



The
ASHMARK
INSTITUTE
OF
AUSTRALIA

Critical

Incident

Policy

&

Procedures



Contents

1.	<i>Introduction</i>	3
2.	<i>Purpose</i>	3
3.	<i>Organisational Scope</i>	3
4.	<i>References</i>	3
5.	<i>Definition</i>	3
6.	<i>Policy Statements</i>	4
7.	<i>Critical Incident Response</i>	4
8.	<i>Severity Levels</i>	5
9.	<i>Critical Incident Reporting & Procedure Flow Chart</i>	6
10.	<i>Post Incident Management</i>	6
11.	<i>Review</i>	7
12.	<i>Privacy</i>	7
13.	<i>Related Documents</i>	7
14.	<i>Contact Details</i>	7
15.	<i>Emergency & Support Services</i>	8



1. Introduction

Policy Owner	Principal Executive Officer
Contact Officer	Campus Manager
Approved by	Campus Manager

Related Policies

- Risk Management Policy
- Complaints & Appeals Policy

2. Purpose

The Ashmark Institute of Australia thereafter known as AIA has a duty of care to protect and provide the highest possible standard of health and safety for its students, staff and visitors. AIA aims to be in state of preparedness to deal with any critical incident which may arise during normal campus activities through effective planning, management and rehearsal. This policy has been developed to assist staff and students to prevent or respond promptly, effectively and appropriately to any incident which is likely to cause loss of life, injury, trauma, damage, or disruption. The policy covers **basic** procedures and reporting systems for preventative measures, immediate and long-term responses, and recovery from a critical incident. The policy will be **amended** from time to time particularly after any incident, incorporating evaluation, feedback and lessons learnt. This policy complies with the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code 2007) and the Australian Quality Training Framework (AQTF) 2007, Occupational Health & Safety Act 2000 and the Privacy Act 1988.

3. Organisational Scope

- This policy applies to all AIA staff, students and visitors who have been exposed to a critical incident-either on-campus or off-campus including staff on business related travel interstate or overseas.
- Where AIA staff witness an event that may be considered a critical incident, the policy and procedures should be followed.
- Where staff is aware of an event that may either indicate or escalate to a critical incident, the policy and procedures should be followed.
- Where the incident occurs on AIA's campus, management of the incident may be assumed, co-managed or supported by AIA.
- The Campus Manager is responsible for the implementation and administration of this policy.

4. References

- ESOS National Code 6.4
- ***“The registered provider must have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.”***

5. Definition

- ***“Critical incident”*** is defined by the National Code (Standard 6) as “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.”
 - ❖ Missing students;
 - ❖ Severe verbal or psychological aggression;
 - ❖ Death, suicide, serious injury and illness;
 - ❖ Natural disaster (in Australia and overseas);
 - ❖ Bomb or hostage threat;
 - ❖ International hostage situations/kidnappings;
 - ❖ Hate/bias incidents;
 - ❖ Serious criminal offence;
 - ❖ Welfare issues such as domestic violence, sexual assault, drug or alcohol abuse, & arrest;
 - ❖ Personal illness such as mental health crisis, including depression, eating disorders;
 - ❖ Campus disturbance/riot, disruption to operations of AIA;
 - ❖ Fire/explosion, gas/chemical hazards with injuries or significant damage;
 - ❖ Threat of widespread infection or contamination;
 - ❖ Civil unrest, serious damage to essential facilities;
 - ❖ Information which has the potential to negatively affect the reputation of AIA in the media and/or wider community, and
 - ❖ Non-life threatening events could qualify as critical incidents.
- *Please note: With regards to “Domestic violence”, AIA will not get personally involved but will direct the person’s to support services, etc*
- **Designated Officer:** Any AIA staff member who is either a witness to, or first to be informed of an actual or potential critical incident. The Designated Officer is to assume responsibility for alerting the most senior AIA staff member available as soon as possible. He/she may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control).

