

Non-Academic

Critical Incident Policy - External

Version Control and Modification History Table				
Date	Version	Modification	Approval Authority	Approved & Published Date
Sept 2011	1.0	Modification of Document following meeting	Mr G Lipman	Sept 2011
Dec 2012	2.0	Modification of existing Document following meeting	Mr G Lipman	Dec 2012
06/05/13	3.0	Addition of Education Adelaide to K	Mr G Lipman	06/05/13
25/07/14	4.0	Various changes	Mr G Lipman	25/07/14
08/02/16	5.0	Update to roles and clarification of TAFE role	Mr G Lipman	08/02/16
20/05/16	6.0	Update of policy following meeting	Mr G Lipman	20/05/16
30/05/16	7.0	Update of policy following meeting. Removal of contact details and names	Mr G Lipman	30/05/16
15/06/16	8.0	Updated policy following review by Legal Advisor and acceptance of changes by Management Team.	Mr G Lipman	15/06/16
31/03/17	9.0	Updated policy following review by CIMT	Mr G Lipman	31/03/17
15/02/18	9.1	Change of terminology from Department of Immigration and Border Protection (DIBP) to Department of Home Affairs	Mr G Lipman	15/02/18
20/06/18	10.0	Clarification of definition of "Critical Incident"	Mr G Lipman	20/06/18
14/9/18	11.0	Include consideration of Privacy Act requirements, support to CMIT and update format	Mr G Lipman	19/09/18
28/11/18	11.1	Update of policy – clarification of roles for PC and Principal	Mr G Lipman	14/12/18
19/11/19	11.2	Update to include further details on management of U18s	Mr G Lipman	19/11/19
05/12/19	12.0	Information added in relation to the needs of Aboriginal and Torres Strait Islander peoples and their traditional cultural practices	Mr G Lipman	05/12/19

1 POLICY STATEMENT AND PURPOSE

ICHM has a duty of care under the *Work Health and Safety Act 2012* to ensure, as far as is reasonably practicable, that students, workers and others coming within that duty of care are not exposed to a risk to their health and safety. ICHM is committed to providing and maintaining a safe and healthy environment in accordance with the relevant legislation.

This policy and procedure is designed to assist the College in responding appropriately to incidents that may cause or have the potential to cause trauma or stress to students and to others to whom ICHM owes that duty of care.

2 SCOPE

This policy applies to all students enrolled in a program at ICHM, including those on industry placement and to all other persons coming within the legal responsibility of ICHM (including, but not limited to, contractors, service providers and visitors to ICHM premises).

3 DEFINITIONS

“Affected person” means a student enrolled in a program at ICHM or on industry placement, a worker engaged by ICHM and any other person coming within the legal responsibility of ICHM who is, either directly or indirectly, a victim of or otherwise involved in a critical incident.

“Critical incident” means an event, or a series of events that causes or threatens to cause physical or psychological harm or which otherwise impacts adversely on the health, safety or welfare of any students or of other persons coming within the legal responsibility of ICHM and which requires immediate action. A critical incident includes, but is not limited to, the following:

1. Death
 2. Serious illness, accident or injury requiring hospitalisation
 3. Kidnapping
 4. Disappearance: Non-attendance of 5 days of consecutive scheduled classes
 5. Acts of self-harm requiring medical attention
 6. Assault requiring police attendance or police report
 7. Drug incident requiring immediate medical attention
 8. An Under 18 student found to be in the possession or under the influence of alcohol
 9. Any person providing alcohol to an Under 18 student whether or not in contravention of the South Australian Liquor Licensing Act 1997
 10. Serious criminal offence for which imprisonment is a potential penalty
 11. Sexual assault.
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4 POLICY DETAILS

All affected persons are the responsibility of ICHM. ICHM has appointed a Critical Incident Management Team (CIMT) which must be kept informed of all critical incidents impacting on affected persons.

