

# Critical Incident Procedure

## 1. Purpose and Scope

- 1.1 The Critical Incident Procedure operationalises the Critical Incident Policy. It should be read in conjunction with it.
- 1.2 This procedure applies to all AIAT staff and students.
- 1.3 This procedure does not apply to
  - 1.3.1 local Critical Incident management arrangements applying to third party organisations that may be involved in the delivery of AIAT's courses (e.g. placement providers). AIAT will satisfy itself that third parties have appropriate and effective incident management policies and procedures in place.
  - 1.3.2 Information technology systems failures and disaster recovery.

## 2. Definition

*Refer to Glossary of Terms* for commonly used terms. The definitions below are included for clarity.

**Critical Incident** - refers to a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. It can include (but it not limited to): natural disasters; death; serious injury; attempted suicide; arrest or detainment of a student or staff member; robbery; missing students; bomb-threats; riots; toxic/chemical release or explosions; pandemics and epidemics; deprivation of liberty; sexual assault; kidnapping or attempted kidnapping; violence; or severe verbal or psychological aggression. It includes a matter deemed by the CEO to be dealt with as a Critical Incident under this Policy.

## 3. Procedure

- 3.1 In the event of a Critical Incident, staff and students should follow this Procedure and also exercise common sense ensuring that the safety of all concerned is given priority.
- 3.2 Critical Incidents are classified into three levels
  - 3.2.1 Minor event - localised impact which has been contained and is unlikely to escalate further. It can usually be handled by AIAT staff using normal operating procedures.
  - 3.2.2 Moderate event – localised impact on AIAT operations and may threaten life or property, or could potentially escalate into a major incident. It might include serious injury or death of a student or staff member. The details in this procedure should be followed.
  - 3.2.3 Major event – high impact or imminent severe adverse effect on AIAT operations. It may entail or threaten to cause multiple fatalities or serious injuries and/or

significant property damage or adverse media reporting. The details in this procedure should be followed.

### 3.3 The CEO will

3.3.1 be informed regarding any Critical Incident classified as a Moderate or Major event; and

3.3.2 advise the Board of Directors of the event and any actions that have been taken once the event is under control.

3.4 The nature of every Critical Incident will determine how an incident is managed. The remaining steps in this procedure outline practical activities which can occur and should be modified to meet the requirements of a specific Critical Incident.

### 3.5 Immediate response

3.5.1 Contact Emergency Services on 000 as soon as it is safe to do so (if required).

3.5.2 Contact Campus Manager or any available manager on campus.

3.5.3 Ensure injured and/or traumatised staff, students and others are provided with an appropriate emergency response.

### 3.6 Critical Incident Management

3.6.1 The Campus Manager or contacted manager:

a. decides and initiates any emergency action, e.g. building evacuation;

b. contacts (if not already done) and liaises with Emergency Services if required;

c. depending on the scope of the Critical Incident, convenes and leads a Critical Incident Management Team;

d. informs the CEO as soon as practicable.

3.6.2 Campus Manager or Critical Incident Management Team activities

a. Notify relevant emergency contacts for staff or students involved in the incident and provide appropriate support.

b. Coordinate appropriate counselling and support services for anyone involved in the incident.

c. Manage communication both internally to staff and students and externally through media statements and releases.

3.6.3 When an international student is involved in a Critical Incident, the Campus Manager will

a. notify the relevant government departments as soon as practical after the incident;

b. in the case of a student's death or other absence affecting attendance, contact Department of Home Affairs by phone prior to reporting via the Provider Registration and International Student Management System (PRISMS);

c. obtain additional support and resources as required, such as:

i. engaging translation or interpretation services;

