

Critical Incident Policy and Procedures

Purpose

This policy and procedures outline Australian Federation College approach to managing critical incidents.

This policy meets the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy

Australian Federation College is committed to the health and safety of staff, contractors, students and visitors. This includes having measures in place to ensure the safety of staff, contractors, students and visitors in the event of a critical incident. We are particularly mindful of our responsibility to support our international students who do not have access to a normal support network.

Staff will be trained in the management of critical incidents and students will also receive information about critical incidents management. This will include how to seek assistance for, and report a critical incident.

All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.

Post-incident support will be provided to all persons involved in the critical incident.

Australian Federation College response to critical incidents will be evaluated following each critical incident. Any improvements identified will be implemented as required.

All records of critical incidents will be filed.

Critical Incidents

A Critical Incident is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals or students. Critical incidents may include (but are not limited to) events such as:

- missing student;
- death/suicide;
- serious accident or injury;
- death or serious illness of a student's family or friend;
- removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- threat of widespread infection or contamination;
- civil unrest;

- serious damage to essential facilities and or extreme disruption to operations of Australian Federation College; and
- information which has the potential to negatively affect the reputation of Australian Federation College in the media and/or wider community.

Emergency

An Emergency is defined as a situation that poses an immediate risk (and/or a situation that has already caused effect and/or has the potential to cause effect) to health, life, property or environment.

In the event of an Emergency, call Emergency Services (Police/Fire/Ambulance) on '000' prior to initiating the Critical Incident Policy and Procedures.

At the time of the critical incident, a Critical Incident Team will be established to manage the critical incident. The make-up of the team will depend on staff availability at the time of the incident.

Following members are likely to be part of Critical Incident Team:

| Name | Title | Contact |
|---|-----------------------|------------------|
| Sohel RANA | PEO/CEO | 0404 511 809 |
| Academic Manager/Co-ordinator | Academic | +61 03 6393 3225 |
| Campus Manager/ Administration Manager/Officer | Administration | +61 03 6393 3225 |
| Australian Federation College Reception | Reception | +61 03 6393 3225 |
| Emergency Services | Police/Fire/Ambulance | 000 |

In the event of an emergency, do not delay – call Emergency Services immediately.

Followings are few important services contact information:

| Emergency Services | Contact |
|--|----------------|
| Emergency Services (Police/Fire/Ambulance) | 000 |
| National Security Hotline | 1800 123 400 |
| Launceston Police Station | (03) 6230 2111 |
| Melbourne Police Station (CBD, East) | (03) 9637 1100 |
| State Emergency Services | 132 500 |

| Health Services | Contact |
|--|----------------|
| The Royal Melbourne Hospital | (03) 9342 7000 |
| Launceston General Hospital | (03) 6777 6777 |
| Launceston Medical Centre | (03) 6777 6777 |
| Lifeline (suicide prevention and crisis support) | 13 11 14 |
| Beyond Blue (support for depression and anxiety) | 1300 22 4636 |

| Other Services | Contact Information |
|---------------------|---------------------|
| Fair Work Ombudsman | 13 13 94 |
| Melbourne Council | (03) 9658 9658 |
| Launceston Council | (03) 6323 3000 |

Staff Responsibility

In the first instance, the Designated Officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If practical to do so, the CEO/PEO is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Procedures

1. Managing Critical Incidents

1.1 The Designated Officer is to assess the situation and consider any apparent risks to their own safety and those present.

1.2 Where the Designated Officer considers a critical incident to be an Emergency event (such as, death or an immediate threat to the life of a person or to property), immediately call the emergency services on 000.

1.3 Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.

1.4 The CEO/PEO or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team (*CEO/PEO, Campus Manager, Administration Manager*), if deemed necessary.

1.5 The CEO/PEO or Critical Incident Team will meet immediately following the incident to assess the facts of the situation, who has been affected and discuss the priorities and actions to be taken.

1.6 The CEO/PEO and/ or the Critical Incident Team will allocate tasks/responsibilities and coordinate an immediate response including (but not limited to as no 2 critical incidents are likely to be same):

- nominating a member of the Critical Incident Team to be a main point of contact.
- liaising with external agencies, including emergency services.
- informing all staff and students of the critical incident situation.
- regularly updating all staff and students of the critical incident situation.
- organising emergency counselling for those affected.
- providing details of support services that can be provided.
- seeking legal advice.
- assisting students with insurance claims.
- issuing a media release advising of the situation.

1.7 Document all actions in a Critical Incident Action Plan and implement.

1.8 As soon as practical the CEO/PEO or the Critical Incident Team will prepare a Critical Incident Report outlining details regarding the incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Agreement should accompany the report.

1.9 Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the CEO/PEO as necessary.

1.10 The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.

1.11 Adjust the Critical Incident Action Plan as required.

2. Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- 2.1 Reporting the death to the Coroner;
- 2.2 Notifying Next of Kin;
- 2.3 Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- 2.4 Conducting investigations (interviewing witnesses or others involved).

3. Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?
- What were the circumstances of the tragedy?

4. Ongoing Support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- 4.1 Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- 4.2 Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- 4.3 Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- 4.4 There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 to inform them of the incident.
- 4.5 There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The CEO/PEO should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

5. Critical Incidents Evaluation

The Critical Incident Team formed for the specific critical incident will meet as soon as possible after the critical incident to:

- 5.1 Review the actions taken and perceived effectiveness of the response.

5.2 Identify any recommendations for improvement.

5.3 Action recommendations for improvement.

Responsibilities

The CEO/PEO will be responsible for:

- coordinating the critical incident responses.
- preparing Critical Incident Report.

The Campus Manager will be responsible for:

- assisting with the critical incident response.
- review critical incidents actions and evaluate effectiveness and recommend improvement opportunities.

All staff are responsible for:

- calling emergency services as required in the event of a critical incident and notifying the management team.
- adhering to Australian Federation College Critical Incidents Policy and Procedure.