Critical Incident Policy & Procedure

RTO No 22234

1 Policy

1.1   Ashton College employs an effective Critical Incident Policy and Procedure.

1.2   A critical incident may occur on or off campus.

1.3   The critical incident policy and procedure ensure that clients and College staff are provided appropriate support and information during the management of critical incidents.

1.4   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. The Critical Incident Report Form is utilised for this process.

1.5   The College notifies all appropriate stakeholders in an appropriate and timely manner.

1.6   The College provides support to students' families where appropriate.

1.7   All College staff act in an appropriate professional and sensitive manner when responding tocritical incidents.

1.8   The CEO is responsible for implementing this policy and reviewing its effectiveness incompliance with regulatory guidelines.

1.10   This policy is implemented in accordance with the Standards for NVR Registered Training Organisations (RTOs) 2025, clauses 2.6 and 4.3 and the National Code Standard 5, 6 and standard 10.

Definitions

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), whichcauses 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 are provided to all the clients and staff, and its implementation is discussed during staff induction and client orientation.

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'.

     If the admin 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 fire exists or other) do so immediately andthen inform the CEO.

2.3 Ashton admin team will access and initiate this procedure. The Critical Incident ReportForm is utilised to monitor and implement this process.

2.4 The admin team will form a Critical Incident Team consisting of the appropriate College staff to manage the incident. The CEO will lead the team.

2.5 The Critical Incident team is responsible for:

   a) Gathering all the facts – times, people involved, places, circumstances, outcomes

   b) Accessing the client's college file for information

   c) Analyzing and assessing the facts

   d) Formulating a plan for managing the situation

   e) Contacting clients affected directly and indirectly

   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) Contacting and liaising with embassies, the Department of Home Affairs, and/or the Department ofEducation

   j) Liaising with staff

   k) Preparing formal communications and mediums

   l) Responding to enquiries

   m) Abiding by the decisions of the team

   n) Offering counseling to staff and clients involved

   o) Liaising with internal and external parties/ organisations

   p) Access external professional services where appropriate

   q) Ensuring the management is in accordance with the College Privacy policy

2.6 When a student dies or sustains serious injury, the College provides assistance to the student'sfamily. This may include:

   a) assisting with visa, travel and accommodation arrangements if they are travelling to Australiaas 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 with strategies for managing the incident

d) Allocate/ assume tasks in managing the incident

e) Agree with appropriate timelines for the completion of tasks

f) Agree on reporting channels

g) Agree with meeting dates to review progress and consider new information

h) Disseminate information in a timely manner

i) Agree with information to be disseminated

j) Agree with methods for disseminating information

k) Agree on 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 actions taken along with timelines. The Critical Incident Report Form is utilised for this process.

2.9 The Department of Home Affairs and The Department of Education are informed if the incident involves the death of an international student, or if the incident affects their attendance/ course progress. PRISMS is employed for this purpose.

2.10 If the client is an international student and living in a homestay or other College arranged accommodation the family or landlord is informed.

2.11 The agreed plan is implemented in compliance with items 2.5, 2.6,2.7 and 2.8 of this procedure.

2.12 All documentation relating to each critical incident is stored in SMS and continuous improvement calendar.

2.13 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.

2.14 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.

2.15 All communications to parties involved in the incident will include contact details for counselling services.

2.16 The management of the Critical incident is reviewed on completion of the process andimprovement action is 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

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

2.18   All improvement actions are 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 report form
Continuous Improvement Register

Revision History:
All versions are maintained in OneDrive.