6. Policy Statements

- **Risk Reduction Measures:** Whilst an event or a cause leading to a critical incident cannot always be preempted, staff and students are encouraged to be aware of safety, prevention of risks and in all instances, respond promptly to any perceived threats to safety.
 - ❖ Staff should bring issues of safety to the attention of the Head of Administration by completing a Risk Management Form, which is available from Reception. The Head of Administration will log and assess the risk
 - ❖ In the case of students, concerns should be brought to any staff member or to Reception. A Risk Management form must be completed by the staff/reception staff, after initial investigation.
 - ❖ This policy will be disseminated to all staff and students of AIA.
 - ❖ AIA will provide, at minimum, annual staff training and/or awareness sessions on critical incident response and management
 - ❖ Staff undertaking travel for business related purposes will be given information on what to do and who to contact should they experience a critical incident whilst interstate or overseas. This information should include the policy and contact numbers of AIA's Travel Insurer along with a summary of allowable claims.

7. Critical Incident Response: Whilst every critical incident is unique, it will be dealt with according to the circumstances and the cohort of people affected. In the first instance, and if appropriate to the circumstances, the response to any critical incident will be the notification of Emergency Services followed by AIA. Notification should include the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk.

- The AIA staff member receiving the news should immediately contact the AIA's Campus Manager. The relevant reporting form should be completed, as soon as possible after the threat. If AIA's Campus Manager is not available, then another member of AIA's Critical Incident Management Team (CIMT) should be contacted immediately.
- AIA's Campus Manager will determine whether the incident is a critical incident as per criteria under section 5 of this policy. Where an incident is determined by the PEO as critical, the CIMT will convene under the directions of the PEO. The CIMT will be responsible for the formulation, implementation and management of the AIA's response and resource allocation. The CIMT will consist of, but will not be limited to, the following staff members:

Designation

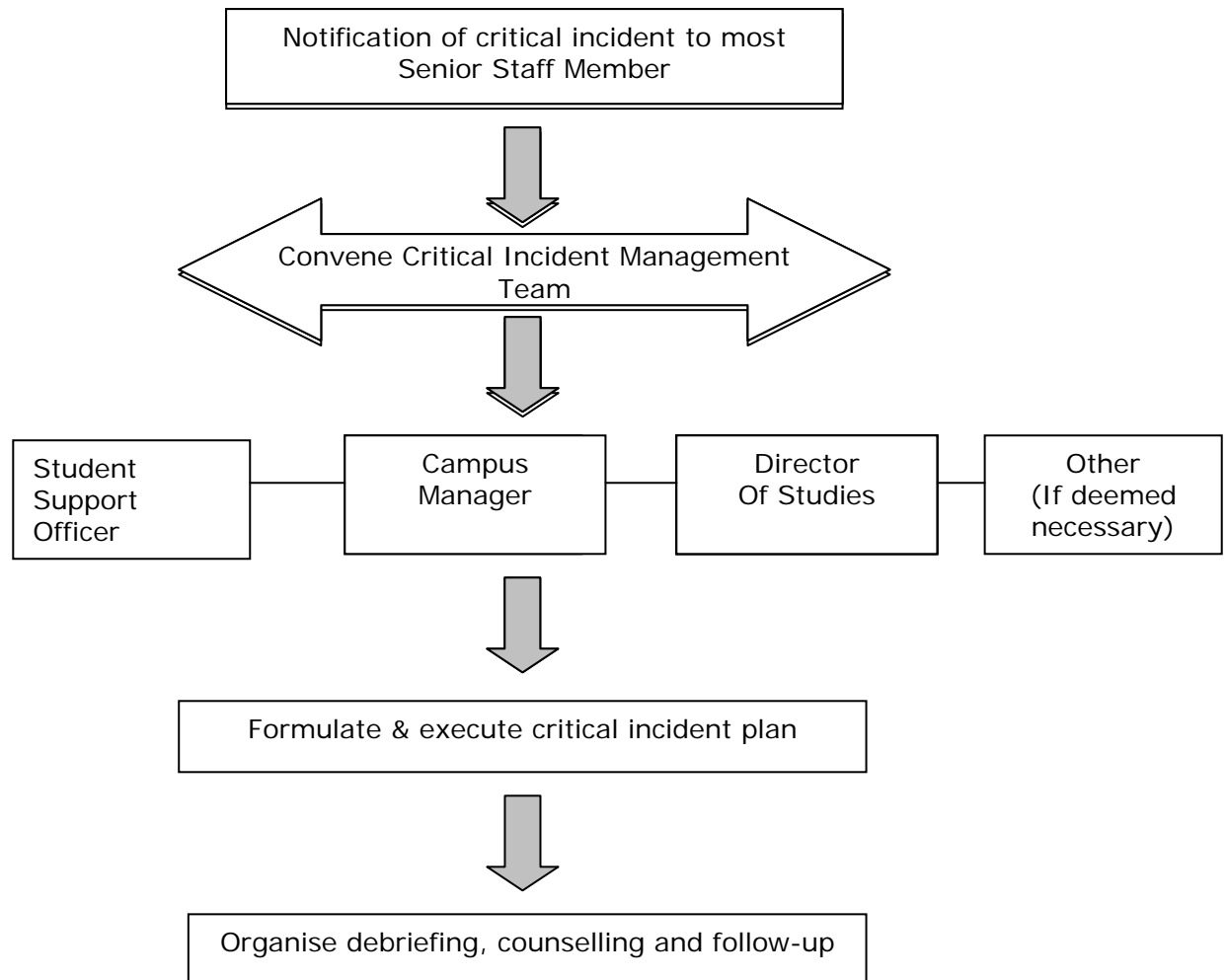
- AIA's Campus Manager
- Student Support Officer
- Director of Studies
- Other staff member, if deemed necessary in response to the specifics of the Critical Incident

