

CRITICAL INCIDENT MANAGEMENT PLAN

As a Nationally Recognised Registered Training Organisation Contempo College is required under the terms of the ESOS Framework to plan and prepare for the management of a critical incident affecting staff and students.

Critical Incident Definition

A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- a) Serious injury, illness or death of a student or staff;
- b) Students or staff lost or injured on an excursion;
- c) A missing student;
- d) Severe verbal or psychological aggression;
- e) Physical assault;
- f) Student or staff witnessing a serious accident or incident of violence;
- g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature;
- h) Fire, bomb threat, explosion, gas or chemical hazard;
- i) Social issues e.g. drug use, sexual assault, social media shaming and domestic abuse;
- j) Pandemics or epidemics.

Critical Incident Committee

We have a Critical Incident Committee to assist the CEO in the prevention and management of critical incidents at the school, or off campus in the case of an overseas student for incidents that may occur in the workplace environment whilst undertaking placement.

The CEO is the critical incident team leader and the Critical Incident Committee includes:

- CEO;
- Student Services Manager;
- Student Support Officer;
- Academic Manager;
- Two (2) members of the Training Staff;
- WHS representative for each training site incorporating international students.

Responsibilities of Critical Incident Committee

The responsibilities of the committee include:

- i. Risk assessment of hazards/situations which may require emergency action;
- ii. Analysis of requirements to address these hazards/situations;
- iii. Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services;
- iv. Ensuring 24 hour access to contact details for all students and their families, agents, homestay families, carers, consular staff, embassies and interpreting services if necessary;
- v. Ensuring 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. student contact officer, legal services, security, homestay co-ordinator, etc;
- vi. Development of a critical incident plan for each critical incident identified;
- vii. Dissemination of planned procedures;
- viii. Organisation of practice drills;
- ix. Regular review of the critical incident plan;
- x. Assisting with implementation of the critical incident plan;
- xi. Arranging appropriate staff development;
- xii. Budget allocation for emergencies.

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Critical Incident Plans

All critical incident plans assign responsibilities among relevant staff members (as determined by the CEO) and require:

Immediate Action (within 24 hours)

The steps include:

- a) Identify the nature of the critical incident.
 - b) The person, who is initially notified of the incident, be that the receptionist or student services officer should get as much information as possible regarding the nature of the critical incident:
 - i. Where did the injury occur - on campus or off?
 - ii. How severe is the nature of the injury?
 - iii. Where is the student now?
 - iv. Is the student in hospital?
 - v. Has an ambulance been called?
 - vi. Is an interpreter required?
 - c) The information should be documented for further reference.
 - d) Notification of the critical incident to the CEO should be done immediately.
 - e) Assignment of duties to college staff:
 - i. The CEO will identify the staff member responsible for any immediate action.
 - ii. The incident will then be referred to the identified staff member.
 - iii. The responsible staff member should keep in close contact with the CEO and any other staff members as required.
 - f) Implement the appropriate management plan or action strategy.
- i) If the student is on campus:**
- Ensure appropriate intervention to minimise additional injury;
 - Provide first aid where necessary;
 - Ascertain seriousness of injury;
 - Call ambulance if required;
 - If ambulance is required, accompany student to hospital;
 - Ascertain seriousness of injury from hospital staff;
 - If ambulance is not required accompany student to relevant medical service e.g. doctor.
- ii) If the student is off-campus: (worksite, work placement, etc)**
- If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital;
 - Otherwise go to location of student;
 - Provide first aid where necessary (this should be done by one of the qualified first aid officers);
 - Ascertain seriousness of injury;
 - Call ambulance if required.
- If ambulance is required, a designated Contempo College staff member must accompany student to hospital**
- Ascertain seriousness of injury from hospital staff;
 - If ambulance is not required accompany student to relevant medical service e.g. doctor.

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If the student has already been taken to hospital:

- Go to hospital;
- Ascertain seriousness of injury from hospital staff.

Dissemination of information to parents and family members

- When there are a number of people to contact such as student's flat mates or family member, Contempo College should attempt to simultaneously contact all parties.
- Contact the carer of the student e.g. they may be living with a relative;
- Contact the flatmate of the student.

Completion of a critical incident report [see appendix a]

- Media response if required.
- Inform CEO of any relevant factual information to be conveyed to the media liaison.
- Assess the need for support and counselling for those directly and indirectly involved.
- If the student is seriously injured or requires hospitalisation, we should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
- We should assess whether other staff and students have been affected by the incident and provide support and counselling as required.
- We should also contact DHA and inform them of the incident.

Additional Action (48 – 72 hours)

- Assess the need for support and counselling for those directly and indirectly involved (ongoing).
- Provide staff and students with factual information as appropriate.
 - Depending on the nature of the incident, it may be appropriate for the principal to address and inform them of the facts of the incident and the condition of the student concerned.
- Restore normal functioning and college school delivery.
 - Where the incident occurred on college/school premises, there will be other procedures to follow in relation to any possible safety issues and our legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.

Follow-up – monitoring, support, evaluation

- Identification of any other people who may be affected by critical incident and access of support services for affected community members.
 - The effects of traumatic incidents can be delayed in some people. We need to be aware of any emerging need for support and/or counselling.
- Maintain contact with any injured/affected parties.
- If the student is in hospital for some time, we need to maintain contact with the student and their family.
 - Support and assistance for the student and family.
 - Depending on the condition of the student, we could provide college work for the student to enable them to remain in touch with college activities.
 - Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS.
- Provision of accurate information to staff and students where appropriate.
 - Depending on the nature of the incident, it may be appropriate for the CEO to address and inform them of the facts of the incident and the condition of the student concerned.

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Evaluation of critical incident management

- a) The critical incident committee will meet to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.
- b) Be aware of any possible longer-term effects on staff and student well-being e.g. inquests, legal proceedings.

Resources

The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

Managing the Media

- a) The CEO should normally handle all initial media calls and manage access of the media to the scene, and to staff, students and relatives.
- b) Determine what the official college response will be.
- c) All facts should be checked before speaking to the media.
- d) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time.
- e) Avoid implying blame or fault for any part of the incident as this can have significant legal implications.
- f) The Principal may delegate media liaison to another member of staff.

Evaluation and review of management plan

- a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

