

## CRITICAL INCIDENT POLICY

### 1. Purpose

**Minecraft College of Australia Pty Ltd (herein referred to as “MCA”)** has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff, and visitors. MCA aims to be in a state of preparedness to deal with any critical incident that may arise during on-campus and off-campus activities through effective planning, management, and rehearsal.

Minecraft College of Australia Pty Ltd (MCA) has implemented a documented policy and process for managing critical incidents that could affect the student's ability to undertake or complete a course, such as incidents that may cause physical or psychological harm.

This policy includes contact information of the police, emergency services and any other organisations that may be able to assist in such a situation, for example, community/multi-cultural organisations or phone-counselling services.

### 2. Responsibility

The CEO will be responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and that staff implement its requirements if necessary.

MCA will maintain a written record of any critical incident and remedial action taken by the institute.

The Institute will also assist staff and students to prevent or respond promptly, effectively, and appropriately to any incident that is likely to cause loss of life, injury, trauma, damage, or disruption.

**Minecraft College of Australia Pty Ltd (MCA) will ensure that:**

- An effective approach is being taken to respond to critical incidents as they occur.
- Support and counselling services are available to those who are affected by critical incidents.
- Training and information resources are provided to staff in the handling of critical incidents.

### 3. Definitions

A **Critical Incident**: is 'a traumatic event, or the threat of such, which causes physical or psychological harms, including extreme stress, fear, or injury.

**PEO/CEO**: Principal Executive Officer, also known as the Chief Executive Officer (CEO): **0410 209 730**

### 4. Requirements

#### 4.1. This policy and procedure cover the:

- a. Action to be taken in the event of a critical incident.
- b. Required follow-up to the incident.
- c. Important contact
- d. A record is to be kept of the incident and the action taken.

#### 4.2. Critical incidents include:

<ul style="list-style-type: none"> <li>• accidents</li> <li>• Threats of harm, theft, sexual assault, etc.</li> <li>• Chemical, radiation, or bio-hazard spillage.</li> <li>• collapse or major building damage</li> <li>• dangerous or threatening person</li> <li>• death, serious injury or any threat of these</li> <li>• disappearance or removal of staff or student(s)</li> <li>• domestic violence, drug/alcohol abuse</li> </ul>	<ul style="list-style-type: none"> <li>• fire, explosions, gas leak, weapons, bombs</li> <li>• incidents involving siege, hostage,</li> <li>• injury or death of a student, staff member or member of the public</li> <li>• medical emergencies</li> <li>• missing students</li> <li>• natural disasters such as earthquakes,</li> <li>• floods or windstorms</li> <li>• outbreak of disease</li> </ul>
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**4.3. Providing Assistance in case of serious injury or death:** When a student dies or sustains a serious injury, the institute may be required to assist the student's family. This may include:

- making arrangements for hospital/funeral/memorial service
- obtaining a death certificate
- assisting with personal items and affairs

Following a critical incident, MCA's authorised staff will analyse the response and process of the institute and implement improvements where indicated.

**4.4.** The CEO will analyse the response to the critical incident to contribute to the continuous improvement of policy and procedures of the institute.

## 5. Procedures

**On campus Incidents:** If the incident is on campus and involves death, serious injury or a threat to life or property, CEO should be contacted immediately.

**Off-campus Incidents:** If critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the CEO.

### Immediate Action- Inform the CEO of a Critical Incident or Call Emergency Services at 000

- A person witnessing a critical incident should contact the CEO and other senior members of staff (if the CEO is not available) immediately. Or
- If an incident is serious, contact emergency services by calling 000.

If no staff is available around you and danger to life or safety occurs, all staff members are authorised to take appropriate action including:

- Identify the nature of critical incidents and consequences.
- If consequences are life-threatening or immediate danger to the safety of yourself and other people, remove /evacuate yourself and others from the area of danger to a safe area.
- Contact emergency services by calling 000. When you call Triple Zero (000), it will prompt you if you want Police, Fire, or Ambulance --> Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly:
  - Location, time
  - Nature of critical Incident (e.g., threat, accident, death, or injury)
  - Names of people involved.
- After providing details of the emergency, contact CEO as soon as practicable. If this is not possible, then contact the senior-most people available and brief them about the incident and its status, along with
  - Location, time, and nature of the critical incident
  - Names, roles and contact information of people involved.

