 1)

After a Level 2 or 3 incident occurs a staff briefing should follow with all staff present. This will be in the form of a 'Town Hall' meeting.

1. It is important to ensure any staff who were absent during the incident be briefed.
2. Introduce members from external agencies, e.g. Police (if applicable) and any additional support staff or community resource people who are present and explain their roles.
3. Provide accurate information, in line with confidentiality requirements, including:
 - names of the students or staff members directly involved
 - time and place of the event
 - additional information surrounding the event.
4. Outline the actions taken
5. Describe the agreed response plan (make copies available) including:
 - roles and responsibilities
 - any timetable and procedural changes
 - briefing advice and written statement to be sent to students (if applicable)
 - register of students identified as being at-risk (if applicable)
 - counselling options, procedures and record keeping
 - media and other enquiries (if applicable).
6. Questions
7. Follow-up meeting will provide an opportunity for:
 - staff members to discuss classroom experiences and feedback information back to the group, and
 - The CEO to update staff on events and actions.

CRITICAL INCIDENT PROCEDURE

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	<ol style="list-style-type: none">8. Monitor the wellbeing of staff throughout the meeting and afterwards9. Offer Staff Employee Assistance Program (EAP)
Related Documents	Risk Register Critical Incident Policy Critical Incident Register Critical Incident Report Emergency Response Procedures Manual Sexual Assault and Sexual Harassment Policy Sexual Assault and Sexual Harassment Procedure Student Support, Wellbeing and Safety Policy Student Support, Wellbeing and Safety Procedure
<i>For Administrative Use Only</i>	
Responsible Officer	Chief Executive Officer
Contact Officer/s	Chief Executive Officer
Approved by	Chief Executive Officer
Definitions	See BPP Institute's Glossary of Terms and Acronyms

<i>Version History</i>		
Version No.	Approval Date	Amendment/s
1.	May 2025	First iteration <ul style="list-style-type: none">• For BPP Institute