

Incident and Critical Incident Management Procedure

Colleges of Business and Technology (WA) Pty Ltd
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Document Name	Incident and Critical Incident Management Procedure
Brief Description	This Procedure outlines the procedures to be followed in the event of an incident involving any member of the Curtin College community. It has been written to assist staff and students to respond appropriately to incidents that are likely to cause trauma to individuals and/or affect the Curtin College community as a whole
Responsibility	College Director & Principal
Initial Issue Date	June 2007

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
9/07/2024	V1.5	Contact List updated	Quality and Compliance Manager
19/8/2025	V2.0	Major review, document renamed from Critical Incident Management Procedure to Incident and Critical Incident Management Procedure	Student & Academic Services Manager

Related Documents

Name	Location
Business Continuity Plan	Shared Drive
Work, Health and Safety Policy	College Website
Younger Student Management Policy	College Website
Navitas Crisis Management Program Plan	Navitas Sharepoint
Navitas Crisis Management Framework	Navitas Sharepoint

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1. Purpose and Scope

1.1. Purpose

This procedure establishes a robust framework for identifying, managing, and reviewing incidents within Curtin College. It provides guidance for staff, students, and stakeholders on how to respond to events that range from low-level disruptions to critical, life-threatening emergencies. It promotes safety, accountability, and a culture of care across all campus activities.

1.2. Scope

This procedure applies to:

- All Curtin College students (including underage international students), staff, contractors, and visitors
- All College-operated premises and activities, including classrooms, accommodation, excursions, online environments, and homestay arrangements
- All hours of operation, including after-hours events and non-teaching periods
- Collaboration with Curtin University, Navitas, and emergency services

2. Definitions

2.1. An Incident

An incident is any unplanned event or condition that interrupts or adversely affects normal College operations but does not result in extreme stress or harm. Examples include:

- Minor disputes between students.
- Accidental property damage (e.g. broken classroom equipment).
- Low-level disruptive behaviour or misconduct.
- Technology outages affecting classes.
- Timetable errors or scheduling conflicts.
- Noise complaints or overcrowded spaces.

2.2. Critical Incident

A critical incident involves a serious threat to health, safety, or welfare and may have significant psychological or operational implications. Examples include:

- Suicide or life-threatening injury.
- Natural disaster affecting campus.
- Violent assault or abuse.
- Fire or hazardous materials spill.
- Hospitalisation or police investigation involving a student.

3. Incident Response Procedure

3.1. First Response

- First responder (Staff/Student) to assess the situation and consider any apparent risk to their own safety and determine whether the incident is life-threatening.
- If life-threatening, immediately call: 000 Emergency Services and Curtin Safer Communities on (08) 9266 4444. The Safer Communities Team will escort the emergency service to the location.
- Alert a staff member at Curtin College (Reception, Chief Warden, Director, etc) or through a delegate.
- Provided there is no threat to personal safety in doing so, take steps to minimise further damage or injury to persons or property.
- All suspicious behaviour should be reported to the Safer Community Team on (08) 9266 4444 (or 4444 from an internal phone), or the National Security Hotline on 1800 123 400.

3.2. Assess Severity Level

- Alerted staff to notify the Chief Warden and Health and Safety Representative of the incident.
- Chief Warden and Health and Safety Representative to conduct a rapid assessment of event scale and risk level and depending on the risk level, notify the relevant respondent as per Table 1.

4. Incident Categories and Escalation Pathways


Every incident is unique and will need to be dealt with differently, according to the needs of the people affected and severity. Curtin College uses a four-tiered risk assessment model to determine response levels.

The Table 1 outlines risk guidelines and escalation hierarchy when assessing an incident:

