

POLICY

Critical Incident

RTO: 2922
CRICOS: 01597B

POL 020

In the event of a critical incident, AICA Education recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

This document outlines AICA Education's policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that AICA Education has:

- An effective approach in responding to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff.

Critical incident is defined as 'a traumatic event, or the threat of such [within or outside Australia], which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff
- students or staff lost or injured during fieldwork experiences
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, tsunami or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. sexual assault, drug use, alcohol abuse.
- Any serious event that overwhelms the normal coping mechanisms of the college, and disrupts the normal running of the college.

Critical Incident Team

AICA Education includes all staff in our Critical Incident Team to assist the CEO/ Dean of College in the prevention and management of critical incidents at AICA Education or off campus in the case of an

1. Overseas student for whom AICA Education has undertaken care responsibilities.
2. The CEO/ Dean of College is the critical incident team leader.
3. The critical incident team also includes:
 - b) The overseas student Supervisor/Marketer
 - c) Occupational health and safety representative
 - d) Student representative (Administration Team)
 - e) Course Coordinator
4. The responsibilities of the team include:
 - a) Risk assessment of hazards and situations which may require emergency action.
 - b) Analysis of requirements to address these hazards
 - c) Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency



Version: 001.01.10

P:\1. Business Management
System\POLICIES, PROCEDURES
& CODE OF CONDUCT\Policies in
Word\2010 Update\POL020 Critical
Incident 2010 .doc

- d) 24 hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies]
- e) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. critical incident team leader(CEO/Dean of College)
- f) Development of a critical incident plan for each critical incident identified
- g) Assisting with implementation of critical incident plans
- h) Dissemination of planned procedures
- i) Organisation of practice drills
- j) Coordination of appropriate staff development
- k) Regular review of critical incident plans

Media Releases

AICA Education recognises that each critical incident is unique and the dynamics of each situation will need to be assessed when it occurs.

To protect the privacy of individuals and to ensure the provision of accurate information, AICA Education has developed an agreed approach to media management.

- 1. The CEO/ Dean of College normally handles all media releases
- 1.1 The CEO/ Dean of College gathers information, checks all facts, and determines the official AICA Education response
- 1.2 The CEO/Dean of College ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident
- 2. The CEO/Dean of College may delegate media liaison to another member of staff
- 2.1 The critical incident team leader is the delegated person to manage access of the media to the scene, and to staff, students, and relatives

Evaluation and Review of Management Plan

- 1. After each critical incident, a meeting of the critical incident team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications as required.
- 2. The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives.
- 3. An evaluation report will be made available to AICA Education management team and the wider AICA Education community.