



CRITICAL INCIDENT POLICY AND PROCEDURE

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Revision)

**Approval
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2026

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**Regulatory
Standards:** Standards for RTOs 2025 (Outcome Std 2.6);
VRQA Guidelines; OHS Act 2004 (Vic)

1. Purpose & Objectives

Insight Institute of Further Studies (IIFS) is committed to providing a safe, supportive, and secure learning and working environment. The purpose of this policy is to establish a comprehensive framework for preventing, responding to, managing, and debriefing critical incidents that affect students, staff, contractors, or visitors.

This policy ensures that IIFS responds rapidly and effectively to traumatic or critical events, meets all statutory reporting obligations under Victorian and Australian Commonwealth law, and maintains continuity of support and educational delivery.

2. Legislative & Regulatory Framework

This policy has been updated to strictly align with current state and national regulatory standards:

- **Standards for RTOs 2025 (Outcome Standard 2.6):** National RTO quality standards governing student safety, wellbeing, support systems, and institutional risk management.
- **VRQA Guidelines for VET Providers:** Victorian regulatory guidelines for Registered Training Organisations operating in Victoria.
- **Occupational Health & Safety Act 2004 (Vic) & WorkSafe Victoria Regulations:** Victorian statutory duties regarding workplace safety, incident reporting, and hazard mitigation.
- **Privacy and Data Protection Act 2014 (Vic) & Health Records Act 2001 (Vic):** Victorian privacy principles governing the collection, handling, and disclosure of personal and sensitive health information during critical incidents.
- **National Code of Practice 2018:** Standard 6 (Student Support Services) governing critical incident management for international students (applicable where CRICOS registration is maintained).



3. Scope & Coverage

This policy applies to all critical incidents occurring on IIFS premises, during off-site educational activities, or impacting members of the IIFS community regardless of location. The scope specifically encompasses:

- **On-Campus & Workshop Delivery Sites:** All campus buildings, classrooms, practical workshops (including cabinetmaking, woodworking, and timber technology workshops), laboratories, and administrative facilities.
- **Off-Site & Workplace Training:** Off-site practical training locations, industry placements, workplace learning sites, excursions, and institute-sponsored events.
- **Online & Digital Learning Environments:** Virtual learning management systems (LMS), online classes, and digital communication platforms where acute distress, cyber-threats, or severe harassment occur.
- **Off-Campus & After-Hours Incidents:** Incidents occurring outside normal operating hours or off-campus that significantly impact the mental health, physical safety, or operational capability of IIFS staff or students.

4. Definition of a Critical Incident

A Critical Incident is defined as a traumatic event, or the threat of such an event (occurring within or outside Australia), which causes severe stress, fear, harm, or disruption to members of the IIFS community. Critical incidents include, but are not limited to:

- Fatalities, life-threatening injuries, or serious physical trauma occurring on campus, in practical workshops, or during educational activities.
- Severe industrial or workshop accidents involving machinery, timber equipment, heavy materials, fires, or hazardous chemical exposure.
- Physical assaults, domestic violence crises, active security threats, armed intrusion, or severe workplace violence.
- Acute mental health crises, imminent suicide threats, severe self-harm, or sudden unexpected death of a student or staff member.
- Natural disasters, major structural failure, severe fires, chemical spills, or facility evacuations.
- Critical cyber-security breaches involving mass data loss, extortion, ransomware, or severe online harassment/stalking targeting students or staff.

5. Emergency Contacts & Critical Incident Team (CIT)

IIFS maintains a dedicated Critical Incident Team (CIT) responsible for leading responses, coordinating internal and external communication, and managing recovery. Emergency contacts



and roles are structured as follows:

Role Authority	Responsible Contact / Position	Primary Contact Details	Key Responsibilities
Emergency Services	Police / Ambulance / Fire	000 (Immediate Emergency)	First responder emergency intervention.
CIT Team Leader	Chief Executive Officer (CEO)	ceo@iifs.edu.au / Mobile Ex. Direct	Overall incident command, media release, VRQA notification.
Incident Controller	RTO & Operations Manager	operations@iifs.edu.au	On-site evacuation, operational safety, WorkSafe reporting.
Support Coordinator	Student Support & Welfare Officer	support@iifs.edu.au	Mental health triage, family liaison, counselling referrals.
Workplace Safety	OHS & Workshop Safety Officer	safety@iifs.edu.au	Practical site safety, hazard isolation, incident investigation.
Crisis Mental Health	Lifeline / Beyond Blue / Headspace	13 11 14 (Lifeline 24/7)	External acute crisis mental health support.

6. Step-by-Step Response Protocol

Phase 1: Immediate Action & Emergency Stabilization (0 - 2 Hours)

- Ensure immediate safety of all individuals. Call 000 for Police, Ambulance, or Fire Brigade if there is an imminent threat to life, serious injury, or fire.
- Administer First Aid if qualified and safe to do so. Isolate hazards (e.g., shut down workshop machinery, power grids, or evacuate affected areas).
- Immediately notify the Critical Incident Team Leader (CEO) and Incident Controller (Operations Manager).

Phase 2: Incident Assessment & Team Activation (2 - 12 Hours)

- The CIT Leader convenes the Critical Incident Team to assess the severity, scope, and impact of the incident.



- Establish an Incident Command Post and delegate specific communication, welfare, and operational roles.
- Identify affected individuals (students, staff, family members) and initiate emergency contact liaison in compliance with privacy regulations.

Phase 3: Statutory Reporting & Media Communications (12 - 24 Hours)

Notify relevant regulatory authorities within mandatory timeframes:

- **VRQA Notification:** Notify VRQA in writing if the incident impacts institutional operations or student safety.
- **WorkSafe Victoria:** Immediately notify WorkSafe Victoria (13 23 60) for serious workplace injuries, fatalities, or serious incidents occurring in practical workshops or IIFS facilities.
- **Media Control:** All media inquiries must be handled exclusively by the CEO. No staff member or trainer is permitted to issue statements to media or post regarding critical incidents on social media.

Phase 4: Post-Incident Support & Ongoing Management (1 - 14 Days)

- Provide formal debriefing sessions and ongoing psychological support for affected students, trainers, and staff.
- Implement academic adjustments (e.g., assignment extensions, deferred assessments, special consideration) for impacted students.
- Maintain regular follow-up contacts over a 30-day period to monitor long-term wellbeing and recovery.

Phase 5: Continuous Improvement & Policy Review (Within 30 Days)

- The CIT conducts a formal post-incident review to evaluate response efficacy, identify operational gaps, and update hazard controls.
- Submit a comprehensive Critical Incident Evaluation Report to the CEO and Quality Committee, recommending corrective actions.

7. Reporting, Documentation & Record-Keeping

All critical incidents must be documented using the formal IIFS Critical Incident Register and Incident Report Form.

- **Secure Storage:** All documentation, including incident logs, police reports, WorkSafe notifications, medical records, and welfare action plans, must be stored in the secure IIFS Compliance Register.
- **Mandatory Retention Period:** In accordance with Standards for RTOs 2025 and VRQA record retention rules, all critical incident records must be retained for a minimum of 2 years post-enrolment, or longer if required by statutory OHS or legal proceedings.



Yours sincerely,

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