



OSCAR INSTITUTE

RTO :21118

Critical Incident Response



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Critical Incident Response

Purpose

This policy establishes Oscar institute's approach to managing critical incidents, ensuring a systematic and effective response to safeguard the well-being of learners, staff, and stakeholders. It aims to minimise harm, maintain safety, and comply with legislative and organisational obligations.

Scope

This policy applies to:

- All staff, learners, and clients; and
- All critical incident events and processes, and related business functions.

Responsibilities CEO

- Ensures compliance with legislation and regulations.

RTO Manager

- Oversees the systems and processes in all critical incidents.
- Conducts induction and refresher training for staff.
- Assembles the Critical Incident Response Team (CIRT).

Trainers & Assessors

- Conducts induction training for learners.

Critical Incident Response Team (CIRT)

- Implements the critical incident response procedure.
- Identifies the cause of the incident, assessing the situation and mitigating further risks.
- Implements, monitors and maintains risk control measures.
- Regularly monitors the effectiveness of the critical incident risk control measures and rectifying any deficiencies identified.
- Consults with staff, learners, and relevant authorities on the effectiveness of our critical incident practices.
- Reports daily updates to the CEO in a critical incident.



- Liaises with emergency response authorities and the relevant government agencies.
- Ensures the wellbeing of all learners, staff members and others involved or witness to a critical incident.
- Coordinates support services such as counselling or trauma assistance.

Definitions

A critical incident is a traumatic event, or the threat of such, which causes extreme stress, fear or injury. Critical incidents may include, but are not limited to:

- A missing student,
- Death or serious injury,
- Domestic, physical or sexual abuse,
- Natural disasters,
- Severe verbal or psychological aggression, and
- Other potentially life-threatening events.

It should be noted that this does not include serious academic misconduct.

Exposure to a critical incident can be overwhelming and threatening and may lead to distress. This can be harmful when a person has demands and expectations that are out of keeping with their needs, abilities, skills and coping strategies. This distress can result in a decline in one's wellbeing.

General Principles

Oscar institute will strive to instil a comprehensive, integrated and systematic approach in our response to critical incidents. In our quest to do so, will be guided by the following:

- Providing clear information on critical incident management during induction.
- Meeting duty of care obligations as an employer and as a training provider.
- Complying with relevant laws when managing critical incidents.
- Responding to incidents promptly to ensure safety and security.
- Ensuring the safety and security of our staff and learners at all times.



- Cooperating with relevant agencies such as police and emergency services.
- Notifying parents or guardians in cases involving learners under 18 (except where the parent and/or guardian are implicated in the incident or the learner is emancipated).
- Regularly monitoring and improving the effectiveness and efficiency of incident responses and risk control measures.
- Maintaining written records of incidents and remedial actions for at least 5-years.

Compliance

This policy aligns with:

- Standards for RTOs 2025:
 - o Standard 2.6 – The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs.
 - o Standard 4.1 – The RTO operates with integrity and is accountable for the delivery of quality services.
 - o Standard 4.2 – Roles and responsibilities are clearly defined and understood.
 - o Standard 4.3 – Risks to VET students, staff and the RTO are identified and managed.
 - o Standard 4.4 – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
- Work Health and Safety Act 2011.
- Work Health and Safety Regulations 2011.

Failure to comply with this policy can have serious consequences, including but not limited to:

- For the RTO – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, and regulatory enforcement actions.
- For Staff Members – increased risk to the safety and well-being of staff.
- For Learners and Clients – increased risk to the safety and well-being of learners.



Continuous Improvement

- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvements are documented in our Continuous Improvement Register.
- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.

Related Documents

- Continuous Improvement Register
- Continuous Improvement Schedule
- Critical Incident Report Form
- Critical Incident Response Checklist
- Student Handbook

Critical Incident Response Procedure

1. Critical incident is reported to the RTO Manager

- i. The learner or staff member is to call 0400 000 000 to report the situation to Oscar institute.
- ii. The RTO Manager is to complete the Critical Incident Report Form.
- iii. The RTO Manager is to assemble a Critical Incident Response Team (CIRT), which is to consist of:
 - The RTO Manager; and
 - Other staff members with the appropriate skills and qualities to contribute to a successful outcome in our management of the critical incident.
- iv. The RTO Manager is to appoint a Designated Officer who will be responsible in delegating tasks and oversee the management of our response to a critical incident.
- v. The CIRT is to be provided with the Critical Incident Report Form and the Critical Incident Response Checklist. These documents are to be completed appropriately and filed on our server when completed.

2. Immediate actions



- i. The CIRT is to undertake the following immediately (or within 24-hours):
 - Check on the safety of the learners and other staff members
 - Identify the cause of the critical incident
 - If practical, remove or minimise the cause for any potential for the critical incident to spread or escalate
 - Ensure the injured and/or traumatised learners and staff members are provided with appropriate emergency and medical care
 - Arrange for culturally appropriate counselling, trauma or religious services (as appropriate)
 - Ensure adequate support and practical is available for and offered to learners and staff members
 - Ensure the site of the incident is not disturbed (where required)
 - Manage media reports (if applicable)
 - Commence an investigation to record real-time or factual data on the critical incident

3. Inform relevant parties

- i. The CIRT is to:
 - Brief all relevant personnel involved in the critical incident; and
 - Keep learners, their families (where appropriate), staff members and other relevant agencies informed.

4. Identify, assess and investigate the critical incident

- i. The CIRT is now to commence their investigation into the critical incident.
- ii. They are to identify the cause and assess the likelihood of it reoccurring.
- iii. They are to also assist with the police or any other agency, where required.
- iv. They may refer to our Risk Management and Internal Audit policy to guide their approach and steps in this process.



5. Control the risk

- i. Once the critical incident has been investigated and the cause uncovered, the CIRT is to analyse the information and brainstorm and research ways to control the risk to prevent any re-occurrence.
- ii. Once a list of risk control measures has been developed, the CIRT is to present it to the CEO for approval.

6. Implement, monitor and maintain risk control measures

- i. Once the CEO has approved of the risk control measures, the CIRT is to implement, monitor and maintain them.
- ii. Throughout the process, the CIRT is also responsible in keeping learners, their families (if appropriate), and staff members informed of the management of the critical incident response.

7. Monitor behaviours and well-being

- i. Throughout the process, the CIRT is responsible in:
 - Ensure learners and staff members are provided ongoing access to culturally appropriate counselling, trauma or religious services (as appropriate)
 - Monitor the attitudes and behaviours of learners and staff members for any signs of Post-Traumatic Stress Disorder (PTSD)
 - Monitor the general health and well-being of all learners and staff members

8. Restore normal daily operations

- i. Where practical and safe to do so, the CIRT will be responsible in restoring normal daily operations of Oscar institute
- ii. Ensure records are kept for a minimum of 5-years.



Critical Incident Response Process Flow-Chart

