



Version 2.1 – 25 February 2016

SIM02 Critical incident policy and procedures

Policy

Acknowledge Education recognises the duty of care owed to its students, and that planning for the management of a critical incident is essential.

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:

- a. serious injury, illness or death of a student or staff
- b. students or staff lost or injured on an excursion
- c. a missing student
- d. severe verbal or psychological aggression
- e. physical assault
- f. student or staff witnessing a serious accident or incident of violence
- g. natural disaster, e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- h. fire, bomb threat, explosion, gas or chemical hazard
- i. social issues, e.g. drug use and sexual assault

Procedures

1. Critical Incident Committee

Acknowledge Education has a Critical Incident Committee to assist the head of the Colleges in the prevention and management of critical incidents at the Colleges, or away from the Colleges, in the case of an overseas student for whom the Colleges have undertaken care responsibilities.

The relevant head of academic program is the critical incident team leader.

The Critical Incident Committee includes:

- a. the Managing Director
- b. Compliance Manager
- c. Head of relevant academic programs
- d. Homestay coordinator/guardianship service manager
- e. Student counsellor/student welfare officer



- f. relevant marketing managers
- g. the Registrar

The responsibilities of the Committee include:

- a. risk assessment of hazards and situations which may require emergency action
- b. analysis of requirements to address these hazards
- c. establishment of liaison with all relevant emergency services, e.g. police, fire brigade, ambulance, hospital, poisons information, college, community health services
- d. 24-hour access to contact details for all students and their families (where appropriate these include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
- e. 24-hour access to contact details for all relevant staff members needed in the event of a critical incident, e.g. school counsellor, welfare officer, legal services
- f. development of a critical incident plan for each critical incident identified
- g. dissemination of planned procedures
- h. organisation of practise drills
- i. regular review of the critical incident plan
- j. assisting with implementation of the critical incident plan
- k. arranging appropriate staff development
- l. budget allocation for emergencies

2. **Critical Incident Management Plans**

Critical Incident Management Plans assign responsibilities among relevant staff members and cover all the actions to be taken and timelines for doing so.

- 2.1 Immediate Action (within 24 hours):
 - a. identify the nature of the critical incident
 - b. notify the Critical Incident Committee/team leader
 - c. implement the appropriate management plan or action strategy
 - d. assignment of duties and resources to school staff
 - e. seek advice and help from any necessary emergency services/hospital/medical services
 - f. dissemination of information to parents and family members
 - g. completion of a critical incident report (see attached)
 - h. media response if required (see below)
 - i. assess the need for support and counselling for those directly and indirectly involved



2.2 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
- c. restore normal functioning and school delivery

2.3 Follow-up – Monitoring, Support, Evaluation:

- a. identification of any other people who may be affected by the critical incident and access of support services for affected community members
- b. maintain contact with any injured/affected parties
- c. provision of accurate information to staff and students where appropriate
- d. evaluation of critical incident management
- e. awareness of any possible longer-term disturbances, e.g. inquests, legal proceedings

3. Resources

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 reasonable out-of-pocket expenses.

4. Managing the Media

When managing access of the media to the scene, and to staff, students and relatives, unless otherwise decided by the committee, the committee leader should normally handle all initial media calls. The committee leader should:

- a. determine what the official school response will be
- b. check all facts before making any statement to or speaking in any way with the media
- c. if accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- d. avoid implying blame or fault for any part of the incident as this can have significant legal implications
- e. the committee leader may delegate media liaison to another member of staff

5. Evaluation and Review of Critical Incident Management Plan

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 Critical Incident Management Plan, and to make modifications if required. If appropriate, this process will incorporate feedback from all staff, students and local community representatives.

Attachment 1 – example critical incident management plan: injury to overseas student

1. 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 teacher, homestay coordinator or course coordinator, 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.
- e. The person who is initially notified of the incident should notify the critical incident team leader immediately.
- f. Assignment of duties to school 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
- g. 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 the situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital. If the student lives in homestay, request assistance from homestay hosts if possible
 - otherwise, go to location of student
 - 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
 - iii) if the student has already been taken to hospital:
 - go to hospital
 - ascertain seriousness of injury from hospital staff



- h. 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 school 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
- i. Completion of a critical incident report.
- j. Media response if required.
- k. Inform critical team leader of any relevant factual information to be conveyed to the media liaison.
- l. Assess the need for support and counselling for those directly and indirectly involved. If the student is seriously injured or requires hospitalisation, the school 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 school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- n. The school should also contact DIAC 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, depending on the nature of the incident, it may be appropriate for the head of program to address the students and inform them of the facts of the incident and the condition of the student concerned.
- c. Restore normal functioning and school delivery. Where the incident occurred on school premises, there will be other procedures to follow in relation to any possible safety issues and the school'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 the critical incident and access of support services for affected community members. The effects of traumatic incidents can be delayed in some people; the 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 school 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 school could provide school work for the student to enable them to remain in touch with school 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. 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.
- e. Be aware of any possible longer-term effects on the school and student wellbeing, e.g. inquests, legal proceedings.

Attachment 2 – SEMT1 – Critical incident report

CRICOS Provider Number: 00197D

Critical incident report
To be completed for all critical incidents

DATE: _____

ACTION OFFICER: _____

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 AND DATE:

SIGNATURE _____ DATE _____



Document approval

Endorsed by: Board of Directors
Date endorsed: 27 January 2009
Effective date: 27 January 2009
Version number: 2
Last amendment date/by: 25 February 2016, Compliance Manager
Review due date: 1 January 2018
Related documents:
Responsibilities: Managing Director
Compliance Manager
Head of Programs
Homestay/Guardianship Manager

Document change and review log

Date	Version	By	Notes
27/04/2012	1.1	RF	Amended layout to include standard footer and change log. Prior recorded changes 19/08/09, 25/11/11
15/05/2012	1.2	RF	Updated critical incident report form, associated template SEMT1
29/08/2013	1.3	BS	Reviewed. No changes.
20/06/2014	2	BS	Change to AE, reformat
25/02/2016	2.1	BS	Change responsibilities, reformat