- The immediate response to any critical incident will be the assessment, planning and rapid implementation of intervention strategies. Assessment of the incident will involve gathering background details, as close as possible to the informing source. Assessment will consider:
 - ❖ The type of incident (scale and nature);
 - ❖ The people involved;
 - ❖ The resources needed;
 - ❖ The levels of risk and probable severity;
 - ❖ The levels of urgency; and
 - ❖ Implications of the incident.
- Assessment will be ongoing until the incident is resolved.
- Factors that need to be considered when formulating a response include:
 - ❖ Stabilising the immediate environment and ensuring the safety of services personnel;
 - ❖ A response strategy by the CIMT;
 - ❖ A description of the roles and responsibilities of the CIMT, organisations and other nominated AIA's staff members;
 - ❖ Briefing staff and establishing a central information point to provide up-to-the minute accurate information to staff, students and families;
 - ❖ Guidelines to staff about what information to give to students;
 - ❖ Notification of counselling and chaplaincy/religious services (within first few hours);
 - ❖ Establishment of a quiet area for the use of victims and/or their families. This area will be protected from intrusion by anyone not immediately involved in the incident;
 - ❖ Steps to supervise property, both personal property and any buildings or structures which might be unsafe and in need of immediate repairs;
 - ❖ A written statement to staff, students and families regarding the incident
 - ❖ A 24-hour on-call telephone roster to handle the reporting of critical incidents and the coordination of responses to the incident.
- The Campus Manager will be responsible for coordinating media requests for information, issuing media releases and press conferences. Staff and students are strongly discouraged from making statements to representatives of the media. In all instances, the media should be referred to the Campus Manager.