The CEO will seek information about the incident and decide whether information about the incident should or should not be publicly available. The CEO will issue instructions to urgently deal with any emergency matter.

### Remember

#### In case of Emergency Evacuation

- **Do not panic** immediately prepare to leave the building by the nearest and safest exit.
- Assist any person with a disability to leave the building.
- Do not attempt to carry people outside.
- Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Emergency Services personnel.

- Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Emergency Services personnel.
- Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Emergency Services personnel. Do not enter a building when an alarm goes off.
- If you are in a building with multiple floors: Never use the lifts in case of fire if you are near a lift area. Lifts may stop functioning during a fire. Therefore, taking the stairs is the best option.

**5.1. On receipt of news or information regarding a critical incident, the CEO or senior person will do the following:**

- Create for themselves a clear understanding of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure the safety of students and staff, including evacuation (if not done already).
- If translators are required, contact Translating and Interpreting Services by calling 13 14 50.
- Be present when an emergency arrives and liaise with emergency services.
- Deploy institute resources and supervise critical incident and emergency response.
- If counselling services are required, contact Lifeline on 13 11 14
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

**Follow-up Action.**

**5.2. Based on an evaluation of the critical incident, the CEO or most senior person must, where appropriate, implement the following:**

- Contact next of kin/significant others, contact the person mentioned as an emergency contact on the Application form.
- Inform staff and students at the institute.
- Prepare guidelines for staff about what information to give to students in line with the privacy policy.
- Prepare a written bulletin for staff and students if the matter is complex.
- Brief staff and delegate a staff member to deal with telephone/counter inquiries.
- Managing any media- PEO or Delegate will be responsible for handling calls and queries from the media.
- When liaising with media, the PEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the functioning of the emergency services.
- Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling.
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s.
- Arrange access to emergency funds if necessary.

**5.3. Record the incident and the following key details to report including:**

- The time of the incident.
- The location and nature of the incident.
- The names and roles of persons directly involved in the critical incident.
- The action taken by the institute including any opportunities for improvement.
- The organisations and people contacted by the institute.

**5.4. Recording and Reporting Critical Incidents**

After a critical incident has occurred, the CEO will ensure that within 24 hours, a critical incident report is produced, and an entry is made in the Critical Incident Register. MCA will maintain a written record of any critical incident and remedial action taken by MCA at least two years after the student ceases to be an accepted student.

### 5.5. Continuous Improvements Register

Following the incident, a senior management review will be undertaken, and recommendations should be provided for a continuous improvement register, if appropriate. MCA will put in place policies and procedures to ensure the incident is not repeated.

## 6. Emergency Contact Details

### 6.1. Minecraft College of Australia Pty Ltd (MCA)

#### In person

**Critical incident officer:** Abhishek Murgunde

**Phone no:** 0410 209 730

**Address:** Unit 2, 36 Efficient Dr, TRUGANINA VIC 3029, Australia

(Reception or relevant Management Member)

**Office Hours will be scheduled from 09:00 to 05:00 hours from Monday to Friday.**

**By Phone:** 0410 209 730

**By Email:** [info@minecraft.edu.au](mailto:info@minecraft.edu.au)

### 6.2. State Emergency Services

Ambulance, Fire or Police: **000** (Dial 112 on mobile if out of network range) <https://www.triplezero.gov.au>

### 6.3. Free Support Services

- Sexual Assault Crisis Line 1800 806 292 [www.sacl.com.au](http://www.sacl.com.au)
- Lifeline 13 11 14 [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue 1300 224 636 [www.beyondblue.org.au](http://www.beyondblue.org.au)
- DACAS (Drug and Alcohol Clinical Advisory Service) 1800 812 804
- Gambling 1800 858 858 [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)
- Counselling online 1800 888 236 <https://www.counsellingonline.org.au>
- Gay & Lesbian 1800 184 527 <https://qlife.org.au/contact-us>

