

## Critical Incident Policy & Procedure

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RTO No 22234

### 1 Policy

- 1.1 Ashton College employs an effective Critical Incident policy and procedure.
- 1.2 The following procedure identifies the action Ashton College employs when responding to and managing critical incidents.
- 1.3 A critical incident may occur on or off campus.
- 1.4 The critical incident policy and procedure ensures that clients and College staff are provided appropriate support and information during the management of critical incidents.
- 1.5 The College employs critical incident plans and reviews its management of each critical incident on completion of the process. Improvement actions are implemented where appropriate.
- 1.6 The College notifies all appropriate stakeholders in an appropriate and timely manner.
- 1.7 The College provides support to students' families where appropriate.
- 1.8 All College staff act in an appropriate professional and sensitive manner when responding to critical incidents.
- 1.9 The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.10 This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and the National Code of Practice Standard 5 and standard 6.

### Definitions

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Examples of critical incidents are:

- a) missing students;
- b) severe verbal or psychological aggression;
- c) death, serious injury or any threat of these;
- d) natural disaster; and
- e) issues such as family violence, sexual assault, drug or alcohol abuse.
- f) other non-life-threatening incidents may still qualify as critical incidents.

### 2 Procedure

- 2.1 This policy and procedure is provided to all the clients and staff and its implementation discussed during staff induction and client's orientation. A copy of this policy is available on website and student handbook and on Novacore.

- 2.2 Staff members and/ or clients are to contact the Client Services Manager immediately if they believe an incident to be deemed a 'critical incident'.
- 2.3 If the Client Services Manager is unavailable Marketing staff or CEO can be contacted. If staff/ clients believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention or a fire exists or other) do so immediately and then inform CEO.
- 2.4 The Client Services Manager will access and initiate this procedure.
- 2.5 The Client Services Manager will form a Critical Incident Team consisting the appropriate College staff to manage the incident. The CEO will lead the team.
- 2.6 The Critical Incident Team are responsible for:
  - a) Gathering all the facts – times, people involved, places, circumstances, outcomes
  - b) Accessing the clients College file for information
  - c) Analyzing and assessing the facts
  - d) Formulating a plan for managing the situation
  - e) Contacting clients affected directly and in directly
  - f) Contacting and liaising with emergency services
  - g) Contacting and liaising with client's families
  - h) Offering support to the client's family if the incident is a death
  - i) If the critical incident results in the death or serious injury of an international student the team will contact the healthcare provider
  - j) Contacting and liaising with embassies, DIBP, Department of Education or Australian Apprenticeship center.
  - k) Liaising with staff
  - l) Preparing formal communications and mediums
  - m) Responding to enquiries
  - n) Abiding by the decisions of the team
  - o) Offering counseling to staff and clients involved
  - p) Liaising with internal and external parties/ organisations
  - q) Access external professional services where appropriate
  - r) Ensuring the management is in accordance with the College Privacy policy

When an student dies or sustains serious injury, the College provides assistance to the student's family. This may include:

- a) assisting with visa, travel and accommodation arrangements if they are travelling to Australia as a result of the incident
- b) making arrangements for hospital/funeral/memorial service/repatriation
- c) obtaining a death certificate

- d) assisting with personal items and affairs including insurance issues
  - e) hiring interpreters
  - f) offering access to counseling services
- 2.7 In formulating the critical incident plan the team must:
- a) Ensure all the facts are collected and considered
  - b) Discuss and consider possible management strategies
  - c) Agree strategies for managing the incident
  - d) Allocate/ assume tasks in managing the incident
  - e) Agree appropriate timelines for completion of tasks
  - f) Agree reporting channels
  - g) Agree meeting dates to review progress and consider new information
  - h) Disseminate information in a timely manner
  - i) Agree information to be disseminated
  - j) Agree methods for disseminating information
  - k) Agree how to respond to enquiries from government, media, employers, friends, family, clients, staff and other contacts
  - l) Include a review process
- 2.8 Each team member records all action taken along with timelines.
- 2.9 The CEO will notify the Manager of Apprenticeship Administration on 03 9637 3555 within 24 hours in the event of the death of a funded student.
- 2.10 DIBP and Department of Education are informed if the incident involves the death of an international student or the incident affects their attendance/ course progress. PRISMS is employed for this purpose.
- 2.11 If the client is an international student and living in a home stay or other College arranged accommodation the family or landlord is informed.
- 2.12 The agreed plan is implemented in compliance with items 2.5, 2.6 and 2.7 of this procedure.
- 2.13 All documentation relating to each critical incident is stored in SMS.
- 2.14 All staff and clients involved in the incident are offered counselling at the time of the incident, on completion of the management process and one month after the incident.
- 2.15 All staff and clients involved in the incident are encouraged to contact the Client Services Manager to access counselling services at any time during or after the incident.
- 2.16 All communications to parties involved in the incident will include contact details for counselling services.
- 2.17 The management of the Critical incident is reviewed on completion of the process and improvement action implemented where appropriate. The review includes:
- a) The effectiveness of strategies formulated and implemented

- b) Response times
- c) Levels of support provided to all parties
- d) Formal communications disseminated
- e) Handling of enquiries
- f) Liaising with external agencies
- g) Performance of Critical Incident Team members in completing tasks
- h) Performance of external organisations accessed
- i) College documentation
- j) Appropriateness of policies and procedures

2.18 Staff training is initiated as a result of improvement actions.

2.19 All improvement action is recorded in accordance with the College continuous improvement policy and procedure.

**Documents to be employed when implementing this policy and procedure:**

Client files

Privacy policy

Critical incident recording form

**Revision history**

Date	Revision	Revised by
9/08/2009	Policy and procedures developed and initial implementation	Chief Executive Officer
15/01/2010	Updated implementation	Compliance Officer
15/04/2011	CEO	Chief Executive Officer
7/11/2011	Revision	Chris Donaghy
21/09/12	Revision	Chris Donaghy

Please Note: The further versions are stored in Document management System - Novacore with Comments.