Critical Incident Policy

Category	Student Support Service
Document Number	AI-S6
Approved By	General Manager
Approval Date	13 June 2019
Next Review Date	7 June 2022
Policy Base	• ESOS Act 2000 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code), Standard 6
Related Documents	1. Complaints and Appeals Policy and Procedure 2. Student Handbook 3. Staff Handbook 4. Critical Incident Record 5. Critical Incident Report 6. Critical Incident Register

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Purpose

These policies and procedures are in place to ensure that in the event of a critical incident, Ambridge Institute ("the Institute") complies with the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and ELICOS Standard 2018 and that Ambridge Institute has a:

1. An effective approach in responding to critical incidents as they occur;

2. Appropriate support and counselling services available to those affected; and

3. Appropriate information is provided to staff and students.

Scope

This policy applies to all Institute staff and enrolled students.

Definitions

- **A critical incident** defined by the ESOS National Code, Standard 6, refers to 'a traumatic event, or the treatment of such (within or outside Australia), which causes extreme stress, fear or injury' to a student or staff member. Critical incidents include but not limited to:
    a. Missing student, family members or staff;
    b. Severe verbal or/and psychological aggression;
    c. Death, serious injury, or any threat of these;
    d. Fire, storm, natural disaster;
    e. Assault, shooting;
    f. Suicide;
    g. Issues such as domestic violence, physical, sexual assault, drug or alcohol abuse; and other non-life-threatening events.
- **The media** defined by the Oxford Dictionary refers to 'the main means of mass communication (broadcasting, publishing, and the internet) regarded collectively'.
- **Administrative controls** (or work practice controls) are changes in work procedures such as written safety policies, rules, supervision, schedules, and training with the goal of reducing the duration, frequency, and severity of exposure to hazardous chemicals or situations e.g. limiting the amount of time a person is exposed to a particular hazard or erecting signs to restrict access to particular areas.
- **Personal protective equipment (PPE)** is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. This is the least preferred option and should be considered only when other control measures are not practicable, or to increase protection.
- **Elimination** Removing the hazard or hazardous work practice from the workplace. This is the most effective control measure.
- **Substitution** substituting or replacing the hazard or hazardous work practice with a less hazardous one.
- **Isolation** isolating or separating the hazard or hazardous work practice from people not involved in the work or the general work areas, for example, by marking off hazardous areas, installing screens or barriers.
- **Engineering** this may include modifications to tools or equipment, or adding guards to machinery or equipment.

Policy

The Institute recognises that appropriate infrastructure, preventative measures and support mechanisms must be in place to ensure the health and safety of all students, staff, contractors, volunteers and visitors both on and off campus while they are participating in the Institute related activities.

This Policy provides the guidance for the Institute to plan for, respond to and manage Events, Incidents and Critical Incidents ensuring the College meets its duty of care obligations in providing the highest possible standard of health and safety and upholds its legislative obligations in relation to its staff, students, contractors, volunteers and visitors to ensure people are safe, and that the Institute's reputation is maintained.

Students and staff are made aware of the Institute's Critical Incident Policy and Procedure.

The Policy will be available for reference by staff and students via the Institute's website.   Students are informed about Critical Incident processes at Orientation. Appropriate training and information resources are provided to staff.

Due to the broad range of events that can either become or contribute to a critical incident the identification of an incident, the location of incident and threat level to others must be easily and quickly identified. These events can be largely categorised into 4 groups;

1. Internal incidents that pose an immediate threat to the campus, the Institute's students/staff or to any Institute out of office business activity;

2. External incidents that have no immediate threat to the campus;

3. Personal; and

4. Medical incidents that can occur either on or off campus. Each incident or event is identified as either;

    a. Critical requiring immediate intervention; or

    b. Serious requiring medical attention or intervention.

