

Critical Incident Policy and Procedures

Policy Context

Purpose

The purpose of this policy and procedure is to manage critical incidents, ensuring possible prevention, documentation, communication and appropriately corrective action by AUIPT.

Objectives

The objectives of this policy are to:

- a) identifying and preventing incidents and critical incidents;
- b) allocating appropriate resources and building relationships to manage incidents and critical incidents in compliance with AUIPT's obligations and standards.
- c) managing its reputation for the benefit of students, staff, and stakeholders; and
- d) evaluating the effectiveness, adequacy and ongoing suitability of its incident and critical incident responses consistent.

Scope

This policy is applicable to the following stakeholders:

- AUIPT Staff
- AUIPT Students

Introduction

What is a Critical Incident?

A critical incident may be defined as follows:

'A tragic or traumatic event or situation affecting a student or staff member which has the potential to cause unusually strong emotional reactions in the campus community.'

Examples of Critical Incidents in the International Student arena would include, but are not limited to:

- **Death** (including the death of a dependant residing in Australia)
 - Accidental
 - Suicide
 - Result of an injury or terminal illness
 - Murder
- **Serious illness** that causes the deterioration of the student/staff member's health over time.
- **Serious Injury** which prevents or severely affects the student's ability to continue with or complete the course.

Serious illness or injury would probably not be considered a critical incident in the broader campus community.

However, considering the relatively 'close-knit nature of most international student communities and their physical isolation from the familiar support networks they grew up with, critical incidents of this nature can have a wide-reaching, sometimes devastating and usually long-lasting effect on a student's ability to cope with their studies.

(Source: ISANA: Critical Incident Kit)

Legislation
The National Code 2018
Standard 6.4

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Critical Incident Team

AUIPT has a Critical Incident Team to assist the CEO in the prevention and management of critical incidents at AUIPT, or off campus in the case of student for whom AUIPT has undertaken care responsibilities. *(Refer to Table 1 below)*

The Operations Manager is the critical incident team leader. The Critical Incident Team also includes Workplace Health and Safety Representatives and Student Support Officers.

Responsibilities of the Critical Incident Team:

- a) Risk assessment of hazards and situations which may require emergency action
- b) Analysis of requirements to address these hazards
- c) Establishment of liaison with all relevant emergency services (e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health and emergency services)
- d) 24-hour access to contact details for all students and their families
- e) 24-hour access to contact details for all relevant staff members needed in the event of a critical incident (e.g. critical incident team leader)
- f) Development of a Critical Incident Plan for each critical incident identified
- g) Assisting with implementation of Critical Incident Plans
- h) Dissemination of planned procedures
- i) Organisation of practice drills
- j) Coordination of appropriate staff development
- k) Regular review of Critical Incident Plans

Critical Incident Report

The critical incident report is to be completed by the appropriate staff member involved in the incident or notification of the incident which will be verified by the Operations Manager and given to the CEO.

The report is to contain as much information as possible and indicate the people directly involved in the incident.

During Operating Hours

Students and staff are required to notify any critical incident involving a student or staff member immediately to the Operations Manager/CEO. The Operations Manager/CEO will consider the details and severity of the incident and determine what action needs to be taken.

If the incident is not severe and can be resolved with resources available Operations Manager or CEO will initiate the action to ensure the appropriate level of support is provided.

If the incident is severe and warrants a level of support/assistance from external resources Operations Manager or CEO will initiate action to arrange that support. Personal details may be provided to the relevant emergency services if the student involved is incapacitated and unable to provide these themselves.

The Operations Manager will determine, based on the severity of the incident and in conjunction with AUIPT Policies, whether other AUIPT staff and family members of the students involved need to be advised of the details of the incident. The CEO and Operations Manager will take the necessary action.

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The registered provider must:

- take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety;
- provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents; (*Refer to AUIPT Student Handbook*)
- provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia. (*Refer to AUIPT Student Handbook*)

Outside Operating Hours

Students and staff are required to notify any critical incident involving a student immediately to the Operations Manager or CEO. The Operations Manager or CEO will contact the Student Support Officer who will gain access to the records of the students involved to enable verification of details to any emergency services.

The Operations Manager or CEO will determine if there is any care or support required to be provided and make the necessary arrangements.

The Operations Manager or CEO will determine in conjunction with AUIPT's Solicitor (if required) whether other staff or family members need to be advised of the details of the incident. They will take the necessary action.

Public Relations/Media Release

Where the circumstances of a critical incident involving a student is considered to have some public relations implication, the Operations Manager or CEO are the only authorised spokespersons to speak to the media representatives on behalf of AUIPT.