## ➤ Emergency and Support Services

Police	000	<a href="https://www.police.vic.gov.au">https://www.police.vic.gov.au</a>
Ambulance	000	<a href="https://www.ambulance.vic.gov.au">https://www.ambulance.vic.gov.au</a>
Fire	000	<a href="https://www.emergency.vic.gov.au">https://www.emergency.vic.gov.au</a>
National Security Hotline	1800 123 400	<a href="http://www.nationalsecurity.gov.au">www.nationalsecurity.gov.au</a>
State Emergency Service	132 500	<a href="https://www.ses.vic.gov.au">https://www.ses.vic.gov.au</a>
Telstra Call Tracing Service	1800 805 996	<a href="https://www.telstra.com.au/consumer-advice/unwelcome-calls">https://www.telstra.com.au/consumer-advice/unwelcome-calls</a>
Poisons Information	13 11 26	<a href="https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service">https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service</a>
Gas Emergency	1800 427 532	<a href="https://www.australiangasnetworks.com.au/gas-explained/about-natural-gas/gas-leaks-and-emergencies">https://www.australiangasnetworks.com.au/gas-explained/about-natural-gas/gas-leaks-and-emergencies</a>
Electricity Emergencies	03 9203 9700	<a href="https://esv.vic.gov.au/safety-education/emergencies/electrical-emergency">https://esv.vic.gov.au/safety-education/emergencies/electrical-emergency</a>

Community Bodies		
Australian Red Cross	1800 733 276	<a href="http://www.redcross.org.au">www.redcross.org.au</a>
Salvation Army Counselling Services	13 SALVOS (13 72 58)	<a href="https://www.salvationarmy.org.au">https://www.salvationarmy.org.au</a>
Mensline	1300 78 99 78	<a href="https://mensline.org.au">https://mensline.org.au</a>
Enough is Enough (anti-violence counselling) & Road Trauma Network	1800 633 063 1300 367 797	<a href="http://www.enoughisenough.org.au">www.enoughisenough.org.au</a> <a href="https://ambercommunity.org.au">https://ambercommunity.org.au</a> <a href="http://www.rtssv.org.au">www.rtssv.org.au</a>

## 7. Critical Incident Management Flowchart

Immediate Action	
<b>Witnessing critical incident</b>	Contact Emergency Services - Dial 000. Person witnessing a critical incident should contact the CEO and other senior staff members (if the CEO is not available) immediately.
<b>Assess the situation: focus on the immediate safety of other students and staff</b>	Assess the situation and if immediate danger exists: Remove yourself and others from the area to the emergency gathering area (refer to evacuation plans in each area) Contact emergency services by calling 000, when you call Triple Zero (000) it will prompt if you want Police, Fire or Ambulance. Stay calm, do not shout, speak slowly and clearly, and tell emergency services exactly where to come. Give an address or location. Contact the CEO/senior staff and MCA's first aid officers.
<b>PEO/Critical Incident Officer</b>	<ul style="list-style-type: none"> <li>• Create for themselves a clear understanding of the known facts.</li> <li>• Call 000 if an emergency exists and emergency services are not contacted already.</li> <li>• Ensure safety of students and staff, including evacuation (if not done already).</li> <li>• Be present to liaise with emergency services.</li> <li>• Deploy resources and supervise critical incident.</li> <li>• Plan an immediate response.</li> <li>• Plan ongoing strategies.</li> <li>• Allocate individual roles/responsibilities for ongoing tasks.</li> <li>• Communicate with families, students, staff, and other relevant people.</li> <li>• Undertake debriefing &amp; identify counselling needs and arrange counselling.</li> </ul>
<b>Within 24-48 hours</b>	CEO/PEO - Manage the media. Prepare a written statement. Plan ongoing action Based on an evaluation of the critical incident, the CEO or most senior person will, where appropriate, implement the following: <ul style="list-style-type: none"> <li>• Contact next of kin/significant others.</li> <li>• Inform MCA's staff and students.</li> <li>• Prepare guidelines for staff about what information to give to students in line with the privacy policy.</li> <li>• Prepare a written bulletin for staff and students if the matter is complex.</li> <li>• Brief staff and delegate a staff member to deal with telephone/counter inquiries.</li> <li>• Managing any media -The CEO or Delegate will be responsible for</li> </ul>