4.1 The CIMT consists of:

- 4.1.1 Chief Executive
- 4.1.2 Principal
- 4.1.3 Program Director Academic
- 4.1.4 Manager Regency International House (RIH)
- 4.1.5 Student Counsellor and Welfare Advisor

- 4.2 One of the first four CIMT members above will be designated as the “Principal Contact” (PC) to whom all critical incidents must be directed in the first instance. The PC must be advised of, or on the PC’s own initiative the PC must gather, all facts that come to the attention of affected persons or other parties in any way concerning a critical incident. Depending on the PC’s initial assessment of the seriousness of the situation the PC may refer any report of a critical incident to another more senior member of CIMT. Whoever fulfils the role of the PC must be a person who is fully familiar with the mandatory reporting obligations where sexual abuse or assault of a minor has occurred or is reasonably suspected to have occurred.
- 4.3 In dealing with any critical incident reports the Principal will act as deputy for the Chief Executive if Chief Executive is not available, and vice-versa.
- 4.4 Priority must be given to responding to and managing critical incidents.
- 4.5 In the event of a critical incident occurring, the PC must complete the Critical Incident Report Form (See Appendix A) and circulate it to all CIMT members as soon as practicable. Adequate diary notes must be maintained by the PC to ensure that all relevant facts relating to the critical incident report are recorded. The report must indicate whether a police report has been lodged or whether, in the reasonable opinion of the PC, a police report should be lodged. All critical incident reports must be retained on the affected student’s where the affected person is a student or, in the case of the affected person not being a student, on a file established for that purpose in the name of the affected person. If appropriate, witness statements will be obtained.
- 4.6 If a critical incident occurs during class, on campus, on industry placement or at RIH, the PC must notify all CIMT members as soon as reasonably practicable of that fact.
- 4.7 Where in the reasonable opinion of the PC a critical incident may constitute a criminal offence or serious or wilful misconduct, in addition to gathering all relevant and available information and facts relating to the critical incident the PC must record witness details including names, addresses and phone numbers as part of the critical incident report.
- 4.8 If a critical incident relates to, or is reasonably suspected to relate to, an assault or sexual abuse involving a minor, mandatory reporting requirements must be adhered to at all times. This includes contacting the Police on 000 immediately if the minor is believed to be in immediate danger or in a life-threatening situation. To report suspected child abuse or neglect, the 24-hour Child Abuse Report Line (CARL) can be contacted on 13 14 78. The PC will also immediately contact the Next of Kin (NOK) and act as a liaison for the student.
- 4.9 Where a minor is involved in a critical incident, and this incident does not involve suspected assault or sexual abuse, then the PC will immediately contact the NOK. The PC will be the liaison between minor, ICHM and any other third party. Where an incident involves accommodation arrangements of a minor, the ‘Enrolment of Minors’ policy should be read in conjunction with this policy.
- 4.10 Critical incidents impact not only on affected persons but also on other parties. Consequently, ICHM must consider the interests of the following other persons in the event of a critical incident:
- 4.10.1 Student(s) either directly or indirectly involved
 - 4.10.2 Next of Kin (NOK) of the student(s) either directly or indirectly involved
 - 4.10.3 Other students indirectly or generally involved
 - 4.10.4 ICHM lecturers and staff indirectly or generally involved
 - 4.10.5 Industry placement contact (hotel when any relevant other person is on internship)
- 4.11 Where a serious injury has occurred, appropriate First Aid must be provided in the first instance by an appropriately trained person. If the injury is such that the injured person requires immediate hospitalisation, an ambulance must be called, and the injured person must be taken to the nearest appropriate hospital. An appropriate person or staff member must accompany the injured person in the ambulance. An appropriate person can be inclusive of a fellow student, should the situation require such need. Where the injury is serious but non-life threatening, the injured person must be transported to the nearest hospital.

