Critical Incidents Policy and procedure

CHC recognizes the duty of care to its students and understands that planning for the management of a critical incident is essential. A critical incident is defined by the National Code 2007 as a ‘traumatic event of the threat of such which causes extreme stress, fear or injury. A critical incident may take place either on or off campus. Critical incidents include but are not limited to:

- Deprivation of liberty
- Robbery
- Natural disasters e.g. fires, floods, people made emergencies e.g. chemical spills, industrial accidents etc.
- Accidents at worksite or on excursions.
- Serious illness or death of students, staff, family or community members.
- Domestic violent incidents such as - Threats, sexual assault, drug or alcohol abuse, abduction that include verbal aggression.
- Violent event in the community, world events.
- Other incidents or an emergency which produces strong reaction.
- Death or serious injury
- Suicide or threat of suicide
- Bomb or hostage threat
- Non-life threatening events may qualify as a critical incident

As part of the orientation program all students and staff are given a document outlining procedures to follow in the event of an emergence and also a floor plan of the building identifying the location of the fire exits.

Responding To a Critical Incident:

Staff, students or visitors involved or witnessing a critical incident should immediately contact the RTO Manager/CEO on 1300 891 598 and fill out the critical incident form ASAP and submit to RTO Manager/CEO.

The Senior CHC staff member present is the lead CHC representative at the site until the arrival of the RTO Manager/CEO. When the RTO Manager/CEO arrives, he/she assumes responsibility for controlling the recovery of the incident. The RTO Manager/CEO and Critical Incident Counselor (appointed by RTO Manager/CEO) will ensure that debriefing occurs and support services are available to those affected by the incident.
The ESOS Act 2000 requires CHC to notify DIBP as soon as practical after the incident. In the case of a student’s death or other absence affecting the student’s attendance at CHC, the Liaison Officer at the State DIBP office should be contacted by phone prior to reporting via the PRISMS reporting system.