

Non-Academic

Critical Incident Policy

Version Control and Modification History Table				
Date	Version	Modification	Approval Authority	Approved & Published Date
Sept 2011	1.0	Modification of Document following meeting	Mr G Lipman	Sept 2011
Dec 2012	2.0	Modification of existing Document following meeting	Mr G Lipman	Dec 2012
06/05/13	3.0	Addition of Education Adelaide to K	Mr G Lipman	06/05/13
25/07/14	4.0	Various changes	Mr G Lipman	25/07/14
08/02/16	5.0	Update to roles and clarification of TAFE role	Mr G Lipman	08/02/16
20/05/16	6.0	Update of policy following meeting	Mr G Lipman	20/05/16
30/05/16	7.0	Update of policy following meeting. Removal of contact details and names	Mr G Lipman	30/05/16
15/06/16	8.0	Updated policy following review by Legal Advisor and acceptance of changes by Management Team.	Mr G Lipman	15/06/16
31/03/17	9.0	Updated policy following review by CIMT	Mr G Lipman	31/03/17
15/02/18	9.1	Change of terminology from Department of Immigration and Border Protection (DIBP) to Department of Home Affairs	Mr G Lipman	15/02/18
20/06/18	10.0	Clarification of definition of “Critical Incident”	Mr G Lipman	20/06/18
14/9/18	11.0	Include consideration of Privacy Act requirements, support to CMIT and update format	Mr G Lipman	19/09/18
28/11/18	11.1	Update of policy – clarification of roles for PC and Principal	Mr G Lipman	14/12/18
19/11/19	11.2	Update to include further details on management of U18s	Mr G Lipman	19/11/19
05/12/19	12.0	Information added in relation to the needs of Aboriginal and Torres Strait Islander peoples and their traditional cultural practices	Mr G Lipman	05/12/19
May 2020	13.0	Updated to include staff and amend Chief Executive to Chief Executive Officer and remove Director Finance and Administration	Natalie Simmons	27 October 2020

December 2020	14.0	Updated and reformatted to current format	Natalie Simmons	April 2021
5 th May 2021	14.1	Change of position titles	Natalie Simmons	5 th May 2021

1 POLICY STATEMENT AND PURPOSE

ICHM has a duty of care under the *Work Health and Safety Act 2012* to ensure, as far as is reasonably practicable, that students, workers and others coming within that duty of care are not exposed to a risk to their health and safety. ICHM is committed to providing and maintaining a safe and healthy environment in accordance with the relevant legislation.

This policy and procedure is designed to assist the College in responding appropriately to incidents that may cause or have the potential to cause trauma or stress to students, workers and to others to whom ICHM owes that duty of care.

2 SCOPE

This policy applies to all students enrolled in a program at ICHM, including those on industry placement, workers and to all other persons coming within the legal responsibility of ICHM (including, but not limited to, students and others involved in Career Week, contractors, service providers and visitors to ICHM premises).

3 DEFINITIONS

‘Worker’ means all employees of ICHM that includes permanent, casual and contracted staff.

‘Visitors & contractors’ means any other person to whom ICHM have a duty of care and who enter or carry out work on the ICHM premises.

‘EAP’ means Employee Assistance Program – a professional counselling practice nominated by ICHM.

‘PC’ means Principle Contact

‘NOK’ means Next of Kin

‘CIMT’ means Critical Incident Management Team

‘An Affected person’ is a student enrolled in a program at ICHM or on industry placement, a worker engaged by ICHM and any other person coming within the legal responsibility of ICHM who is, either directly or indirectly, a victim of or otherwise involved in a critical incident.

4 POLICY DETAILS

A **Critical incident** is an event, or a series of events that causes or threatens to cause physical or psychological harm to the health, safety or welfare of any student, worker or of other person coming within the legal responsibility of ICHM and which requires immediate action.

A critical incident includes, but is not limited to, the following:

1. Death
2. Serious illness, accident or injury requiring hospitalisation
3. Kidnapping
4. Disappearance: Non-attendance by a student for five (5) days of consecutive scheduled classes
5. Acts of self-harm requiring medical attention
6. Assault requiring police attendance or police report
7. Drug incident requiring immediate medical attention
8. An Under 18 student found to be in the possession or under the influence of alcohol
9. Any person providing alcohol to an Under 18 student whether or not in contravention of the South Australian Liquor Licensing Act 1997
10. Serious criminal offence for which imprisonment is a potential penalty
11. Sexual assault
12. Mental Health episode where no harm is done to others but hospitalisation is required for the welfare of the student or employee
13. Invacuation (whereby ICHM students and/or employees are locked down due to an incident)

