VPS06 CRITICAL INCIDENTS MANAGEMENT POLICY AND PROCEDURE

Abbreviations:

ATMC (The Company)	Australian Technical and Management College
CEO	Chief Executive Officer
DHA	Department of Home Affairs
DoE	Department of Education
VET	Vocational Education and Training

Policy

1   Introduction

The Australian Technical and Management College (ATMC) Critical Incident Management Policy and Procedure sets out the purpose and processes which define ATMC's approach to responding to and managing critical incidents that impact ATMC students.

2   Purpose

2.1   To identify the responsibility of ATMC to international and domestic students and to document the process for managing critical incidents if and when they occur.

2.2   The intent of this document is to prescribe ATMC's approach in responding to and managing critical incidents that impact ATMC students, in particular, traumatic events, or the threat of such, causing extreme stress, fear or injury.

3   Principles

3.1   Responding to, and managing, critical incidents effectively is an organisational priority of the highest order;

3.2   ATMC is committed to the safety and security of all members of ATMC's community, and particularly student safety;

3.3   Student safety is considered a foundation of the student experience for study and learning.

4   Responsibilities

4.1   The CEO is responsible for the implementation of this procedure and for:

4.1.1   Ensuring staff and students are aware of its application

4.1.2   Ensuring staff implement its requirements.

4.2   All Staff and Students

4.2.1   Safety and security responsibilities will be shared by all members of ATMC's education community who will work together to ensure high standards are maintained on-campus.

5 Emergency Planning

5.1 ATMC will plan for emergencies to ensure that responses are timely and appropriate. The emergency plan is calibrated for particular types of events and, where relevant, plans for specific operational areas.

6 Critical Incident Process

6.1 Critical incident processes will be regularly, clearly and comprehensively communicated:

6.1.1 On the ATMC website;

6.1.2 In the Student Handbook;

6.1.3 In the Staff Handbook;

6.1.4 In the student orientation and staff induction programs; and

6.1.5 In pre-arrival information for international students.

6.2 Critical incidents are not limited to, but could include:

6.2.1 Missing students (absent for 28 days consecutively)

6.2.2 Severe verbal or psychological aggression

6.2.3 Death, serious injury or any threat of these

6.2.4 Natural disaster; and

6.2.5 Issues such as domestic violence, sexual assault, drug, or alcohol abuse

6.3 ATMC is to notify DoE and DHA as soon as practical after an identified critical incident

6.3.1 In the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via PRISMS.

6.4 When an international student dies or sustains serious injury, ATMC may be required to assist the student's family. This may include, but not be limited to:

6.4.1 Hiring interpreters

6.4.2 Making arrangements for hospital/funeral/memorial service/repatriation

6.4.3 Obtaining a death certificate

6.4.4 Assisting with personal items and affairs including insurance issues

6.4.5 Assisting with visa issues

6.5 Following a critical incident, analyse ATMC's response and processes and implement improvements as indicated by the analysis

6.6 Critical Incident Communications

ATMC will ensure that all critical incident communications comply with relevant privacy legislation.

Additionally, ATMC will ensure that personal information relating to the incident is treated confidentially and disclosed only to those persons who have a right to the information by virtue of their role in the process, as required by law or because of their kinship relationship with affected parties.

6.7 Adverse Impact on Student/s

ATMC acknowledges that a critical incident may have an adverse impact on the wellbeing of a student or student cohort and may impede their ability to complete their course.

If this is the case, a student-focused response and ongoing management of the situation is required.

6.8 Review and Evaluation

Critical incident procedures will be regularly reviewed, including through external expert advice, to ensure best practice is embedded.

After any critical incident, there will be a thorough evaluation of the effectiveness of ATMC's response to, and management of the incident, and any deficiencies identified will be immediately rectified.

7 Procedure

Where danger to life or safety occurs – **contact emergency services and follow any instructions given**.

All members of staff are authorised to take the most appropriate action and as soon as practicable contact a senior member of staff and brief them of the incident and status.

Any college staff member receiving news or information regarding a critical incident, and after any immediate action that must be taken (contacting emergency services), the staff member must:

- Contact the CEO or other senior management member in his absence as soon as practicable.
- If this is not possible then the most senior person available must be contacted and informed.

7.1 Responding to and Managing Critical Incidents

On receipt of news or information regarding a critical incident the CEO or senior person must:

7.1.1 Create for themselves a clear understanding of the known facts

7.1.2 If an emergency exists (and not already done so) contact the relevant emergency services by phoning 000

7.1.3 If translators are required contact Translating and Interpreting Service by phoning 131 450

7.1.4 If counselling services are required contact Lifeline on 131 114

7.1.5 If the critical incident is at an offshore location, contact the department of Foreign Affairs and Trade for advice on the best way to assist the student

7.1.6 Plan an immediate response.

7.1.7 Plan ongoing strategies.

7.1.8 Allocate individual roles/responsibilities for ongoing tasks.

7.2 Action Plan Post-Incident

Based on an evaluation of the critical incident the CEO or most senior person must, where appropriate, implement the following:

7.2.1 Contact with next of kin/significant others

7.2.2 Informing Institute staff and students.

7.2.3 Prepare a guideline to staff about what information to give students.

7.2.4 Prepare a written bulletin to staff and students if the matter is complex.

7.2.5 Briefing staff and delegating a staff member to deal with telephone/counter inquiries.

7.2.6 Managing media/publicity

7.2.7 Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling

7.2.8 Arrange a time and place for an initial group/individual debriefing session with Counsellor/s

7.2.9 Arrange access to emergency funds if necessary.

7.3 Record Keeping

Record the incident and the following key details to report including:

7.3.1 The time of the incident

7.3.2 The location and nature of the incident

7.3.3 The names and roles of persons directly involved in the critical incident

7.3.4 The action taken by ATMC including any opportunities for improvement

7.3.5 The organisations and people contacted by ATMC

7.4 Following the incident, a review should be undertaken, and recommendations placed in the continuous improvement register if appropriate for action to avoid a repeat of the incident.

7.5 Critical incidents will be reported to external authorities, such as the police or emergency services, as required and in line with relevant legislatively mandated reporting requirements.

Definitions:

Critical Incident	A **Critical Incident i**s a tragic or traumatic event or situation, or the threat of such (within or outside Australia), affecting students or staff members, which has the potential to cause unusually strong emotional reactions within the community of students and staff. Critical incidents include but are not limited to: • Missing students; • Severe verbal or psychological aggression; • Death, serious injury, or any threat thereof; • Acts of self-harm or drug incidents requiring medical attention; • Domestic violence, physical, sexual, or other abuse; • Mental Health emergency associated with significant behavioural

	disturbance • Storms / natural disaster; • Serious traffic accidents; • Fire, explosion, bomb threat or a siege; • Hold-up or attempted robbery / suspicious packages; • Threat of infection / pandemic • Non-life-threatening events could still qualify as critical incident;
PRISMS	PRISMS provide a range of reports and data exports, which can assist providers, State Education Departments and the Department of Education and Training by consolidating the information provided.

Legislation and Related Documents

Education Services for Overseas Students Act 2000
HR Policies – Staff Manual
National Code of Practice 2018 – Standard 6
PRISMS
Records Management Policy and Procedure
Sexual Assault and Sexual Harassment Policy and Procedure
Student Handbook
Student Support Services Policy and Procedure
The Privacy Act 1988 (Cth)
Workplace Health and Safety Incident Report Form

Version Control

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