Type of Incident	Critical Level	Serious Level
Internal Incident	Biological Chemical hazard Critical equipment failure Gas leak Failure of essential services/utilities Sabotage of building Fire Explosion Discovery of smoke/fire Bomb threat Suspicious item	Serious assault Water damage Theft, fraud, malice Structural damage Cyber Attack Data / records loss Business system failure IT equipment/software failure
External Incident		External party impact Natural disasters, earthquake, flooding, bushfire Off campus incident Partner failure Public disorder Reputation Severe weather and storms Supplier Failure Third party negligence Transport accident
Medical Emergency Threat	Epipen use Death staff / student Medical Emergency Poisoning	Pandemic diseases Sexual assault Shock Domestic violence Depression/anxiety
Personal Threat	Active Shooter Child protection matter Kidnapping Missing students / staff Serious assault Siege Terrorism	Suicide Sexual harassment Assault Robbery / Burglary Violent behaviour Self-harm, attempted

1. Critical Incident

A critical incident may occur:

- On the Institute's premises during operating hours;
- To the Institute's students, outside of the Institute's operating hours, affecting particular groups of the community;
- To friends/family/acquaintances of certain members of the Institute which can affect all at the institute.

The Institute promotes a safe and established environment, which has the relevant support services to take immediate appropriate action in response to critical incidents, which affect, or have the potential to affect, the health, safety or wellbeing of staff, students, or other persons.

The General Manager has the overall responsibility to ensure that incidents are appropriately managed in a way that is responsive to the circumstances of the incident; the rights of those involved, provide appropriate support, is appropriately reported in a timely manner and ensures that any risk or reoccurrence is minimised.

1.1 Critical Incident Team

The Institute maintains and implements systems to ensure an effective and speedy response to critical incidents occurs within and outside the campus premises. The Institute has a team of staff members who are designated to assist in the prevention and management of critical incidents, The Critical Incident Team are:

- General Manager
- Academic Director
- Team Leader Student Support (TLSS)
- Student Services Advisors/Reception
- Registrar
- IT Support

The first priority of the Critical Incident Team will be to:
a. Establish the facts
b. Identify person/s involved in the critical incident
c. Determine what information needs to be gathered
d. Develop and implement a plan for responding appropriately and in a timely manner
e. Develop and implement a plan for communicating with all relevant persons and stakeholders including: family members, staff, students, agents, police, medical services, consuls, the Department of Home Affairs, other providers, media.

The critical incident team's responsibility is to make certain of the following:

- Resolution of immediate issues and to provide welfare and other support as appropriate
- Regular maintenance of facilities and equipment
- Application of on campus Emergency evacuation procedures
- Appointment and currency of First aid officers
- Appropriate persons and services are being engaged to assist with the management of the incident
- The availability of appropriate resources and the development and regular monitoring of safety measures
- Backup of computer systems and records stored in an internal backup are retrievable.

- Encouraging staff and students to report possible safety issues to management/Critical Incident Team
- Ensuring appropriate and timely documentation and reporting of and response to the incident
- Confirming Ambridge Institute fulfils its external reporting and legal obligations, arising from a specific incident
- Reporting of suspicious activity and persons that may be present on campus
- Development of a critical incident plan for each critical incident identified
- Regular review of critical incident plans (including an annual review of contact numbers to ensure currency).
- Providing appropriate training and information resources to all staff and students;
- Ensuring that appropriate post incident procedures are followed such as support and counselling services;
- Coordinating critical incident response and management from the first report of an incident to completion of the response, including review and evaluation of responses to the incident
- Ensuring privacy and confidentiality is maintained throughout the process.

1.2 Staff Training

All Institute staff who come in contact with students will be made aware of the Critical Incident Policy and Procedure.

Staff will be provided with training to enable them to manage the implementation of this Critical Incident policy and its associated procedures.

The Institute will ensure new staff are made aware of the Critical Incident Policy and Procedure during their induction.

