

Procedures

CRITICAL INCIDENT

RTO: 2922
CRICOS: 01597B

PRO 030

AICA Educations critical incident plans assign responsibilities among relevant staff members, and cover all the actions to be taken and timelines for doing so.

1. Immediate Response [within 24 hours]

- 1.1 Identify the nature of the critical incident
- 1.2 Contact emergency services
- 1.3 If applicable secure the area
- 1.4 Ensure safety and welfare of staff and students
- 1.5 Notification of the critical incident team leader (CEO/Dean of College)
- 1.6 Implementation of appropriate critical incident plan
- 1.7 Liaison with emergency services, hospital and medical services
- 1.8 Managing media and publicity
- 1.9 Contact and inform parents and family members
- 1.10 Identify students and staff members most closely involved and at risk
- 1.11 Assess the need for support and counselling for those directly and indirectly involved

2. Secondary Response [48–72 hours]

- 2.1 Assess the need for support and counselling for those directly and indirectly involved [ongoing]
- 2.2 Provide staff, students, and wider AICA Education community, with factual information as appropriate
- 2.3 Arrange debriefing for all students and staff most closely involved and at risk with AICA Education counsellors
- 2.4 Restore AICA Education to regular routine, program delivery, and community life as soon as practicable
- 2.5 Completion of critical incident report
3. Ongoing Follow-up Response
- 3.1 Identification of any other persons who may be affected by the critical incident and provide access to support services for community members
- 3.2 Provision of accurate information to students and staff
- 3.3 Arrangement of a memorial service and occasional worship as appropriate
- 3.4 Maintain contact with any injured and affected parties to provide support and to monitor progress
- 3.5 Monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder; providing specialised treatment as necessary
- 3.6 Evaluation of critical incident management
- 3.7 Plan for and be sensitive to anniversaries
- 3.8 Manage any possible longer term disturbances e.g. inquests, legal proceedings



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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.