


POLICY		
<p>Ref. to Legislative Frameworks:</p> <p>HESF2015: Standard 2.3.5 / 6.2.1 / 7.3.3</p> <p>SRTO2015: Standard 7.4</p> <p>National Code 2018: 6.4 / 6.5</p>	Critical Incident Management	
Version: 1.1	<p>Policy Owner Chief Executive Officer (CEO)</p>	<p>Issued on: 28/12/2017 Review by: 28/12/2020</p>

Revision History

Current Version	Description of Change	Policy Author:	Effective Date
1.1	<p>Added reference to National Code 2018</p> <p>Conducted final proofreading and editing to ensure alignment with other relevant policies and procedures</p>	<p>General Manager, Operations and Risk Management</p> <p>Quality Assurance Support Officer</p>	28/12/2017

PURPOSE

This policy guides a course of actions to be taken by Academies Australasia Polytechnic (AAPoly) in the event of a critical incident, required follow up to the incident and recordkeeping of the incident and actions taken. This policy and the pursuant procedure serve to ensure that AAPoly is compliant with legal requirements and all relevant reports on critical incidents are maintained for at least five years in accordance with the Victoria Work Health and Safety Act 2011.

POLICY STATEMENT

AAPoly has a documented policy and procedure explaining the actions to be taken in the event of critical incidents. It is acknowledged that the responses to critical incidents will depend on the circumstances of an individual incident and there is a requirement to allocate functional responsibilities in managing every critical incident.

This policy should be read in conjunction with:

- AAPoly Risk Management Policy and Procedure;
- AAPoly Critical Incident Procedure;
- AAPoly Asthma, Allergy or Epilepsy Incident Follow Up Management Procedure;
- AAPoly Privacy – Collection and Disclosure of Personal Information Policy;
- AAPoly Business Continuity Procedure;
- AAPoly Missing Student Case Management Procedure;
- AAPoly Work Health and Safety Procedure.

SCOPE

This policy covers life threatening and non-life-threatening injuries or illnesses. It also pertains to close calls and near misses. The policy is applicable to all incidents:

- that occur on AAPoly premises, and/or;
- that occur on premises under the supervision of AAPoly staff member, and/or;
- that involves AAPoly staff member or student, while conducting work related to their studies.

DEFINITIONS

Critical Incident	<p>It is defined by the National Code 2018 as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’.</p> <p>Non-life-threatening events could still qualify as critical incidents; refer to procedure details for further information.</p> <p>Critical incidents may include but are not limited to:</p> <ul style="list-style-type: none">• Missing students;• Severe verbal or psychological aggression;
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	<ul style="list-style-type: none"> • Death, serious injury or any threat of these; • Natural disaster; • Issues such as domestic violence, sexual assault, drug or alcohol abuse.
Hazard	Any source or situation with a potential for harm in terms of injury or illness, damage to property/equipment or damage to the environment
Near Misses	It may be incidents that involve very minor losses or no loss as such, and when there is no injury/illness involved. Near misses, however, highlight workplace hazards and the need to initiate corrective action.
First Aid	When a person, because of an accident in the workplace, receives onsite first aid assistance

POLICY

- AAPoly will provide support to staff members as well as domestic and international students in the event of critical incidents within the guidelines of applicable legislative frameworks such as:
 - the state and federal laws on work health and safety
 - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.
- Responses to critical incidents will be overseen by the CEO with the assistance from the Critical Incident Team.
- General protocol applies to the following categories of critical incidents:

On-campus Critical Incidents (Students and Staff)

- All on-campus critical incidents are to be reported immediately to the CEO ((03) 86104100) or the designated delegate and when necessary emergency services (police, ambulance or fire brigade - dial 000).
- The CEO will notify the Board of Directors and Designated Head of Student Services (DH- SS) upon the first instance of being aware of the incident.
- In critical incidents involving students, the DH-SS must be informed of any incident resulting in, or that could have potentially caused, severe injury (hospital visit) or death of a student while on campus
- In addition to the CEO, the relevant Head of Department and the Human Resource Manager have to be notified upon critical incidents that involve staff members.

Off-campus Critical Incidents (Students and Staff)

- In critical incidents off campus involving students who are not engaged in AAPoly activities, the DH-SS has to be notified as soon as possible.

- Off-campus critical incidents that occur during AAPoly activities such as field trips, open day visits or work integrated learning will be managed by the relevant Head of Academic Department with the support of DH-SS
 - Critical incidents triggered by significant world events such as civil unrest, natural disasters and acts of terrorism occurring in countries where AAPoly draws students from or where staff or students are travelling on AAPoly business will be managed in accordance with this policy and associated procedure.
 - Critical incidents affecting an individual student or staff member involved in academic activities or official AAPoly business off shore, including a study abroad program, will be managed jointly by the relevant Heads of Departments and DH-SS
 - The objectives of AAPoly's responses to such incidents are to assist the students and staff members in securing their personal safety and welfare, offer reasonable personal support such as online counselling and help them obtain special consideration for leave or to resume or continue their study or employment activities.
- In critical incidents that impact students, the DH-SS is responsible for leading and managing the responses to critical incidents; create and maintain a detailed record of the incident and subsequent actions; and file the record in accordance with AAPoly Information and Records Management Policy and Procedure.
 - Staff involved in responses to the critical incidents must respect and protect students' or staff members' confidentiality and personal information. The related information should be released only with the written consent of the individual, his/her next of kin, or if it is necessary to protect the health and wellbeing of the individual or others. Refer to AAPoly Privacy – Collection and Disclosure of Personal Information Policy for further guidance on how AAPoly protects students' and staff members' confidentiality.