LEVEL OF RISK	EXAMPLES	RESPONDENTS	ADDITIONAL NOTIFICATION	REPORT	COMMUNICATION
SEVERE	<ul style="list-style-type: none"> Death, suicide or life-threatening injury. Deprivation of liberty, threats of violence, assault, sexual assault/ harm, aggravated burglary, use of firearms and use of biological or chemical weapons. Fire, bomb, explosion, gas/chemical hazards and/or discharge of firearms. Threat of widespread infection or contamination. 	Critical Incident Management Team	Navitas UPA CEO, Navitas UPA EGM, College Director and Principal Partner University (relevant key stakeholder)	DoneSafe and RISE	College Director and Principal
HIGH	<ul style="list-style-type: none"> Severe Occupational Safety & Health (OSH) risk. Serious injury incurred by staff/student. Activity where evacuation is required. Minor requires someone to act in "loco parentis" in place of parent/guardian after-hours. Epileptic fit. 	Critical Incident Management Team	EGM UPA; WHS Business Partner; HR Business Manager.	DoneSafe and RISE	College Director and Principal
MEDIUM	<ul style="list-style-type: none"> Occupational Safety & Health (OSH) risk. Suspicious package left unattended. IT system crashes. 	College Leadership Team; and Specialist Personnel (e.g.: OSH Rep; First Aid Officer)	First Aid Officer, WHS Officer Chief Warden Relevant Program Manager	DoneSafe and RISE	College Director and Principal
LOW	<ul style="list-style-type: none"> Minor injury. Plumbing blockages. Phone/Electrical/Computer failure. Activity where evacuation is required (as a result of vendors). 	All Staff	Line Manager (if relevant)	DoneSafe and RISE, Facilities (where necessary)	Chief Warden/ Line Manager

5. Incident Response Teams

Curtin University coordinates Incident Response Teams (IRT) for each of their buildings. A building IRT comprises a Chief Warden, Deputy Chief Warden/s, Fire Wardens and First Aiders. Members of the IRT are trained to direct and control the University's emergency response procedures until additional support arrives.

INCIDENT RESPONSE TEAM MEMBER IDENTIFICATION			
Chief Warden	White tabard		
Deputy Chief Warden	White tabard		
Fire Warden	Red tabard		
First Aider	Green tabard		

6. Evacuation Drills or Practice Exercises

- Ensure that you are aware of the emergency evacuation procedures at Curtin College.
- Upon hearing the BEEP, BEEP, BEEP, prepare for emergency evacuation
- Upon hearing the WHOOP, WHOOP, WHOOP or instructions to evacuate, leave immediately via the nearest safe emergency exit. Do not use the lift.
- Remain calm.
- Collect small personal belongings (e.g. wallet/car keys) DO NOT take computers and other large items.
- DO NOT re-enter the building until the Warden, emergency services personnel or Safer Community Team have given the all clear.
- Students / Staff with mobility disability are to remain the fire escape stairwell until it is safe to re-enter the building.

7. Communication Protocol

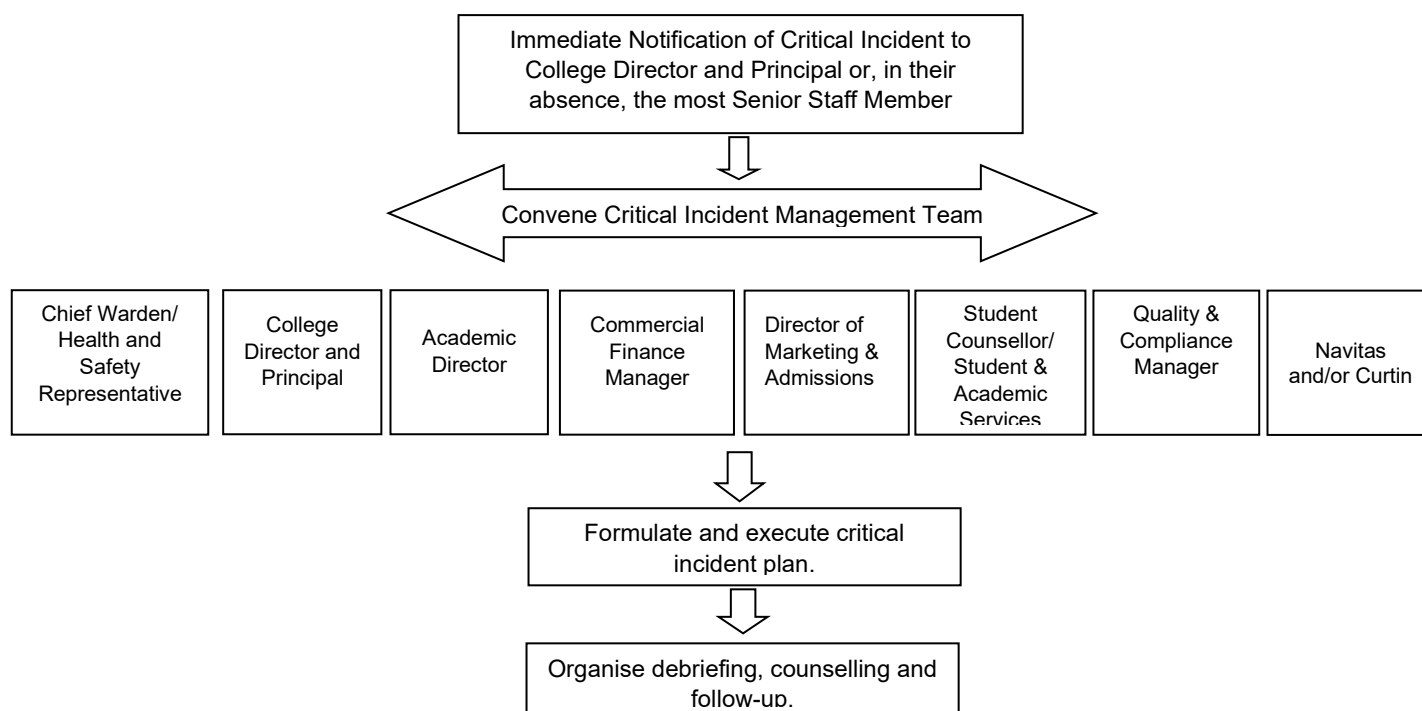
- All communication must be truthful, timely, and authorised
- Only designated spokespersons may communicate with media or external agencies
- Communications to students, staff, families, and public will be developed by CIMT

8. Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Procedure	College Director	Shared Drive and Website	Permanently	Archived once updated or reviewed

Appendix 1

CRITICAL INCIDENTS REPORTING AND PROCEDURE FLOW CHART**CHECKLIST OF TASKS & RESPONSIBILITIES FOR INCIDENT RESPONSE:**

Role	Primary Responsibilities	Key Actions & Considerations
Chief Warden / WHS Representative	On-site assessment and safety coordination	<ul style="list-style-type: none"> - Assess severity and notify relevant staff - Maintain real-time notes - Report via DoneSafe and CHARM
College Director & Principal	Executive oversight and strategic coordination	<ul style="list-style-type: none"> - Liaise with Wardens, Safer Communities, and Curtin CIMT - Ensure procedures are followed - Communicate with Navitas, Curtin University, and diplomatic posts - Approve student correspondence - Organise staff debrief - Refer for legal support if needed - Arrange EAP briefing and counselling - Engage interpreter if required - Approve crisis leave
Commercial Finance Manager	Insurance and financial oversight	<ul style="list-style-type: none"> - Notify insurers if property/person damage occurs - Assess liability exposure - Manage financial reporting and records
Academic Director	Academic engagement and data protection	<ul style="list-style-type: none"> - Liaise with teaching staff and supervisors - Ensure proper handling of student data by admin teams
Navitas Head of Corporate Communications	External communication and reputation management	<ul style="list-style-type: none"> - Act as media liaison - Communicate with students, families, and community - Review public/legal implications of messaging
Director of Marketing & Admissions	Media and agent coordination	<ul style="list-style-type: none"> - Assist with media messaging - Liaise with education agents representing affected students
Student Counsellor / Student & Academic Services	Student wellbeing and support services	<ul style="list-style-type: none"> - Communicate with students and community - Coordinate formal counselling - Contact parents/guardians for under-18s - Update student records - Liaise with Dept. of Home Affairs if required

Appendix 2

24 hour Emergency Services Contacts

24-hour Crisis / Emergency Services	
Agency	Contact
Life-threatening emergencies (Police/Fire/Ambulance)	Call on "0 000" from an internal phone Call 000 from an external or mobile phone
Curtin Safer Community Team:	Call 4444 from an internal phone Call 9266 4444 from an external or mobile phone or use the SafeZone app. If you feel unsafe, or experience or observe an incident or behaviour that concerns you contact the Safer Community Team. Safer Community team provide Security Escorts, Courtesy Rides, Mechanical Assistance)
Mental Health Emergency Response Line (WA):	1300 555 788 (all hours) https://www.mhc.wa.gov.au/getting-help/helplines/mental-health-response-line/
Sexual Assault Resource Centre (SARC):	Sexual Assault and/or Violence: 24 hour emergency Line: 6458 1828 or 1800 199 888 (free call from landlines) https://www.kemh.health.wa.gov.au/our-services/service-directory/sarc
Family Domestic Violence	24 hours/7 days a week 131 444 https://www.wa.gov.au/organisation/departments-of-justice/crisis-help-and-support
National Sexual Assault, Domestic Family Violence Counselling Service	1800REPECT – 1800 737 742 Interpreter: 13 14 50 https://www.1800respect.org.au/ Offers confidential information, counselling and support service
Alcohol and Drug Support Line:	9442 5000 or 1800 198 024 (Regional WA) (24 hours) https://www.mhc.wa.gov.au/alcoholanddrugsupportline
Poisons Information Centre:	13 11 26 (all hours)
Sonder (International Students)	Free 24/7 specialist service for international students who have Allianz OSHC insurance. Download this Sonder App