Institute staff will be made aware of all relevant community resources in the immediate local area. The Team Leader Student Services will maintain a contact list of relevant resources for students and staff including:

- Medical authorities
- Police and emergency services
- Insurance organisations (including OSHC)
- Community groups/cultural associations
- Funeral directors
- Consular representatives
- Counsellors
- Interpreter Services
- landlord and building management (handyman, electrician or other relevant tradespeople)
- Relevant Government Bodies such as the Department of Home Affairs (DHA)
- Interpreters.

1.3 Management of Critical Incidents

The Institute will ensure that critical incidents are minimised through:
a. Dissemination of this policy and critical incident procedures to all staff and students of the Institute.
b. Providing information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety.
c. Ensuring that staff alert the General Manager of any safety issues. The General Manager will assess the risk and act accordingly.

d. Ensuring that students who experience a critical incident contact the Student Services and complete the Critical Incident Report.
e. Implementing emergency evacuation procedures.
f. Ensuring that a Chief Warden is appointed and attends the necessary training.
g. Ensuring that at least one Institute staff member has a current First Aid certificate.

The Institute recognises the needs of international students who may require additional support such as:
a. Interpreters
b. Communicating with relatives in other countries
c. Communicating with consulates/embassy
d. Communicating and/or reporting to the Department of Home Affairs as soon as possible after a critical incident.

If the critical incident affects the student's visa conditions or studies e.g. student's absence from class, return to their home country or death the Institute will report and advise the Department of Home Affairs via PRISMS.

In the event the student sustains serious injury or dies as a result of the incident, the Institute will work closely with the student's family to provide the appropriate support. This may include:

- Hiring interpreters
- Assisting the family with making funeral/hospital/repatriation arrangements
- Assisting the family in obtaining a death certificate
- Assisting with personal items and affairs including insurance and accommodation issues
- Providing contact details for the Department of Home Affairs and/or appropriate agent for assistance with visa issues
- Supporting the family in contacting relevant and authorised parties.

1.4 Student Records

The Institute maintains the following student information:
- Copy of student passport (in most cases)
- Students current contact details, such as address and telephone number
- Emergency contact details
- Agent contact details
- Any medical conditions or allergies (if applicable).

2 Critical Incident Report

The Critical Incident Report is utilised to record incidences that occur within the Institute and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

Critical Incident can also occur outside of the College, (e.g. death, accidents, abuse) that can affect the student's studies.

In the event a student is injured, it is the responsibility of the Teacher, Reception or Student Services Advisor/Team Leader to complete the Critical Incident Report. In the event a staff member is injured, it is the responsibility of Academic Manager/Principle/General Manager to complete the Critical Incident Report.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or injury that has occurred on the Institute's premises. This should be either reported to your teacher or to the Institute's Administration department.

2.1 Recording and Reporting of Incidents

Critical incidents will be recorded on the Critical Incident Report. The information recorded will include as a minimum:

- Date and time of incident
- Name of person completing the report
- Names and roles of people involved in the incident (e.g. staff, student, other parties such as emergency services)
- Details of the incident and injury (e.g. threat, accident, death or injury)
- Location of the incident
- Action taken (e.g. first aid provided, referral to external agency, hospitalisation).

2.2 Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, contractors and employees of the Institute. If you identify a hazard, please report it to either the Academic Manager, Reception or to the Student Services Advisor.

If staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of Academic Manager or to an Administration staff member at the Institute.

2.3 Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating e.g. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

A list of Emergency contacts is available on the notice board and from Reception. An evacuation plan is displayed in each classroom and on the notice board.

In the case of an emergency requiring assistance, call **000** for Fire, Ambulance or Police.