AAPoly recognises that each critical incident is unique, and the dynamics of each situation will need to be assessed when it occurs. The Chief Executive Officer handles all media releases and;

- gathers information;
- checks all facts;
- determines the official AAPoly response;
- ensures training/advice is provided for all staff members to respond to telephone or occasional enquiries following a critical incident
- In the event of the absence of the CEO, the Chairman of the Board of Directors will attend to media releases and media liaison.

- Costs incurred by a student or student's next of kin or family because of a critical incident will be met by the student and/or the student's family, unless approval to provide *ex gratia* financial support has been granted by CEO.
- In critical incidents involving staff members, if they take place during official AAPoly business duties, AAPoly will comply with the applicable laws and regulations on claims pertaining to work-related injuries.
- Supporting staff and students impacted by the critical incident:
 - The CEO is responsible for the identification of staff and other students who may be indirectly affected or traumatised as a consequence of a critical incident;
 - The CEO ensures that relevant support is offered and available and there is effective communication with affected staff and students;
 - Immediate and/or ongoing personal support for affected staff and students will be coordinated jointly by the Human Resource Manager and DH –SS.

RESPONSIBILITIES

- AAPoly staff member – reports any critical incident to the most senior staff member available and responds to a critical incident according to an advice from Critical Incident Team.
- CEO of AAPoly -
 - communicates and ensures awareness and understanding of this Policy and the pursuant Procedures;
 - sets in place the necessary resources to mitigate and respond effectively to foreseeable critical incidents;
 - considers and advises on matters related to insurance;
 - ensures the area responsible for leading and managing the response to the incident conducts an experiential learning debrief to go through the lessons learned and identify opportunities to improve responses to future critical incidents.
- Critical Incident Team – assists the CEO in the management, evaluation and prevention of critical incidents. The Critical Incident Team is appointed by the CEO or delegate in the event that the CEO is not available.
- AAPoly Workplace Health and Safety (WHS) Committee - Reviews the information related to WHS performance, discusses with management details of proposed changes, reviews risk management activities and conducts quarterly inspections at campuses
- Heads of Academic Departments and Work Integrated Learning Coordinator -
 - assist the student to defer, seek special consideration and to continue or resume study;
 - express and convey compassion and where necessary condolence to the student and/or the student's family;
 - where necessary, liaise with relevant partner organisations involved in the incident such as work integrated learning providers;

- Designated Head of Student Services (DH-SS)
 - ensures AAPoly complies with the Education Services for Overseas Students Act as relevant;
 - publicise, offers and ensures that students have access to relevant support within AAPoly and externally;
 - completes Critical Incident/Hazard Investigation Form within 5 working days;
 - analyses incident data and presents findings to the CEO, including determination if an assessment is necessary to ascertain whether the student poses a threat to self or others.

- Human Resource Manager - ensures compliance with applicable work health and safety legislation and regulations.

- Student – reports any critical incident to AAPoly staff member.

- Fire wardens-Floor Wardens and Area Wardens are appointed by AAPoly for the floors and areas of AAPoly premises, to assist in implementing and improving effective emergency procedures at AAPoly.

FEEDBACK

Please email the CEO through suggestionstotheceo@aapoly.edu.au if you have any question or feedback about this policy. The CEO will respond to the question or feedback within two (2) weeks after the receipt, unless extenuating circumstances require an urgent response. The query or feedback and its resolution will be recorded in the Continuous Improvement or Corrective Action register for quality assurance purposes.

References

Source	Document Title	Version/Date
Internal	Academies Australasia Group Critical Incident Policy and Procedure	Rev. 4 (PP 2.3) accessed in May 2016
	AAPoly Asthma, Allergy or Epilepsy Incident Follow up Management Procedure	v. 1.1/27122017
	AAPoly Critical Incident Report Form	v. 1.0/28042017
	AAPoly Critical Incident Procedure	v. 1.3/28122017
	AAPoly Privacy – Collection and Disclosure of Personal Information Policy	v. 2.2/28042017
	AAPoly Student Internship or Work Integrated Learning Policy	v. 2.0/01032016
External	ASQA Standards for Registered Training Organisations	2015
	Deakin University Critical Incident Policy	1 February 2016, accessed 20 August 2016
	Department of Immigration and Border Protection website	www.border.gov.au accessed 22 February 2016
	Higher Education Standards Framework	2015
	National Code of Practice for Providers of Education and Training to Overseas Students	2018