



Critical Incident Policy and Procedure

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Purpose

The Critical Incident Policy provides the framework and rationale to plan for, respond to, and manage, critical incidents as they may occur while staff are engaged with work or while students are undertaking their study at Institute of Business Management (IBM).

Scope

This policy applies to workers, students, visitors, and clients of IBM for critical incidents occurring at or affecting the IBM:

- whilst present in any building or facility or on any ground owned, occupied, or managed by the IBM; or
- in the course of, or as a result of, any occupational, educational, commercial, or IBM-endorsed activity, whatever its location.

Definition

A critical incident is defined by the National Code [under Standard 6] as ‘a traumatic event, or the threat of, which causes extreme stress, fear or injury’. Critical incidents could include but are not limited to:

- Fire, bomb-threat, explosion, gas, or chemical hazard.
- Student or staff witnessing a serious accident or incidence of violence.
- Serious injury, illness, or death of a student or staff.
- Students or staff lost or injured during fieldwork experiences.
- Missing student.
- Severe verbal or psychological aggression.
- Physical assault.
- Natural disaster in home country or country of study e.g., earthquake, flood etc.
- Social issues e.g., sexual assault.
- drug use, alcohol abuse.

Policy

IBM further defines critical incidents as traumatic events or threats which can cause extreme stress, fear, or injury to students and/or staff. IBM also acknowledges critical incidents could also be missing students, severe verbal or psychological aggression, death, serious injury or threats; natural disasters, domestic violence, sexual assault, drug or alcohol abuse, other non-life-threatening events could still become critical incidents.

As soon as a staff member is aware a student or a member of their family has been seriously injured or in an accident or any other event/circumstance as defined above, the Critical Incident Policy and Procedure will be activated. The relevant authority (e.g., police) will be called in the first instance if there is a breach of Australian Law. All emergencies must be rung through to 000 - Police, Fire or Ambulance in the first instance.

Procedure

1. Identify the nature of the critical incident.
2. Contact emergency services - 000 via a mobile if applicable.
3. Notify the appropriate Building Warden or college Chief Warden.
4. Implement an appropriate critical incident plan.
5. If applicable secure the area.
6. Ensure safety and welfare of staff/students/visitors.
7. Liaise with emergency services, hospital, and medical services.
8. Manage media and publicity - additional embassies /departments may require notification e.g., DHA refer to Institute Business Development Officer for advice.
9. Contact and inform parents and family members.
10. Identify students and staff members most closely involved and at risk.
11. Assess the need for support and counselling for those directly and indirectly involved.
12. Ensure only relevant and factual information is shared with the community.
13. Arrange debriefing for all students and staff most closely involved and at risk.
14. Restore IBM to its regular routine, program delivery, and community life as soon as practicable
Officer in charge or designated person to complete a Critical Incident Report.
15. Identify any other persons who may be affected by the incident and offer support.
16. Maintain contact with any injured and affected parties to provide support and to monitor progress.
17. Evaluate the management of incident - The evaluation process should include feedback gathered from all staff, students, and other parties involved.
18. An evaluation report must be made available to the Chief Executive Officer.

Information

- Safety of all involved is paramount. Students and staff are to be located to a 'safe area' if required.
- The area must be surveyed and made safe for all parties.
- The admin manager (or their back up person) will ensure the student's parents, Department of Home Affairs (DHA) and all appropriate emergency contacts, are contacted quickly and efficiently being mindful of privacy requirements, cultural needs, and time differences. An interpreter may be required.
- The admin manager of IBM will have access to all emergency student records after hours.
- Admin manager (or back up person) will recommend and provide details to all parties involved in the incident, with any necessary counselling or support services as required.
- All staff involved in the incident are to complete a report to be submitted to the Chief Executive Officer. This report must include action taken at the time any follow up action required.

Evacuation /Emergency Procedures:

- In the event of any emergency requiring evacuation - follow the Emergency Evacuation Plans displayed in every classroom / student area administration.
- All emergency plans will state exits, assembly areas and the location and type of emergency equipment available on site e.g., fire extinguishers.
- Emergency Plans will also list emergency phone numbers.
- All students and staff must meet at the emergency evacuation area as marked on the campus map.

- Emergency evacuation drill practice will be carried out randomly throughout the year.
- Emergency evacuation is also explained during student and staff Orientation.
- A first aid kit will be kept always equipped and on all sites.
- All emergencies will be recorded and kept on applicable file/s.

Critical Incidents occurring OUTSIDE AUSTRALIA:

- As soon as IBM becomes aware of the incident, staff will endeavour to identify all students who may be affected.
- If necessary, students directly affected will be allowed to return home.
- IBM staff will arrange counselling support for affected students onshore immediately.
- All critical incidents will be recorded fully (including outcomes and evidence as applicable), and copies kept on student file where relevant.

Refer to: https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026952