Specialist Counselling Providers	
Agency	Contact
Curtin College Student Counsellor	6266 1635, Building 420 (Level 3)
Allianz Global Assist (OSHC) – International Students	24/7 Emergency Helpline - 1800 814 781
Curtin Counselling Services:	9266 7850; Building 109
Curtin Multi-faith	https://www.curtin.edu.au/students/personal-support/faith/
Crisis Care Helpline - 24hr	13 11 14 or 1800 199 008
Lifeline 24 Hour Crisis/Suicide Line	131 114 or https://www.lifeline.org.au/
Beyond Blue	1300 224 636 or www.beyondblue.org.au
Samaritans - 24 Hour Crisis Line	135 247 or www.thesamaritans.org.au ; YouthLine: 1800 198 313
Youth Focus	6266 4333 or https://youthfocus.com.au
Multicultural Futures	https://multiculturalfutures.org.au/
Headspace National Youth Mental Health Foundation	https://headspace.org.au/

Medical & Health	
Agency	Contact
Allianz Global Assist (OSHC): Refer Appendix 3 - Traumatic Event and Accident Management (TEAM)	https://www.allianzcare.com.au/en.html 24 Hour Emergency Helpline - 1800 814 781 General Enquiries 136 742 (Australia) or +61 7 3305 8841 (outside Australia)
Curtin University Medical Centre:	9266 7345; Building 109 Level 1. https://students.curtin.edu.au/personal-support/health/medical-centre/ Doctor appointments - Monday to Friday 8.00am to 4.30pm
Department of Health WA:	https://healthywa.wa.gov.au/ HealthDirect Australia https://www.healthdirect.gov.au/ 24 hour health advice: 1800 022 222
Navitas Employee Assistance Program (EAP) - Telus Health	https://navitas.sharepoint.com/sites/NavitasIntranet/WHS/Pages/EAP.aspx Phone: 1300 361 008
Sexual Health Quarters WA:	https://shq.org.au/ Sexual Health Helpline: 9227 6178 (9.30am to 3.30pm Weekdays) Offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections.

Emergency Housing, Food Finance	
Agency	Contact
Australian Homestay Network (AHN)	https://www.homestaynetwork.org ; 1300 024 628 https://www.perthhomestay.org/
Nacel Australasia:	www.nacel.com.au ; National Toll Free: 1300 735 732
Homeless Services and Housing Options (WA):	Entry Point – 1800 124 684 (9am-7pm weekdays). https://www.wa.gov.au/service/community-services/community-support/homelessness-services-and-housing-options Crisis Care 13 11 14 (for 24 hour crisis support)
Curtin University Accommodation	https://study.curtin.edu.au/curtin-life/campus-experience/accommodation/perth-on-campus/

Multicultural	
Agency	Contact
Translating & Interpreting Service (TIS):	Immediate phone interpreting (24 hours, every day of the year) Phone: 131 450 (within Australia) https://www.tisnational.gov.au/
Office of Multicultural Interests – Western Australia	https://www.omi.wa.gov.au/ Phone: 6552 7300 Communities and Networks: https://www.omi.wa.gov.au/communities-and-networks The site also offers information in relation to multicultural events in and around the Perth area.

Traumatic Event & Accident Management

TEAM is a specialist medical assistance initiative designed to support partner education institutions in managing **critical incidents involving international students**. It is a **value-added service**, separate from standard OSHC cover.



Medical Assistance Desk		
Name	Phone number	Email
Medical Assistance Desk	07 3305 7286	medical@allianz-assistance.com.au