- ii. liaising with embassies and consulates to ensure contact with, and support for, the family in the student's home country;
  - iii. supporting students in their management of overseas student health insurance issues, where appropriate; and
  - iv. ensuring compliance issues, such as Confirmation of Enrolment and associated visa issues, are attended to promptly.
- 3.6.4 Costs incurred by a staff member or student, next of kin or family as a result of a Critical Incident will be met by the staff member, student and/or family, unless approval to provide financial support has been granted by the CEO.
- 3.7 Post Critical Incident activities by the Campus Manager or Critical Incident Management Team
  - 3.7.1 Encourage students to make individual appointments with the Counsellor to assess the need for further intervention.
  - 3.7.2 Encourage staff to make individual appointments with the Employee Assistance Provider, to assess the need for further intervention.
  - 3.7.3 Investigation within 24 hours of the incident to record factual data about the incident.
  - 3.7.4 Return the worksite to normal operation as soon as practicable with assistance from appropriate AIAT departments.
  - 3.7.5 Record the incident details and investigation outcomes in the Critical Incident Register.
- 3.8 Review of Critical Incident
  - 3.8.1 A review will be held with relevant staff involved in the management of the response to the Critical Incident, with a view to identifying improvements to the procedure and to the future management of incidents. This review should be held within 2-4 weeks of the incident.
  - 3.8.2 The Campus Manager or Critical Incident Management Team will provide an opportunity for all staff who played a significant role in the response to participate in a review session.
  - 3.8.3 The Critical Incident Register will be updated by the Campus Manager to incorporate suggested improvements, actions taken and outcomes.
- 3.9 Reports
  - 3.9.1 The Campus Manager will provide
    - a. regular reports to the Student Welfare and Services Committee regarding Critical Incidents which involve students; and
    - b. annual reports to the Executive Management Group on the types of incidents that have occurred, how they were managed and recommended improvements.
- 3.10 Confidentiality

- 1.1.1 AIAT generally will keep information it obtains when managing Critical Incidents confidential. Confidential information will only be used for the purpose of risk assessment and the management of incidents.
- 1.1.2 Subject to limits of confidentiality (as per below), information about individuals will not be disclosed to any other person unless the individual concerned has given consent to its use. Release of information about an individual will normally require a written consent for disclosure, signed by the individual.
- 1.1.3 Limits of Confidentiality - Confidential information will be disclosed without the consent of the individual when:
  - a. there exists a clear danger to the individual or to others; and/or
  - b. there exists a legal requirement to do so.

#### 4. Roles and responsibilities

- 4.1 The Campus Manager
  - 4.1.1 is the first point of contact when a Critical Incident occurs;
  - 4.1.2 manages the Critical Incident response;
  - 4.1.3 updates and maintains the Critical Incident Register;
  - 4.1.4 provides regular reports to the Student Welfare and Services Committee regarding Critical Incidents which involve students; and
  - 4.1.5 provides annual reports to the Executive Management Group on the types of incidents that have occurred, how they were managed and recommended improvements.
- 4.2 The CEO will advise the Board of Directors of Critical Incidents classified as Moderate or Major and any actions that have been taken once the event is under control.

#### 5. Procedure Details

Institution	Australian Institute of Advanced Technologies (AIAT)
Procedure name	Critical Incident Procedure
Procedure Reference No.	PROC – 07
Procedure Approval	Board of Directors
Procedure Authority	Executive Management Group
Responsible Officer	CEO
Governance Reference Threshold Standards	HESF 2021: 2.3.5
Related Documents	Critical Incident Policy Health and Safety Policy Privacy Policy Risk Management Policy Risk Management Register

Related Legislation	Commonwealth Education Services for Overseas Students Act 2000 (ESOS) Higher Education Standards Framework (Threshold Standards) 2021 (HESF) National Code of Practice for Providers of Education and Training to Overseas Students 2018
References	AIAT has referred and benchmarked with the following institutions and policies during the creation of this policy: Alphacrucis College (2021) Critical Incident Management Policy Deakin University (unknown) Critical Incident Management Procedure, <i>retrieved 9 Dec 2021</i> Kaplan (2021) Critical Incident Policy Southern Cross University (unknown) Student Critical Incident Management Policy, <i>retrieved 9 Dec 2021</i> The University of Adelaide (2018) Student Critical Incidents Policy The University of Notre Dame (2019) Procedure: Critical Incident Management University of South Australia (2021) Critical Incident Management University of the Sunshine Coast (2020) Incident Management – Procedures
Date of approval	3 February 2022
Review date	December 2024
Policy Category	Governance

## 6. Document Version Control

Document No	PROC - 07	Last Modify Date	Summary of Changes
Version No	1.0	NA	Initial version approved by Board of Directors
	1.01	8/3/2022	Fixed typo
Created Date	Feb 2022		