- 4.1 All affected persons are the responsibility of ICHM. ICHM has an appointed Critical Incident Management Team (CIMT). This team is responsible for the management of all critical incidents. All critical incidents will be reported to the CIMT. The CIMT consists of:

- Chief Executive Officer (CEO)
- Chair-Community Welfare Advisory Group
- Program Director Academic
- Senior Student Counsellor and Welfare Advisor

- 4.2 The first of any of the CIMT notified of a critical incident will be designated as the “Principal Contact” (PC) for that incident. The PC will be advised of, or on the PC’s own initiative, the PC must gather all facts that come to the attention of affected persons or other parties in any way concerning a critical incident. Depending on the PC’s initial assessment of the seriousness of the situation, the PC may refer any report of a critical incident to another more senior member of CIMT. Whoever fulfils the role of the PC must be a person who is fully familiar with the mandatory reporting obligations where sexual abuse or assault of a minor has occurred or is reasonably suspected to have occurred.
- 4.3 In dealing with any critical incident reports, the Program Director Academic will act as deputy for the CEO if not available, and vice-versa.
- 4.4 Priority will be given to responding to, and managing, critical incidents.
- 4.5 In the event of a critical incident occurring, the PC must complete the Critical Incident Report Form (See Appendix (C) and circulate it to all CIMT members as soon as practicable. Adequate diary notes must be maintained by the PC to ensure that all relevant facts relating to the Critical Incident Report are recorded. The report must indicate whether a police report has been lodged or whether, in the reasonable opinion of the PC, a police report should be lodged. A file will be established for the critical incident in the name of the affected person/s. All critical incident reports, witness statements, other findings and/or reports, including police reports will be included in this file. It will be marked ‘Private and Confidential’ and filed in the appropriate area.
- 4.6 If a critical incident occurs during class, on campus, on industry placement or outside ICHM and ICHM becomes aware, the PC must notify all CIMT members as soon as reasonably practicable of that fact.
- 4.7 Where in the reasonable opinion of the PC, a critical incident may constitute a criminal offence or serious or wilful misconduct, (for definition of wilful misconduct, refer to Student Personal Conduct Policy or Employee Code of Conduct), in addition to gathering all relevant and available information and facts relating to the critical incident, the PC will record witness details including names, addresses and phone numbers as part of the Critical Incident Report.
- 4.8 If a critical incident relates to, or is reasonably suspected to relate to, an assault or sexual abuse involving a minor, mandatory reporting requirement must be adhered to at all times. This includes contacting the Police on 000 immediately if the minor is believed to be in immediate danger or in a life-threatening situation. To report suspected child abuse or neglect, the 24-hour Child Abuse Report Line (CARL) can be contacted on 13 14 78. The PC will also immediately contact the Next of Kin (NOK) and act as a liaison for the student.
- 4.9 Where a minor is involved in a critical incident, and this incident does not involve suspected assault or sexual abuse, then the PC will immediately contact the NOK. The PC will be the liaison between minor, ICHM and any other third party. Where an incident involves accommodation arrangements of a minor, the ‘Enrolment of Minors’ policy should be read in conjunction with this policy.
- 4.10 Critical incidents impact not only on affected persons but also on other parties. Consequently, ICHM will consider the interests of the following other persons in the event of a critical incident:
- Student(s) either directly or indirectly involved
 - NOK of the student(s) either directly or indirectly involved
 - Other students indirectly or generally involved
 - ICHM employees directly, indirectly or generally involved.
 - NOK of employee/s
 - Industry placement contact (hotel when any relevant other person is on internship).
- 4.11 Where a serious injury has occurred, appropriate First Aid will be provided in the first instance by an appropriately trained person. If the injury is such that the injured person requires immediate hospitalisation, an ambulance will be called, and the injured person will be taken to the nearest available hospital. An appropriate person or staff member will accompany the injured person in the ambulance. An appropriate person can be inclusive of a fellow student, should the situation require such need. Where the injury is serious but non-life threatening, the injured person will be transported to the nearest available hospital.
- 4.12 The NOK will be contacted by the PC or CEO whomever is appropriate, in the event of a critical incident as soon as is reasonably practicable. The following matters will be taken into account:
- 4.12.1 Where possible, the affected person will be encouraged to contact their NOK.
- 4.12.2 In some cases, the affected person may request that the NOK not be advised or should be given the

opportunity to give consent to contact the NOK, and in such cases the privacy of the affected person must be respected (unless they are a minor – see Section 4.9 Contact details of a student NOK will be kept and maintained on the Student Management System. NOK details will be provided to the PC.

