

POLICY	Critical Incident
NVR Ref:	Standard 5
IBI Ref:	IBI-2-C 4
Purpose	This Procedure ensures that any critical incident that occurs is documented, reported and action taken by the Institute where required.
Definitions	<p>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.’</p> <p>Such Critical Incidents are not limited to but may include:</p> <ul style="list-style-type: none"> - Missing students - Severe verbal or psychological aggression - Death, serious injury or any threat of these - Natural disaster - Issues such as domestic violence, sexual assault, drug or alcohol abuse <p>Examples of critical incidents that may occur to an International Student are:</p> <p>Death (Including death of a dependant residing in Australia) Accidental, Suicide, Result of an injury or terminal illness, or Murder</p> <p>Serious Illness which causes the deterioration of the student/staff member’s health over time.</p> <p>Serious Injury which prevents or severely affects the student’s ability to continue with or complete the course.</p> <p>Non-life threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.</p>

PROCEDURE	Critical Incident
Action/Method	Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the CEO will confirm that the incident falls under

	<p>the definition provided above of a Critical Incident.</p> <p>Reporting</p> <ul style="list-style-type: none"> • When a staff member feel a critical incident has occurred they are required to contact emergency services where required and contact the CEO immediately. • A 'critical incident report' (Appendix A) is to be completed by the appropriate staff member involved in the incident or notification of the incident. • The 'Critical Incident Report' is to contain as much information as possible and indicate the people directly involved in the incident. • The Institute is required to notify ASQA as soon as practical after an incident and in the case of a student's death or life threatening injury or missing person, the incident will need to be reported immediately. • Other critical incidents not seriously affecting students well being will be handled separately (ie OH&S Policy and Procedures).
<p>Consultation of Action Plan</p>	<ul style="list-style-type: none"> • The CEO will assess the Critical Incident and implement a plan of action to follow up the Critical Incident. • Where required, a meeting with appropriate staff/students will be organised to follow up the incident. This meeting will determine issues and responsibilities relating to : <ul style="list-style-type: none"> - Assessing risks and response actions - Liaison with emergency and other services - Contact with students' relatives and other appropriate contacts - Liaison with other external bodies, such as home stays, carers or foreign embassies, and - Counselling and managing students and staff not directly involved in the incident. - Media Management (Where required) • Where appropriate the Institute may be required to provide support to

	<p>the family in the form of:</p> <ul style="list-style-type: none"> - hiring interpreters - making arrangements for hospital/funeral/memorial service/repatriation - obtaining a death certificate - assisting with personal items and affairs including insurance issues - assisting with visa issues
<p>Related Legislation</p>	<p>Where a critical incident has occurred and reported the Institute will conduct a follow up and review of the specific critical incident. This follow up and review will involve those members initially involved in the action plan meeting and will ensure:</p> <ul style="list-style-type: none"> ➤ Any required follow up such as debriefing, counseling and prevention strategies have been completed. ➤ All staff and students involved in the incident have been informed of all outcomes from the incident. ➤ A recommendation as to the response to the critical incident is documented and included in the continuous improvement submissions <p>Any further follow up required is documented and responsibilities allocated to appropriate staff.</p>
<p>Related Documentation</p>	

Critical Incident Report

Name	
Role within the Institute	
Date of critical incident	
People involved in the critical incident (& their role within the Institute)	
Description of critical incident:	
Emergency Service involved:	<input type="checkbox"/> Yes (Police / Ambulance / Fire) <input type="checkbox"/> No
Follow up required for people involved in critical incident:	<input type="checkbox"/> Medical <input type="checkbox"/> Counseling <input type="checkbox"/> Police Statements <input type="checkbox"/> Notification to family <input type="checkbox"/> Other Details of follow up: _____ _____ _____ _____
Reported Critical Incident to:	

Name

Signature

Date

VERSION CONTROL

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Review/ amendment history

Policy Approved by: Chief Executive Officer

Responsible Officer: Chief Executive Officer

Next Policy Review Date: July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	April 2015	Updated to reflect NVR 2015 Standards
4.0	April 2016	No material change
5.0	April 2017	No material changes