- 4.12 The NOK must be contacted by the Principal in the event of a critical incident as soon as reasonably practicable. The following matters must be taken into account:
- 4.12.1 Where possible, the affected person will be encouraged to contact their NOK.
 - 4.12.2 In some cases, the affected person may request that the NOK not be advised, and in such cases the privacy of the affected person must be respected.
 - 4.12.3 Contact details of NOK will be kept and maintained on the Student Management System. NOK details will be provided to the PC and/or Manager RIH where required.
 - 4.12.4 Where the NOK has been contacted, the PC will make a follow up call to the NOK within 24 hours of the first contact.
- 4.13 In the event that translating services are required to facilitate contact with a non-English speaking NOK of a student, the PC will utilise the Translating & Interpreting Service (TIS) provided by the Department of Home Affairs. An interpreter for the language required will be provided at the cost of ICHM. An immediate phone interpreting service is available 24 hours a day by calling 131 450.
- 4.14 Depending on the seriousness of the critical incident and after carefully considering the prudence of doing so, the Principal may advise all students at ICHM of a critical incident that has occurred. Where the Principal determines that a communication to all students is necessary, the correspondence will be reviewed or communication discussed with the Director Finance and Administration who will consider privacy implications and approve the communication. As a general rule all students should only be advised of a critical incident where the ongoing health, welfare and safety of the students as a whole will be enhanced by doing so. The Principal must ensure consistency with the relevant facts in the critical incident report in the delivery of information to students. The Student Welfare Officer must be present when the Principal advises students and/or must be available to provide grief counselling for students if and when necessary. The Principal may choose to advise students of the incident via email and will make available grief counselling for students, if and when necessary.
- 4.15 Depending on the seriousness of the critical incident, the PC, in conjunction with Principal and/or Chief Executive may consider contacting the following:
- 4.15.1 Police (see below)
 - 4.15.2 Consul of the country of citizenship of any student involved, or Canberra Embassy
 - 4.15.3 Department of Home Affairs
 - 4.15.4 Education Adelaide

As a general rule, there is no legal obligation to report a crime to police when the crime involves adults. However, it is an offence to agree to withhold reporting a crime to the police in consideration of some benefit. There may be circumstances where the crime or the suspected crime is so serious that, inherently and as a matter of social conscience, it should be reported to the police.

Where an Under 18 student is found to be in possession or under the influence of alcohol and/ or any person is found to have provided alcohol to an Under 18 student, then the police may be called immediately to investigate.

Subject to those considerations, if the victim does not want to press charges and is 18 years or above, police should not be contacted. In this situation, ICHM must contact the nominated lawyer (refer to section “s” for details) and/or the nominated media consultant (refer to section “u” for details) to discuss any impact or repercussions for ICHM. Where the victim is a minor, mandatory reporting requirements must be adhered to (see section 4.8).

- 4.16 The following must be made available to ensure that all parties covered by this policy and involved in the management of this policy are equipped with the correct information in the event of a critical incident occurring:
- 4.16.1 RIH will be provided with access to the Student Management System in order to obtain current NOK details for all students, along with contact details for students living off campus and those on industry placement.
 - 4.16.2 Students living off campus and on industry placement will be provided with emergency contact details at the start of each semester.
 - 4.16.3 Laminated cards will be provided to all lecturers and students with contact details for the CIMT members.
- 4.17 The Chief Executive will contact ICHM's Legal Advisor, to discuss critical incidents that have occurred and advise CMIT on action taken to date.
- 4.18 In dealing with allegations of criminal behaviour, assistance will be requested by the Chief Executive from the nominated law firm.
- 4.19 Contact with the current media consultant will be made via the Legal Advisor or Chief Executive.
- 4.20 TAFE has developed a Standard Operating Procedure to assist with incident management on Campus.
- 4.21 At the conclusion of a critical incident, the CIMT team will meet to review action taken and to determine whether recommendations of changes to this policy are required.
- 4.22 ICHM will remain supportive and sensitive to the needs and traditional cultural practices of Aboriginal and Torres Strait Islander peoples. For more information, please refer to the *Diversity, Equity and Inclusion policy*.

5 RESPONSIBILITIES AND AUTHORITIES

During the process of dealing with a critical incident the following responsibilities are noted:

- 5.1 The welfare of ICHM lecturers and staff during the management of a critical incident must be considered. The Principal is responsible for offering support to lecturers and staff, including access to professional counselling, the cost of which will be covered by ICHM.
- 5.1.1 Welfare support should also be considered for first responders and members of the CIMT. This should be managed by the Director Finance and Administration
- 5.2 The Director Finance and Administration is responsible for offering support to members of the CMIT, including access to professional counselling, the cost of which will be covered by ICHM.
- 5.3 The Director Finance and Administration is responsible for reviewing and approving any communication to students in relation to a critical incident to ensure it is in line with the requirements of the Privacy Act.
- 5.4 The Principal is responsible for advising lecturers and administration staff of any critical incidents that have occurred. The Chief Executive will advise Hutt Street Staff and the Council.
- 5.5 The Principal (or delegate) is responsible for coordinating the following:
- 5.5.1 Where a student is the affected person and is in hospital, the Principal (or delegate) must coordinate with the Student Welfare Officer to manage the welfare of the student by:
 - 5.5.1.1 Paying the student personal attention;
 - 5.5.1.2 Assisting fellow students to visit;

- 5.5.1.3 Liaising with the NOK;
- 5.5.1.4 Encouraging other staff to visit; and
- 5.5.1.5 Informing the consul for the student's country of citizenship (where required).