8. Severity Levels

Level of Risk	Responsibility	Examples
Severe	<ul style="list-style-type: none"> • Campus Manager • Director of Studies • Student Support Officer 	<ul style="list-style-type: none"> • Death, suicide or life-threatening injury • Deprivation of liberty, threats of violence, assault, rape/sexual assault • Fire, bomb, explosion, gas/chemical hazards • Threat of widespread infection or contamination
Significant	<ul style="list-style-type: none"> • Campus Manager • Director of Studies • Student Support Officer 	<ul style="list-style-type: none"> • Severe OHS risk • Serious injury incurred by staff/student • Activity where evacuation is required
Moderate	<ul style="list-style-type: none"> • Director of Studies • Specialist Personnel (e.g. OHS Officer, First Aid Officer, IT Officer) • Student Support Officer 	<ul style="list-style-type: none"> • OHS risk • Suspicious package left unattended • IT system crashes • Student suffers epileptic fit
Minor	<ul style="list-style-type: none"> • All Staff 	<ul style="list-style-type: none"> • Minor injury • Plumbing blockages • Phone/Electrical failure • Computer breakdown

9. Critical Incident Reporting and Procedure Flow Chart



10. Post Incident Management

- The CIMT will convene as soon as possible, following a critical incident to determine what follow-up procedures need to be implemented in the areas of counselling, information dissemination, debriefing and the continued allocation of personnel. Post-incident management responses may include:
 - ❖ Dissemination of information to all staff, students and their families and, if appropriate, the media;
 - ❖ Accessing student's records to verify details, including contact information. Particulars of home address are to be provided to emergency services **only** in cases where the individual is unable to provide these details.
 - ❖ Confirming that when the Police or Emergency Services have been involved, they have been in contact with the next of kin/family. Where Police or Emergency Services have not been involved, the Campus

Manager should contact the next of kin, family, homestay family or flatmates of the student. (Refer to Section 12:Privacy)

- ❖ Monitoring the need for counselling and maintaining contact with staff and students who are likely to need ongoing support;
- ❖ Psychological debriefing of students and staff, as soon as possible, after the incident (except if legal processes contra-indicate);
- ❖ Notifying embassies and consulates;
- ❖ Conducting training workshops in stress management and coping strategies;
- ❖ Liaising with families of affected students. If necessary interpreters, will be appointed;
- ❖ Assisting with arrangements made for visits from family and friends e.g. accommodation, travel, crisis support and referral to appropriate services;
- ❖ Making arrangements for affected staff, e.g. leave;
- ❖ If the incident occurs during a class session, make appropriate arrangements for students (e.g. release from classes, rescheduling of assessments or exams);
- ❖ If the incident occurs during a session and the student is unable to continue with his/her studies, provide the student with the information to apply for deferral or withdrawal from AIA;
- ❖ It may also be necessary to:
 - ✓ Adjust Student Information System
 - ✓ Notify IT Services (cancellation of email)
 - ✓ Ensure any personal effects are returned to the next of kin
 - ✓ Dispose of any personal property, in consultation with the next of kin/family
- ❖ Liaise with police, hospital and other medical staff;
- ❖ Organise funeral, memorial or repatriation service arrangements;
- ❖ Organise death notices;
- ❖ Administrative/enrolment matters including fee refunds;
- ❖ Liaise with the Department of Immigration and Citizenship (DIAC) & The Department of Education, Employment and Workplace Relations (DEEWR). In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS)
- ❖ Assisting students with access to legal services;
- ❖ Personal items and affairs (household and academic) of students;
- ❖ Monitor reactions on campus, including significant dates and anniversaries;
- ❖ Encourage teaching and administrative staff to continue to be alert in recognising post traumatic reactions;
- ❖ Encouraging support networks amongst staff and students;
- ❖ Disseminate regular and up- to- date information to the campus community, and
- ❖ Monitor media coverage

11. Review

- Once a critical incident is resolved, the CIMT will evaluate the critical incident response which will form the basis of subsequent and improved policies. Staff and students will be encouraged to provide their thoughts and experiences to assist in the review process.

