Critical Incident Policy & Procedure

1. Policy

1.1   Australian Design College Pty Ltd trading as Liberty Design College implements an effective Critical Incident policy and procedure.

1.2   The following procedure identifies the action ADC implements when responding to and managing critical incidents.

1.3   A critical incident may occur on or off ADC premises.

1.4   The critical incident policy and procedure ensures that students and ADC staff are provided appropriate support and information during the management of critical incidents.

1.5   ADC implements critical incident plans and reviews its management of each critical incident on completion of the process. Improvement actions are implemented where appropriate.

1.6   ADC notifies all appropriate stakeholders in an appropriate and timely manner.

1.7   ADC provides support to students' families where appropriate.

1.8   ADC 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 National code of practice 2018, part B 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:

- ➢   missing students;
- ➢   severe verbal or psychological aggression;
- ➢   death, serious injury or any threat of these;
- ➢   natural disaster;
- ➢   issues such as domestic violence, sexual assault, serious issues resulting from drugs or alcohol abuse.

2. Procedure

2.1   This policy and procedure is provided to staff and its implementation discussed during staff induction. A copy is located in the policy and procedure manual and Staff Handbook.

2.2   Staff members and/ or students are to contact the CEO immediately if they believe an incident to be deemed a 'critical incident'.

2.3   If the CEO is unavailable contact the Training Manager or other member of ADC staff. If staff/ students 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. Dial 000.

2.4   The CEO will access and initiate this procedure.

2.5   The CEO will form a Critical Incident Team consisting the CEO and appropriate College staff to manage the incident. The CEO will lead the team.

2.6   The Critical Incident Team are responsible for:

➢ Gathering all the facts – times, people involved, places, circumstances, outcomes
➢ Accessing the students College file for information
➢ Analyzing and assessing the facts
➢ Formulating a plan for managing the situation
➢ Contacting students affected directly and in directly
➢ Contacting and liaising with emergency services
➢ Contacting and liaising with students families
➢ Offering support to the students family if the incident is a death
➢ If the critical incident results in the death or serious injury of an international student the team will contact the healthcare provider
➢ Contacting and liaising with embassies, DHA, Dept of Education
➢ Liaising with staff
➢ Preparing formal communications and mediums
➢ Responding to enquiries
➢ Abiding by the decisions of the team
➢ Offering counseling to staff and students involved
➢ Liaising with internal and external parties/ organisations
➢ Access external professional services where appropriate
➢ Ensuring the management is in accordance with ADC Privacy policy

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

➢ assisting with visa, travel and accommodation arrangements if they are travelling to Australia as a result of the incident
➢ making arrangements for hospital/funeral/memorial service/repatriation
➢ obtaining a death certificate
➢ assisting with personal items and affairs including insurance issues
➢ hiring interpreters
➢ offering access to counseling services
➢ liaising with government agencies

2.7 In formulating the critical incident plan the team must:

➢ Ensure all the facts are collected and considered
➢ Discuss and consider possible management strategies
➢ Agree strategies for managing the incident
➢ Allocate/ assume tasks in managing the incident
➢ Agree appropriate timelines for completion of tasks
➢ Agree reporting channels
➢ Agree meeting dates to review progress and consider new information
➢ Disseminate information in a timely manner
➢ Agree information to be disseminated
➢ Agree methods for disseminating information
➢ Agree how to respond to enquiries from government, media, employers, friends, family, students, staff and other contacts
➢ Include a review process

2.8   Each team member records all action taken along with timelines.

2.9   DHA 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.

2.10   If the student is an international student and living in a home stay 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 and 2.7 of this procedure.

2.12   All documentation relating to each critical incident is stored in the critical incident file.

2.13   All staff and students involved in the incident are offered counseling at the time of the incident, on completion of the management process and one month after the incident.

2.14   All staff and students involved in the incident are encouraged to contact the CEO (or counseling services directly) to access counseling services at any time during or after the incident.

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

2.16   The management of the Critical incident is reviewed on completion of the process and improvement action implemented where appropriate. The review includes:

- ➢ The effectiveness of strategies formulated and implemented
- ➢ Response times
- ➢ Levels of support provided to all parties
- ➢ Formal communications disseminated
- ➢ Handling of enquiries
- ➢ Liaising with external agencies
- ➢ Performance of Critical incident Team members in completing tasks
- ➢ Performance of external organisations accessed
- ➢ College documentation
- ➢ Appropriateness of policies and procedures

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

2.18   All improvement action is recorded in accordance with ADC continuous improvement policy and procedure.

Documents to be employed when implementing this policy and procedure:

- ➢ Student files
- ➢ Privacy policy
- ➢ Continuous improvement register
- ➢ Critical incident recording form
- ➢ Student support policy and procedure

Revision history

Revision Date	Comment	Revised by
1/1/21	Policy and procedure created	CEO
1/10/23	Reviewed	CEO