5.5.2 Where a student requires general health or medical information or appointments, the Principal (or delegate) must provide assistance with sourcing details on the following:

- 5.5.2.1 Contact information for medical clinics and/or other health practitioners (including physio, chiro, optometry etc.)
- 5.5.2.2 Medicare and Overseas Student Health Cover claims
- 5.5.2.3 Interim financial assistance via the RIH bond
- 5.5.2.4 Assessing, on a case by case basis, the level and type of assistance required by the student and liaising with the Chief Executive to determine whether ICHM is able to assist.

5.5.3 Where a student has died, the Principal (or delegate) must:

- 5.5.3.1 Convey condolences from the College community to the family of the student.
- 5.5.3.2 Liaise with the NOK to ensure the timely return of all property belonging to the student.
- 5.5.3.3 Liaise with the relevant authorities in relation to the details surrounding the death of the student.
- 5.5.3.4 Notify students and staff and liaise with the Student Welfare Officer to coordinate the provision of counselling for other students affected.

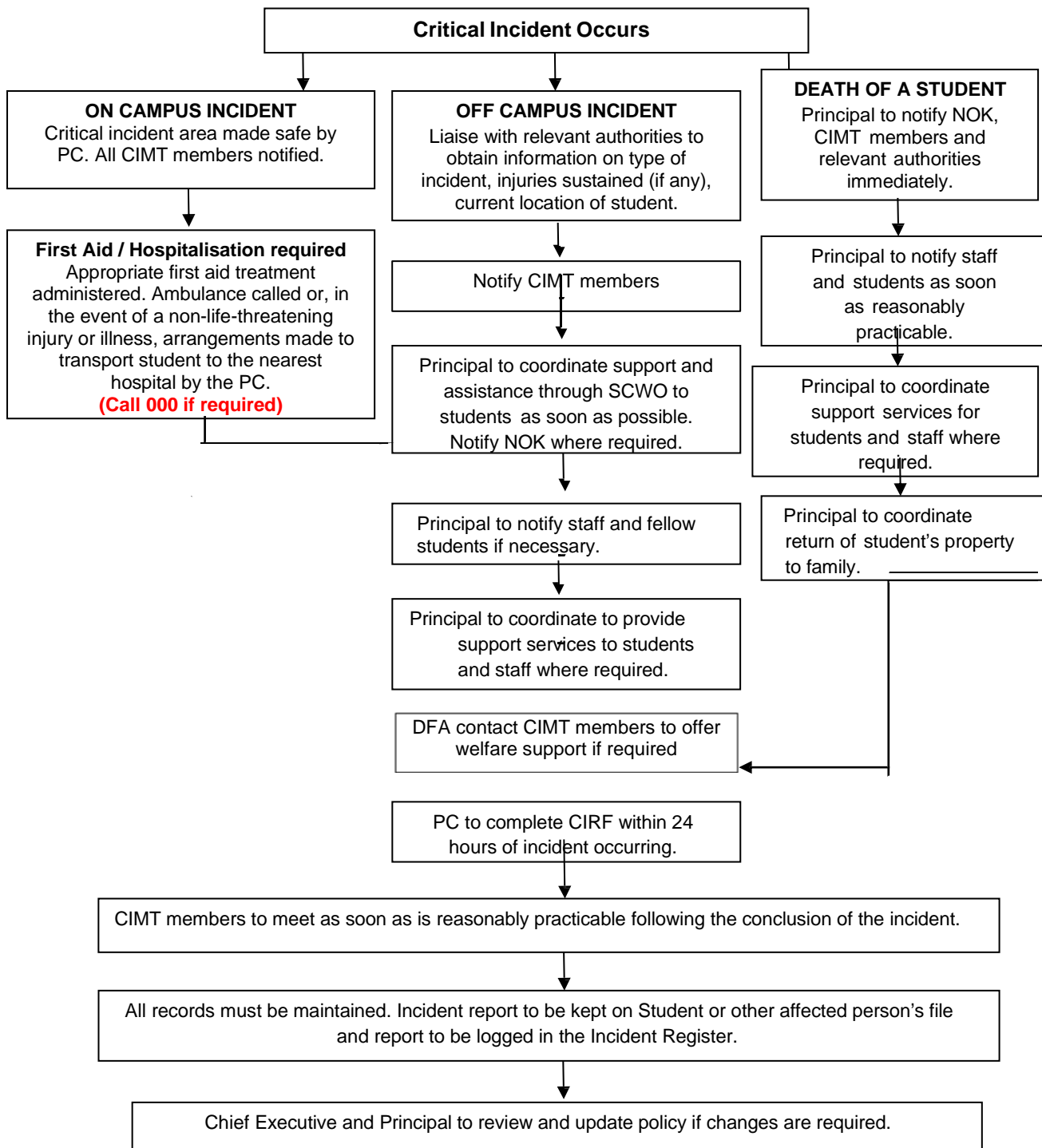
6 REVIEW

The Principal is responsible for the review of this policy on a three yearly basis.

7 APPROVAL

Critical Incident Policy - External	
Policy Owner	Principal
Version Number	12.0
Approval Authority	Chief Executive
Approval Date	December 2019
Next Review Date	December 2022

CRITICAL INCIDENT FLOWCHART



Acronyms

- CIMT = Critical Incident Management Team
- PC = Principal Contact
- SCWO = Student Counsellor and Welfare Advisor
- CIRF = Critical Incident Report Form
- NOK = Next Of Kin
- DFA = Director Finance and Administration

Principal Contact (PC) to Complete	
Nature of Incident	<input type="checkbox"/> Death <input type="checkbox"/> Serious illness, accident or injury <input type="checkbox"/> Kidnapping <input type="checkbox"/> Disappearance <input type="checkbox"/> Act of self-harm <input type="checkbox"/> Assault <input type="checkbox"/> Drug related incident <input type="checkbox"/> Criminal Offence <input type="checkbox"/> Sexual assault <input type="checkbox"/> Other
Details of person(s) involved	Person(s) involved: _____ Location: _____