12. Privacy

- Under the Privacy Act 1988 and National Privacy Principles (www.privacy.gov.au), individuals are entitled to the protection of their personal and private information. AIA will exercise its discretion and may disclose information in the following circumstances:
 - ❖ If AIA reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to public safety or an individual's life, health or safety.
 - ❖ If AIA has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses personal information as a necessary part of its investigation of the matter or in reporting its concern to relevant persons or authorities; or the use or disclosure is required or authorized by or under the law

13. Related Documents

- Accident Injury Report Form
- Bomb Threat Checklist
- Critical incident report form

14. Contact Details

- AIA's Campus Manager
 - ❖ Phone: 03-96705155

After Hours: 0430 211 470

15. Emergency and Support Services

Category	Contact	Telephone	Internet
Internal	Reception	3 96705155	www.ashmark.edu.au
Emergency	Police	000	www.police.vic.gov.au
	Ambulance	000	www.ambulance.vic.gov.au
	Fire	000	www.mfb.org.au
	Missing Persons – Australian Federal Police	000 (Ask for Police)	www.afp.gov.au/national/missing
	National Security Hotline	1800 123 400	www.nationalsecurity.gov.au
	State Emergency Service	132 500	www.ses.vic.gov.au
	Telstra Call Tracing Services	1800 007 097	www.telstra.com.au
Essential	Poisons Information	13 11 26	www.rch.org.au/poisons

Services			
	Gas Emergency	132 0771	www.ogs.vic.gov.au
	Electricity Emergencies	13 12 80	www.citipower.com.au
	Water and Sewer Emergencies	8381 0300	www.southeastwater.com.au/
Medical Services	Alfred Hospital Commercial Road (corner St Kilda Road)	9276 2000	www.alfred.org.au
	Box Hill Hospital Nelson Road, Box Hill	9895 3333	www.easternhealth.org.au
	Epworth Eastern 1 Arnold Street, Box Hill	8807 7100	www.epworth.org.au
	Nurse-On-Call Telephone health line, providing immediate expert health information and advice 24 hours a day, 7 days a week	1300 60 60 24	www.health.vic.gov.au/nurseoncall
	Royal Melbourne Hospital Grattan Street, Parkville	9342 7000	www.rmh.mh.org.au
	Royal Women's Hospital 132 Grattan Street, Parkville	9344 2000	www.rwh.org.au
	St Vincent's Hospital 41 Victoria Parade, Fitzroy	9288 2211	www.svhm.org.au/
Community Bodies	Australian Red Cross	8327 7922	www.redcross.org.au
	Salvation Army	1300 627 727	www.salvos.org.au
Counselling Services	Lifeline	13 11 14	www.lifeline.org.au
	Mensline Australia	1300 78 99 78	www.menslineaus.org.au/cms/index.html
	National Association for Loss & Grief (Vic)	9650 3000	www.nalagvic.org.au www.nalagvic.org.au/fhcrisisaftermresponse .
	Suicide Helpline Victoria	1300 651 251	www.suicidehelpline.org.au
	Victorian Sexual Assault Crisis Line	1800 806 292	www.rwh.org.au/casa
Specialist Services	Crime Victims Support Association	9758 4512	www.cvsa.asn.au

	Funeral Advice Line-Australia Funeral Directors Association	1300 306 670	www.funeralassist.com.au/
	Road Trauma Support Team	1300 367 797	www.rtstv.org.au
	Victorian WorkCover Authority	9641 1555	www.workcover.vic.gov.au
	Headway Victoria	9642 2411	www.headwayvictoria.org.au
	Paraquad Victoria	9415 1200	www.paraquad.asn.au
Legal	Legal Aid Victoria		www.legalaid.vic.gov.au/lawyeratcourt.htm

VERSION CONTROL AND CHANGE HISTORY

Document Title	Version No	Key Words	Approval Date	Author	Approved by	Amendment
Critical Incident Policy and Procedures	Three	Critical Incident P&P	11/08	Compliance Officer	Dept of Compliance	N/A
Critical Incident Policy and Procedures	Four	Critical Incident P&P	09/09	Compliance Officer	Campus Manager	Abbreviation, Change of Position, form name
Policy and Procedure	Five	Critical Incident	10/09	Head of Administration	Campus Manager	Edit – Position Change