	handling calls and queries from the media. <ul style="list-style-type: none"> <li>• When liaising with media PEO/Delegate must keep privacy legislation in mind and must consult with emergency services prior to providing sensitive information to media, which might affect the function of the emergency services.</li> <li>• Identify students and staff members most closely involved with the incident and ensure that they are offered support and counselling.</li> <li>• Arrange a time and place for an initial group/individual debriefing session with the Counsellor/s</li> <li>• Arrange access to emergency funds if necessary.</li> </ul>
<b>Within 7 days</b>	CEO completes "Incident Report" form (Appendix 1) Record the incident and include the following key details in the report: <ul style="list-style-type: none"> <li>• The time of the incident</li> <li>• The location and nature of the incident</li> <li>• The names and roles of persons directly involved in the critical incident.</li> <li>• The action taken by the institute, including any opportunities for improvement.</li> <li>• The organisations and people contacted by the institute.</li> </ul>
<b>Within 7-14 Days (as deemed appropriate)</b>	Following the incident, a senior management review will be undertaken, and recommendations will be placed in the continuous improvement register if appropriate. MCA will put in place policies and procedures to ensure that the incident is not repeated.

#### Related documents

Critical incident report form

Sample Letter: Letter sent to parents

Critical incident checklist

### Appendix 1- Critical Incident Report Form

Part A		
Details of Person completing the form	Name	
	Phone no:	
	Email address	
Date and Time of Incident		
Location of the incident		
Brief description of the Incident	Type of Incident:	
	Description of Incident:	

Name and contact details for witnesses to the incident				
Was anyone injured	No (Complete Part C)		Yes (Complete part B)	

Part B		
Details of Injured Person	Name	
	Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
	Date of Birth	
	Contact details	
	Emergency contact details	
Description of Injury		
Treatment Required	<input type="checkbox"/> No <input type="checkbox"/> First Aid <input type="checkbox"/> Doctor <input type="checkbox"/> Hospital admission <input type="checkbox"/> Other, please specify	

Part C		
Description of damage		
Were there any other services involved/attended? (If yes, attach a copy of the report)		
Person/s involved		
Name	Contact Number	Address

<b>Recommended Actions Taken by Minecraft College of Australia Pty Ltd (MCA)</b>		
<b>Sign:</b>	<b>Date:</b>	

## **Appendix 2**

### Sample Letter

#### **LETTER TO PARENTS**

*(Sample letter in the event of a tragedy)*

Dear Parents,

The Institute has experienced (the sudden death/accidental injury) of one of our students. We are deeply saddened by the death/events.

*(Brief details of the incident, and in the event of a death, perhaps some positive remembrances of the person lost).* We have support structures in place to help your child cope with this tragedy. (Elaborate).

It is possible that your child will have some feelings that he/she may like to discuss with you.

You can help your child by taking time to listen and encouraging them to express their feelings.

If you would like to receive any advice or assistance, you may contact the following people at the Institute:

Regards,

Abhishek Murgunde (CEO)

Minecraft College of Australia Pty Ltd (MCA)

Address: Unit 2, 36 Efficient Dr, TRUGANINA VIC 3029, Australia

Telephone: 0410 209 730

Email ID: [info@minecraft.edu.au](mailto:info@minecraft.edu.au)

### Appendix 3

#### Critical incident checklist

Questions	Yes	No	Any comments
Staff and Students are aware of the process followed during Critical Incident policy.			
Team has been designated to provide support and guidance to students.			
Safety of students and others confirmed.			
Incident reported to the Emergency services. (By Dialing 000- Police, Fire, Ambulance)			
Incident reported to the CEO			
Incident reported to any other person. Please specify:			
CEO is present to liaise with emergency services			
Critical incident has been supervised			
Immediate response was planned by the CEO			
Families, students, staff, and other relevant people have been communicated			
Written Bulletins have been prepared if the matter is complex.			
Students are offered counselling and ongoing support.			
Staff members are given a brief description of how to deal with telephone/counter enquiries			
Arrangements have been made for Media management			
Privacy legislation has been kept in mind before speaking to the media.			
Consulted with emergency services before providing information to media.			
Written Critical incident record is maintained			
Recommendations have been placed in the continuous improvement register			
Written records of a critical incident and actions taken by MCA will be maintained.			