2.4 Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. Ensure that everyone is out of danger
2. Notify the Fire Warden
3. Follow instructions of the Fire Warden
4. Call 000 and ask for Fire Department, report incident including location of incident to Emergency Services
5. You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
6. If you are able, access the nearest fire extinguisher.
7. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
8. Do not stand down wind or downhill of a fire.
9. If there is any chance of chemicals or explosives in the fire, evacuate the area.
10. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
11. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
12. Never take any unnecessary risks in attempting to control the situation. Evacuate first.
13. You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

2.5 Medical Emergency

In the event of someone requiring medical assistance, the following procedure should be followed:

1. In the first instance, contact the First Aid Officer
2. If the incident is urgent, call 000 and ask for Ambulance, report incident including location of incident to Emergency Services
3. You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
4. Follow the instructions of either the First Aid Officer or Emergency Services
5. First Aid Officer and the person who identified the incident is to record the incident on a Critical Incident Report
6. The First Aid Officer is required to record the incident on the Critical Incident Register.

2.6   Police Emergency

Only call **000** in an emergency or life-threatening situation, when urgent police assistance is required. Following is a list of incidents that should be reported to police:

- A serious crime is in progress, being witness or just committed
- Any situation where life or serious injury is threatened
- A car accident where people are trapped or seriously injured
- A serious air, rail or water incident
- Any incident which poses an immediate threat of danger to people or property, or
- An explosion or bomb incident or threat.

Under Australian Commonwealth and State laws, it is an offence to misuse the **000** emergency services number. Action will be taken against those who misuse or make nuisance calls on the 000 line.

2.7   Evacuation Procedure

In the event of an emergency situation e.g.: a fire, bomb threat, gas leak etc… each employee/contractor is required to follow the Evacuation Procedures below. An evacuation plan is provided in each classroom and area in the Institute.

1. Upon notification to evacuate, e.g. alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
3. Follow the Fire Warden to the Evacuation Meeting Point
4. Leave the building in an orderly manner through the fire exit without taking the lift, and
5. Meet at the Evacuation Meeting Point indicated on the signs located around the building.
6. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
7. DO NOT leave the Evacuation Meeting Point until you are instructed to do so, a roll call will be initiated to ensure that there are no employees/contractors or students missing.

3. Media involvement

Institute staff are not permitted to communicate with the media or make any kind of formal statement regarding the incident unless authorised by the General Manager.

The release of information to the press or public rests with the PEO or formal delegate, and must comply with the requirements of Privacy legislation and other legal requirements. The General Manager will be the single point of contact for all media and other public communications.

4. Record keeping

Written reports are recorded in the student management system and kept on the Institute's Critical Incident file. Written records of any critical incident and remedial action taken are to be stored for at least two years after the overseas student ceases to be an accepted student.

Process

If the incident occurs on the Institute's premises or externally, the first action is to contact the emergency services such as fire, ambulance or police.

Staff must contact the Academic Director/General Manager of any incident, particularly when the incident involves death, serious injury or a threat to life or property.

Students must contact the Student Support Services or the Administration Team if they experience a critical incident or event.

(Appendix A) Critical Incident Record

Without bias, complete each entry with facts. Send the completed report to the General Manager.

Student's Full Name	
Student ID Number	

Date of Incident		Time of Incident	
Recorded by		People Involved in the incident	
Incident/Event Summary		Consequences/ Outcome	
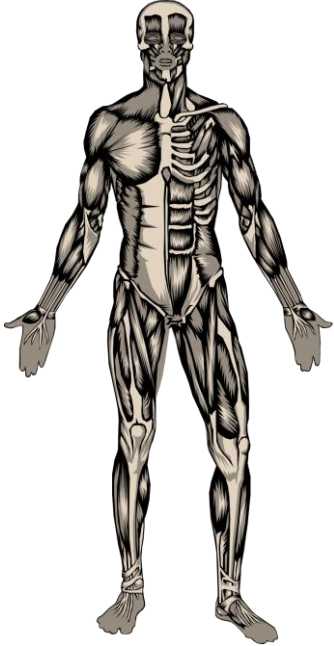
Date of Incident		Time of Incident	
Recorded by		People Involved in the incident	
Incident/Event Summary		Consequences/ Outcome	