	Is the student under 18? Y or N If yes, refer to Enrolment of Minors policy in addition to procedures in this policy.
	Date: _____ Time: _____ AM / PM
	Witnesses to incident: _____
Reporting of Incident	Reported by: _____ Reported to: _____
First Aid Required	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Name of person who provided initial first aid: _____
Police Report Filed	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Police report number: _____
Medical Treatment Required	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Hospital details & name of treating physician: _____
Family Notified	Authority provided by student for PC to notify family <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A OR Student will advise family <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Brief description of incident	Describe the events leading up to the incident as well as the actual incident: Declaration by person reporting – signature: _____
Immediate Corrective Actions	What actions were taken to immediately control the incident?

CRITICAL INCIDENT REPORT FORM

Evidence Required / Collected and attached to Incident Report	
Witness Statement <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Photos <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Other (provide details):

Incident Causes and Investigation Findings
Immediate Causes: (e.g. person tripped and fell)
Basic Causes: (e.g. item left in travel way, poor housekeeping)
Investigation Finding: (Root Cause)

Recommendations for Prevention of Recurrence	Names and Timeline	
Action (ensure each contributing factor is addressed)	PC to complete	Completed
	<i>Responsible Person</i>	<i>Due Date</i>
		<i>Yes/No</i>

CIMT Review	Further investigation required <input type="checkbox"/> Yes <input type="checkbox"/> No	
PC Name: _____ Signature: _____ Date: _____	Comments:	Discussed actions with person involved: <input type="checkbox"/> Yes <input type="checkbox"/> No Documented & Recorded: <input type="checkbox"/> Yes <input type="checkbox"/> No Has the incident been reported to the Principal as "misconduct"? <input type="checkbox"/> Yes <input type="checkbox"/> No
Chief Executive Signature: _____ Date: _____	Comments:	