



Educating for Excellence

Australian Ideal College

Registered as Australian Ideal College Pty. Ltd.

ABN: 15 126 592 756

RTO No.: 91679 CRICOS Provider Code: 03053G

Campus: Level 8, 75 King St, Sydney NSW 2000 Australia

Tel: +61-2-9262 2968 Fax: +61-2-9262 2938

Email: admin@idealcollege.com.au Website: www.idealcollege.com.au

Critical Incident Policy and Procedures

Purpose

The purpose of this procedure is to recognise the duty of care owed by Australian Ideal College (AIC) to its students and to document the process for managing critical incidents if and when they occur.

Responsibility

The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Policy and Procedures

1) AIC recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

3) Critical Incident Committee

a) AIC has a Critical Incident Committee to assist the COE in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken care responsibilities.

b) The CEO is the critical incident team leader.

c) The Critical Incident Committee also includes:

- i) staff members
- ii) the CEO/Administrative Manager
- iii) homestay co-ordinator (if relevant)
- iv) student services officers
- v) Director of Studies (VET) & Academic Manager (ELICOS)

d) The responsibilities of the committee include:

- i) risk assessment of hazards/situations which may require emergency action
- ii) analysis of requirements to address these hazards/situations
- iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
- iv) 24 hour access to contact details for all students and their families, agents, homestay families, carers, consular staff, embassies and interpreting services if necessary

- v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security, homestay coordinator
- vi) development of a critical incident plan for each critical incident identified
- vii) dissemination of planned procedures
- viii) organisation of practice drills
- ix) regular review of the critical incident plan
- x) assisting with implementation of the critical incident plan
- xi) arranging appropriate staff development
- xii) budget allocation for emergencies

4) Critical Incident Plans

A. All critical incident plans assign responsibilities among relevant staff members (as determined by the Principal)

B. Immediate Action (within 24 hours)

a) Identify the nature of the critical incident

b) The person, who is initially notified of the incident, be that the receptionist or homestay coordinator or student services officer, should get as much information as possible regarding the nature of the critical incident.

i. Where did the injury occur - on campus or off?

ii. How severe is the nature of the injury?

iii. Where is the student now?

iv. Is the student in hospital?

v. Has an ambulance been called?

vi. Is an interpreter required?

c) The information should be documented for further reference.

d) Notification of the critical incident committee/team leader. The person who is initially notified of the incident should notify the critical incident team leader immediately.

e) Assignment of duties to college staff

i) The critical incident team leader will identify the staff member responsible for any immediate action.

ii) The incident will then be referred to the identified staff member.

iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.

f) Implement the appropriate management plan or action strategy

i) If the student is on campus

- Ensure appropriate intervention to minimise additional injury

- Provide first aid where necessary

- Ascertain seriousness of injury

- Call ambulance if required

- If ambulance is required, accompany student to hospital

- Ascertain seriousness of injury from hospital staff

- If ambulance is not required accompany student to relevant medical service e.g. doctor

ii) If the student is off-campus

- If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital

- Otherwise go to location of student

- Provide first aid where necessary (this should be done by one of the qualified first aid officers)

- Ascertain seriousness of injury

- Call ambulance if required

- If ambulance is required, accompany student to hospital

- Ascertain seriousness of injury from hospital staff

- If ambulance is not required accompany student to relevant medical service e.g. doctor

iii) If the student has already been taken to hospital

- Go to hospital

- Ascertain seriousness of injury from hospital staff

g) Dissemination of information to parents and family members

i) When there are a number of people to contact such as when a student is in a homestay, the

- college/College should attempt to simultaneously contact all parties.
- ii) Contact the parents/legal guardian of the student
- iii) Contact the carer of the student e.g. they may be living with a relative
- iv) Contact the homestay family of the student
- h) Completion of a critical incident report [see appendix a]
 - i) Media response if required
 - ii) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- k) Assess the need for support and counselling for those directly and indirectly involved
- l) If the student is seriously injured or requires hospitalisation, the college/College should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
- m) The college/College should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- n) The college/College should also contact DIBP and inform them of the incident.

2) Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- b) Provide staff and students with factual information as appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the principal to address the college/College and inform them of the facts of the incident and the condition of the student concerned.
- c) Restore normal functioning and college/College delivery
 - i) Where the incident occurred on college/ College premises, there will be other procedures to follow in relation to any possible safety issues and the college/College's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

3) Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - i) The effects of traumatic incidents can be delayed in some people; the college/ College needs to be aware of any emerging need for support and/or counselling.
- b) Maintain contact with any injured/affected parties
- c) If the student is in hospital for some time, the college/College needs to maintain contact with the student and their family:
 - i) Support and assistance for the student and family
 - ii) Depending on the condition of the student, the college/ College could provide college work for the student to enable them to remain in touch with college/College activities
 - iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS
- d) Provision of accurate information to staff and students where appropriate
 - i) Depending on the nature of the incident, it may be appropriate for the Principal to address the college/College and inform them of the facts of the incident and the condition of the student concerned.
 - e) Evaluation of critical incident management
 - i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
 - f) Be aware of any possible longer term effects on the college/College, staff and student well-being e.g. inquests, legal proceedings

4) Resources

- a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

5) Managing the Media

- a) The Principal should normally handle all initial media calls and manage access of the media to the scene, and to staff, students and relatives
- b) Determine what the official college/College response will be
- c) All facts should be checked before speaking to the media
- d) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- e) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- f) The Principal may delegate media liaison to another member of staff

6) Evaluation and review of management plan

a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

7) Emergency Contact

- If an emergency exists contact the relevant emergency services by phoning 000
- If translators are required contact Translating and Interpreting Service by phoning 131 450
- If counselling services are required contact Life Line on 131 114

Critical Incident Report
(To be completed after all critical incidents)

Date: _____

AIC staff: _____

Position: _____

Brief summary of incident: include where, when, who, and why as appropriate. Further information/ documentation may be attached.

Immediate action taken:

Further action required:

Persons or staff notified and time & date

Signature

Date

Critical Incident Flowchart