(Appendix B) Critical Incident Report

This form is to be completed for any critical incident which occurs on or outside the Institute premises and involves Ambridge Institute staff members and students (while taking part in the Institute's activity). A critical incident refers to 'a traumatic event, or the treatment of such (within or outside Australia), which causes extreme stress, fear or injury' as defined by the ESOS National Code, Standard 6. Critical incidents include but not limited to:

    a. Missing person;
    b. Severe verbal or/and psychological aggression;
    c. Death serious injury or any threat
    d. Natural disaster;
    e. Issues such as domestic violence, physical, sexual or other abuse; and other non-life-threatening events.

Did the incident occur on Ambridge Institute's premises?	❐ Yes		❐ No	
Critical Incident Location:	❐ Student Lounge ❐ Classroom No. _____ ❐ Administration Office ❐ Outside Ambridge Institute_____		❐ Staff Room ❐ Meeting Room ❐ Kitchen ❐ Toilets ❐ Reception ❐ Other _____	
Incident Reported By:			Date: Time:	
Date and Time of Incident:	Date:		Time:	
People Involved in the Incident:				
Description of Incident:				
Names of Witness:				
Activity of Witness at Time of Incident:				
Action Taken/contacts made by you, if any:				
Was first Aid Treatment Required?	❐ Yes		❐ No	

In the event of INJURY, please complete the following details: (if applicable)	
First Name:	
Surname:	
Title:	Employee / Contractor / Student / Visitor
Home Address:	
Suburb:	Postcode:
Contact No:	Email:
Date of Birth:	____ / ____ / ____ Male / Female (circle)

What was the injured person doing at the time of the incident?

Please indicate location of injury on the body by circling the approximate area below:

Did the injured person require medical treatment?	❑ Yes	❑ No

If yes, where was the treatment undertaken and what medical assistance did the injured person require?

COMPLETED FORM MUST BE SUBMITTED TO THE GENERAL MANAGER AND PEO

FORWARD COMPLETED FORM TO WHS OFFICER

ACTION TAKEN/REQUIRED – TO BE COMPLETED BY WHS OFFICER

MANAGE RISK

ELIMINATE

SUBSTITUTE/ISOLATE/ENGINEER

ADMINISTRATION

PERSONAL PROTECTIVE EQUIPMENT

Was the risk eliminated?	❏ Yes	❏ No
If yes, how was it eliminated? If no, go to the next question.		

Was a substitute introduced, and/or isolated and/or engineered to minimise risk?	❏ Yes	❏ No
If yes, what was implemented?		

Was an administrative control put into place?	❏ Yes	❏ No
If yes, what administrative control was put into place? If no, go to the next question.		

Was Personal Protective Equipment (PPE) required to be introduced?	❏ Yes	❏ No
If yes, what PPE was implemented?		

WHS Risk Assessment Undertaken	**YES/NO**	**Date:**
Was an Opportunity for Improvement identified?	**YES/NO**	**OFI No.:**
Action discussed at Meeting?	**YES/NO**	**Date:**

REFER TO DEFINITIONS IN THE CRITICAL INCIDENT POLICY AND PROCEDURE.

(Annexure C) Critical Incident Register

Register No	Date	Name of person involved	Incident Type	Brief description of the Incident	Referred to f
CI0001					
CI0002					
CI0003					
CI0004					
CI0005					
CI0006					
CI0007					
CI0008					
CI0009					
CI0010					
CI0011					
CI0012					
CI0013					
CI0014					
CI0015					
CI0016					
CI0017					
CI0018					

Document Control

The policies and procedures, and the forms included in this document are approved and implemented by the Institute. This document will be electronically available to Institute staff in protected format (PDF file) in the designated folder. Any ongoing changes made to this document are recorded below.

Version	Authorised By	Description of the change	Approved Date	Effective Date
Version 1	General Manager	Updated Critical Incident Policy and Procedure	13 June 2019	13 June 2019