

Purpose	This policy will ensure that BPP Institute has: <ul style="list-style-type: none">• an effective approach in responding to critical incidents as they occur;• appropriate support and counselling services available to those affected; and• that appropriate information is provided to staff and students.
Scope	This policy applies to all staff and students.
Policy Principles	1. General <ol style="list-style-type: none">1.1. A critical incident is a tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the BPP Institute community or is a more general incident which has a significant impact on business continuity.1.2. It is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury to students or staff. Critical incidents can include but are not limited to:<ol style="list-style-type: none">a. missing students, family members or staff;b. severe oral, written or psychological aggression;c. death, serious injury or any threat of these;d. natural disaster;e. issues such as domestic violence, sexual assault, drug or alcohol abuse; andf. signs of physical and/or sexual abuse, and neglect.1.3. If any of these events affect a student or a member of their family (within or outside Australia) while they were living in Australia this would constitute a critical incident. BPP Institute recognises that the physical isolation from the familiar support networks often means that critical incidents can have an effect on a student's ability to cope with their studies as well as their physical and mental wellbeing.1.4. BPP Institute has a safe environment, established support services and takes appropriate action in response to incidents which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons.1.5. Where a critical incident occurs off campus, the Institute will take all reasonable measures to respond to the situation and to provide appropriate and timely support. This includes critical incidents occurring to staff under circumstances where they are working remotely. The CEO (or delegate) will liaise directly with the workplace insurance company for any relevant matters.

1.6. Where a critical incident has the potential to be a risk to business continuity, the CEO will engage in discussions with the Board of Directors at the earliest possible time to establish the most appropriate course of action.

2. Sexual Assault and Sexual Harassment

- 2.1. Occurrences of sexual assault and abuse are considered by the College as critical incidents.
- 2.2. Sexual Assault occurs when a person is coerced, deceived, or forced into sexual acts against their will or consent. It can refer to a broad range of sexual behaviour that may cause the victim to feel uncomfortable, frightened or threatened.
- 2.3. BPP Institute has in place a Sexual Assault and Sexual Harassment Policy and Procedure which details current operational practices for identifying and reporting such cases, including providing support for victims.

3. Responsibilities

- 3.1. The WHS Committee functions as the Critical Incident Team. It is responsible for building awareness of potential critical incidents, plans for the prevention of critical incidents, responds to critical incidents and reviews responses for critical incidents.
- 3.2. The Chief Executive Officer has responsibility for ensuring that incidents are appropriately managed in a way that is: (1) responsive to the circumstances of the incident and the rights of those involved, (2) provides appropriate support, (3) is appropriately reported in a timely manner, and (4) ensures that any risk of recurrence is minimised.
- 3.3. The Chief Executive Officer is also responsible for reporting and updating the Board of Directors on all Critical Incidents. This is recorded in the WHS Report which is a standing item at all Board of Directors meetings or as a special separate report depending on the incident.

4. Procedures for Emergency Response

- 4.1. BPP Institute shares the premises at 108 Lonsdale Street with other educational institutions. The Emergency Response Procedures Manual (the Manual) is prepared by All Safe Pty Ltd. It contains detailed procedures for incidents which could impact on the entire building such as:
 - a. Fire;
 - b. Evacuation of the building;

- c. Bomb threats;
 - d. Suspicious packages;
 - e. Medical emergencies;
 - f. Gas leaks, and
 - g. Building damage
- 4.2. The manual provides instructions for actions to be taken during any emergency listed above and it should be read in conjunction with BPP Institute's Critical Incident Management Plan.

5. Prevention

- 5.1. BPP Institute works proactively to ensure, as much as possible, the prevention of critical incidents around Campus. The Campus Environment Risk Register describes risk mitigating controls, and the actions required to further reduce the risk of incidents.
- 5.2. External contractors are engaged to provide staff training in the following areas:
 - a. First Aid;
 - b. Fire Warden Training,
 - c. Mental Health First Aid, and
 - d. Work Health and Safety

6. Review and Reporting

- 6.1. The Critical Incident Team should meet as soon as practicable after an incident to review the following matters:
 - a. Prevention of similar incidents;
 - b. Procedures involved in the resolution of the incident; and
 - c. Any room for improvement
- 6.2. The Critical Incident Team shall prepare a report addressing these matters for presentation to the Chief Executive Officer and the Board of Directors.
- 6.3. The critical incident management process provides for:
 - a. Resolution of the immediate issues and providing welfare and other support as appropriate;
 - b. Fulfilling external reporting obligations arising from a specific incident;
 - c. Identification, evaluation and mitigation of risk; and
 - d. Maintenance of a service culture in which the safety and wellbeing of students, staff and other persons is actively managed and is subject to continuous improvement.

7. Emergency Contact Details

CRITICAL INCIDENT POLICY

Reference: POL-011
Status: Active
Classification: Board
Approved Date:
Review Date: July 2026
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	<table border="1"><tr><td>Chief Executive Officer: Peter Cartwright</td><td>0439 864 671</td></tr><tr><td>Director - Operations: Glen Spalling</td><td>Glen.spalling@cic.vic.edu.au</td></tr><tr><td>Security</td><td>0434 529 255</td></tr><tr><td>Student support</td><td>counselling@cic.vic.edu.au</td></tr><tr><td>Director – Admissions: Tim Costigan</td><td>Tim.costigan@cic.vic.edu.au</td></tr></table>	Chief Executive Officer: Peter Cartwright	0439 864 671	Director - Operations: Glen Spalling	Glen.spalling@cic.vic.edu.au	Security	0434 529 255	Student support	counselling@cic.vic.edu.au	Director – Admissions: Tim Costigan	Tim.costigan@cic.vic.edu.au
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Related Documents	WHS Framework Mental Health Strategy Risk Register Critical Incident Procedure 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	Board of Directors										
Definitions	See BPP Institute`s Glossary of Terms and Acronyms										

Version History

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