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Procedures

All staff should know the following contact details for critical incidents

AUIPT Group PTY LTD trading as Australian Institute of Professional Technique (AUIPT) Contact Phone Numbers

Contact	Name	Business hours	Contact number
Emergency	Police, Fire, Ambulance	24hours 7 days	000
Operations Manager	Sophia Ng	09:00 am – 05:00 pm	0403 364 999
Student Support Officer	Rita Duan	09:00 am – 05:00 pm	0413 511 668

Table 1: Critical Incident Team

Initial Contact with the Operations Manager

When first contacting the Operations Manager of a serious incident, including the following information:

- Name of victim
- Number of victims
- Suspected injuries
- When, what, where did it happen
- Current location of the victim
- Victims present condition
- What is happening now
- Estimated time of next communication and method of communication

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Critical Incident Management Flow Chart

Step 1.

Survive - Preserve Life:

- Danger, Response, Airways, Breathing and Circulation
- Tend to the injured
- Secure safety of the area
- Account for everyone
- Establish facts



Step 2.

Contact Emergency Services **000**



Step 3.

Immediate contact with Student Support Officer



Step 4.

The student Support Officer calls for an immediate meeting with the Operations Manager



Step 5.

Action Plan

- Create a clear understanding of known facts
- Immediate response (refer to details in the following pages)
- Ongoing strategies
- Allocate individual roles/responsibilities for ongoing tasks

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Critical Incident Plan in more detail

Procedure:

STEP 1

- Preserve Life: Danger, Response, Airways, Breathing, Circulation.
- Ensure safety
- Tend to the injured
- Account for everyone

STEP 2

- Contact emergency services: Ambulance, Fire Brigade and Police – 000

STEP 3

- When a Critical Incident has been identified: A staff member receiving the news immediately contacts the Student Support Officer.

STEP 4

- The Student Support Officer calls an immediate meeting with the following staff to make decisions as to how to proceed:
 - CEO/Operations Manager
 - Student Support Officer
 - Others (if needed)

STEP 5

- **Planning**

At the initial meeting of the Critical Incident Team, the task is to:

1. Create for themselves a clear understanding of the known facts
2. Plan an immediate response
3. Plan ongoing strategies
4. Allocate individual roles/responsibilities for ongoing tasks

- **Immediate Response**

Issues to be considered:

1. Organise one member of the team to scribe for the meeting and keep records of content and decisions.
2. Gather information on the student, including the following:
 - colour photograph
 - copy of passport including number, photo page and visa page.
 - The student's homestay parents' address and telephone number (if applicable)
 - Student's religion
 - Emergency contact telephone, with next of kin details, agent or sponsor (if applicable)
 - Any other identification details – student ID, course details, medical conditions, allergy information, etc
3. Inform other stakeholders in line with CIP
4. Arrangements for informing staff and students

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5. Guidelines to staff about what information to give students
6. A written bulletin to staff if the matter is complex
7. Briefing reception and delegating a staff member to deal with telephone/counter enquiries
8. Managing media/publicity
9. Identification of those students and staff members more closely involved and therefore most at risk
 - Those directly involved
 - Personal friends/family of those involved
 - Others who have experienced a similar past trauma
 - Other students, staff, supervisors, etc
10. Arrange a time and place for an initial group/individual debriefing session with Counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, and the resulting sense of vulnerability, the experience or painful emotions and the normalisation of reactions.
11. Organise a tasks timetable for the next hour/day/etc.
12. Plan ongoing feedback and regular meetings so that the team is continually in touch and working together
13. (In the case of death) contact enrolments to put a stop to the student's record.
14. Prepare report and enter all details into the Critical Incident Register for review.
15. Determine if contact with immigration agency is required

Ongoing and Follow Up Response

These issues may need to be discussed at subsequent meetings.

- WHO is the DECISION MAKER?
- WHO will FOLLOW UP?
- Availability of mobile phone
- Notification of and liaison with sponsor/agent if applicable
- Arrangements for visits to/from family
- Liaison with police, doctors, and hospital staff
- Hiring independent interpreters
- Death notices
- Funeral/memorial service arrangements
- Refund of student's fees to pay repatriation or associated expenses
- Copy of death certificate
- Consideration of personal items and affairs (household and academic)
- Insurance matters, OSHC coverage, ambulance cover
- Formal stress management interventions required for students and/or staff (release from classes, leave, rescheduled assessments of exams)
- Liaison with academic staff or supervisors
- Arrangements for further debriefing sessions for groups/individuals as required
- Liaison with immigration if studies are interrupted
- Fees issue to be resolved if students cannot continue with their studies
- Legal issues – helping students get access to legal assistance, the right to sue, etc.
- Arrangements for further debriefing sessions for groups/individuals as required

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- Follow up condolence letters to family
- The roster of students for hospital visits

Record Keeping

All records relating to action's and follow up responses are required to be kept by the RTO for 2 years after an affected student is no longer a student under the ESOS Act.

Publication

This policy once approved, will be available to all students and staff by accessing AUIPT Intranet or on request. This policy will also be available through AUIPT's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review Process

The policy and procedure will be reviewed annually by the Operations Manager.

Document Name	Critical Incidents Policy and Procedures	Author	Compliance Consultant
Date Reviewed	June 2024	Reviewed by	Operations Manager
Next Review Date	June 2025	Approved by	CEO