



CRITICAL INCIDENT POLICY

Approving Authority	Council	Approval Date of Last Revision	
Approval Date	15 Dec 2017	Effective Date of Last Revision	
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Policy Category	Operational		
Governing Authority			
Responsible Officer	General Manager		
Related Documents	Critical Incident Procedure Disaster Recovery Plan Work Health and Safety Policy Enrolment Terms and Conditions Higher Education Standards Framework (2015) Education Services for Overseas Students (ESOS) Act 2007		

* Unless otherwise indicated, this Policy will still apply beyond the review date.

Document Control

Version #	Date	Key changes
1.0	15/12/2017	Approved by Council

1. PURPOSE

1.1 The Critical Incident Policy provides the framework and rationale to plan for, respond to, and manage, critical incidents as they may occur while students are undertaking their study at the Adelaide Institute of Higher Education (AIHE).

2. SCOPE

2.1 This policy applies to staff, students, volunteers, visitors and clients of AIHE for critical incidents occurring at or affecting AIHE.

2.2 For the purposes of international student management, a critical incident is defined by the ESOS National Code 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 member;
- student(s) 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, hailstorm, or extremes of temperature, within Australia or home country for international students;
- fire, bomb-threat, explosion, gas or chemical hazard, water leak; and
- social issues e.g. sexual assault, drug use and alcohol abuse.

3. POLICY STATEMENT

3.1 AIHE recognises that critical incidents can occur anywhere and at any time, and that every critical incident is unique and will need to be dealt with differently, according to the needs of the people affected.

3.2 AIHE commits to identify, prevent and manage critical incidents within its sphere of responsibility and influence. This will include:

- developing and implementing an effective approach to respond to critical incidents as they occur;
- providing appropriate support and counselling services to those affected; and
- providing appropriate training and information resources to staff.

4. PRINCIPLES

4.1 AIHE will regularly identify and evaluate threats and potential crisis events to enhance preparedness for such events.

4.2 AIHE will develop appropriate plans, systems and processes to ensure it swiftly and effectively responds to and manages critical incidents.

4.3 Critical incidents will be managed with the foremost goals of preserving life, protecting the organisation's property and restoring normal operations as quickly as possible.

4.4 Appropriate services will be made available to students and staff through any critical incident, including for international students who may be away from family or community support mechanisms.

4.5 AIHE has staff members designated to assist in the prevention and management of critical incidents at AIHE, or off AIHE premises in the case of an international student for whom AIHE has undertaken care responsibilities, or other students and staff involved in AIHE-related activities.

4.6 AIHE will establish a Critical Incident Team to assist the General Manager in the prevention and management of critical incidents at AIHE. Membership of the Critical Incident Team will include:

- General Manager, who is normally the Critical Incident Team Leader;
- Administration Officer;
- Student Support Officer;
- Human Resource Officer; and
- student representative.

4.7 Other than the CEO or General Manager, members of AIHE staff will not communicate with the media concerning a critical incident unless they are approved by the CEO to be a spokesperson in relation to the incident.

4.8 AIHE will have effective processes for record-keeping and records management in relation to critical incidents.

5. RESPONSIBILITIES

5.1 The Critical Incident Team of AIHE is responsible for:

- risk assessment of hazards and situations that may require emergency action;
- analysis of requirements to address these hazards;
- disseminating and communicating planned procedures;
- organising practice drills;
- coordinating and monitoring appropriate staff development;
- establishing liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services;
- 24 hour access to contact details for all students and their families (for overseas students this includes agents, consular staff, embassies)
- 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, General Manager, Administration Officer;
- development of a Disaster Recovery Plan for each critical incident identified;
- assisting with implementation of a Disaster Recovery Plan; and
- regularly reviewing a Disaster Recovery Plan.

5.2 The General Manager is responsible for:

- developing and implementing critical incident procedures;
- fulfilling the role of Critical Incident Team Leader in the event of a critical incident, or designating an appropriate member of the critical incident team as team leader;

5.3 The Critical Incident Team Leader will:

- guide the response to a critical incident response; and
- manage a critical incident from the first report of an incident to completion of the response, including review and evaluation of responses to the incident.

6. DEFINITIONS

6.1 See the AIHE Glossary of Terms for definitions.