

Critical Incident Policy and Procedure

POLICY

This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Providers of Education & Training to Overseas Students', which states: "The registered provider must have a critical incident management policy."

This procedure ensures that any critical incident, which occurs, is documented, reported and appropriately actioned by Innovative Institute of Australia (IIA)

IIA is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.

IIA ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.

IIA will ensure that appropriate post-incident support is provided as required.

SCOPE

To articulate IIA practices applicable to students and Staff in compliance with the ESOS legislation. The critical incidents covered in this procedure may occur at the teaching location or after hours.

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.

Students will receive information about health and safety, including critical incidents, in the Student Handbook, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to seek assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.

DEFINITIONS

Critical incident means a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents that may cause physical or psychological harm could include, but are not limited to, events such as:

- Missing students
- Severe verbal or psychological aggression
- Death, severe injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Critical Incident Team means a group of persons specified by Innovative Institute of Australia (IIA) to plan an immediate response allocate responsibilities and determine ongoing strategies. This role has been allocated to:

- CEO
- Training & Compliance Officer

Designated person means any Innovative Institute of Australia (IIA)'s staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staff available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

DHA means Department of Home Affairs

PRISMS means Provider Registration and International Students Management System

Emergency Services include:

- Emergency Services - Police, Fire and Ambulance Phone: 000
- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24-hour crisis counselling line) 131 114
- Poisons Information Centre 131126
- State Emergency Service:132500
- Health Department 1800675398

Death: Accidental, Suicide, Death as a result of injury or terminal illness, or Murder.

Serious Illness: Illness, which prevents or severely affects the student's ability to continue with or complete the course.

Traumatic Event: A traumatic event is not limited to, but could include: Missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical/sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold up or attempted robbery; serious threats of violence, and storms or natural disasters; drug or alcohol abuse.

PROCEDURE

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the Training & Compliance Officer will confirm that the incident falls under the definition of a 'Critical Incident'.

Reporting

- When a staff member feel a critical incident has occurred they are required to contact emergency services where required and contact the CEO and Training & Compliance Officer immediately.
- If immediate action is required, then emergency services (police, ambulance or fire brigade as appropriate) are to be contacted and advised of the situation. All personnel are to be cleared from any dangerous area. Contact should be made with the family of any student involved
- A 'critical incident report' is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the Training & Compliance Department and given to the CEO.
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident.
- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires CEO to notify Department of Education, Department of Employment and DHA as soon as practical after the incident and 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).

PROCESS

During Operating Hours

- Students and staff are required to notify any critical incident involving anyone immediately to the Training & Compliance Officer/ CEO.
- Training & Compliance Officer / 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 Training & Compliance Officer / CEO will initiate the action to ensure the appropriate level of support is provided.



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- If the incident is severe and warrants a level of support/assistance from external resources Training & Compliance Officer / CEO will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.
- Training & Compliance Officer will determine, based on the severity of the incident and in conjunction with IIA Policies, whether other Institute staff and family members of the student/s involved need to be advised of the details of the incident. The CEO and Training & Compliance Department will take the necessary action.

Outside Operating Hours

- Students and staff are required to notify any critical incident involving a student immediately to the Training & Compliance Officer or CEO.
- Training & Compliance Officer or CEO will contact the Student Support who will gain access to the records of the student/s involved to enable verification of details to any emergency services.
- CEO or Training & Compliance Officer will determine if there is any care or support required to be provided and make the necessary arrangements.
- CEO and Training & Compliance Officer will determine in conjunction with IIA Solicitor (If required) whether other Institute staff or family members need to be advised of the details of the incident. They will take the necessary action.

Follow Up Action

CEO / Training & Compliance Officer will:

1. Any required follow up such as de-briefing; counselling and prevention strategies have been completed.
2. All staff and students involved in the incident have been informed of all outcomes from the incident.
3. A recommendation as to the response to the critical incident is documented and included in the Incident Register.
4. Any further follow up required is documented and responsibilities allocated to appropriate staff.
5. Monitor the condition of and provide appropriate support to the student/s through any period of treatment/convalence;
6. Co-ordinate the provision of any Institute based resources required during any period of treatment/convalence;
7. Liaise with the police and other emergency services personnel;
8. Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;
9. Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file.

Concluding Steps

In the event of the death of a Student, Training & Compliance Department / CEO will ensure the following is undertaken:

1. Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
2. Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
3. Organise the sending of a letter of condolence to the family;



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4. Ensure all administrative actions are taken e.g. Adjust the student records database, process any tuition refunds, notify prisms etc.

PUBLIC RELATIONS

Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, CEO/ Training & Compliance Department, are the only authorised spokespersons to speak to media representatives on behalf of IIA.

RESPONSIBILITIES

- CEO/ Training & Compliance Officer
- Student Administration Manager
- All Staff
- IIA Students

STRATEGIC MANAGEMENT

- CEO/ Training & Compliance Officer manages responses, the continuity of business operations and contingencies, and the recovery and review phases.

OPERATIONAL MANAGEMENT

- Training Coordinator, Compliance Officer and CEO, manage the incident scene until the arrival of Emergency Services in accordance with Occupational Health and Safety Procedures.

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