- 4.12.3 NOK contact details for employees are maintained by the Human Resources Advisor in a list format. The location of the list is known to the CEO. The phone contact details are held by the Executive Team for use only during a critical incident or emergency and evacuation event.
- 4.12.4 Where the NOK has been contacted, the PC or CEO, whomever is appropriate, will make a follow up call to the NOK within 24 hours of the first contact.

- 4.13 In the event that translating services are required to facilitate contact with a non-English speaking NOK of a student and/or an employee, the PC or CEO, whomever is appropriate, will utilise the Translating & Interpreting Service (TIS) provided by the Department of Home Affairs. An interpreter for the language required will be provided at the cost of ICHM. An immediate phone interpreting service is available 24 hours a day by calling 131 450.

- 4.14 Depending on the seriousness of the critical incident and after carefully considering the prudence of doing so, the CEO may advise all students at ICHM of a critical incident that has occurred. Where the CEO determines that a communication to all students is necessary, consideration will be given to privacy implications prior to release to the students.

All students should only be advised of a critical incident where the ongoing health, welfare and safety of the students as a whole will be enhanced by doing so. The CEO must ensure consistency with the relevant facts in the critical incident report in the delivery of information to students.

A Student Counsellor and Welfare Advisor will be present when the CEO advises students and/or will be available to provide grief counselling should it be required. The CEO may choose to advise students of the incident via email and a Student Counsellor and Welfare Advisor will be available for grief counselling, should it be required.

- 4.15 Where the critical incident involves an employee, the CEO and the Executive Management Team will determine the communication of the incident to all employees.
- 4.16 The EAP will be recommended for wellbeing support to all employees.
- 4.17 Depending on the seriousness of the critical incident, the PC, in conjunction with the CEO, may consider contacting the following:
 - Police (see below)
 - Consul of the country of citizenship of any student involved, or Canberra Embassy
 - Department of Home Affairs
 - Study Adelaide.

There is no legal obligation to report a crime to police when the crime involves adults. However, it is an offence to agree to withhold reporting a crime to the police in consideration of some benefit. There may be circumstances where the crime or the suspected crime is so serious that, inherently and as a matter of social conscience, it should be reported to the police.

Where an Under 18 student is found to be in possession or under the influence of alcohol and/ or any person is found to have provided alcohol to an Under 18 student, then the police may be called immediately to investigate.

Subject to those considerations, if the victim does not want to press charges and is 18 years or above, police should not be contacted. In this situation, ICHM must contact the nominated lawyer and/or the nominated media consultant to discuss any impact or repercussions for ICHM. Where the victim is a minor, mandatory reporting requirement must be adhered to (see section 4.8).

- 4.18 The following will be made available to ensure that all parties covered by this policy and involved in the management of this policy are equipped with the correct information in the event of a critical incident occurring:
 - 4.18.1 All students (studying on campus or on Work Integrated Learning) are required to confirm current contact and emergency contact details at the start of each semester. This information is updated on the student management system and is available to ICHM staff.
 - 4.18.2 The CEO and Executive Team will have access to the employee NOK contact details.
 - 4.18.3 Laminated cards will be provided to all ICHM staff and students with contact details for the CIMT members.

- 4.19 The CEO will contact ICHM's Legal Advisor, to discuss critical incidents that have occurred and advise the CIMT on action taken to date.
- 4.20 In dealing with allegations of criminal behaviour, assistance will be requested by the CEO from the nominated law firm.
- 4.21 Contact with the current media consultant will be made via the Legal Advisor or CEO.
- 4.22 At the conclusion of a critical incident, the CIMT team will meet to review action taken and to determine whether recommendations or changes to this policy are required.
- 4.23 ICHM will be supportive and sensitive to the needs and traditional cultural practices of Aboriginal and Torres Strait Islander peoples. Please refer to the Equal Employment Opportunity policy for staff and the Diversity, Equity & Inclusion Policy for students. Where the appropriate support cannot be offered by ICHM employees, external resources will be utilized to ensure the welfare of the Aboriginal and/or Torres Strait Islander peoples.

5 RESPONSIBILITIES AND AUTHORITIES

- 5.1 The welfare of ICHM employees and students during the management of a critical incident is paramount. The CEO is responsible for offering support to employees, that includes but is not limited to, access to the Employee Assistance Program (EAP), the cost of which will be covered by ICHM to the agreed number of sessions. Further support above the EAP agreed limit will be considered and approved by the CEO on a case by case basis.

The EAP will be recommended for First Responders and members of the CIMT to ensure the welfare of employees.

- 5.2 The CEO is responsible for reviewing and approving any communication to students and employees in relation to a critical incident to ensure it is in line with the requirements of the Privacy Act.
- 5.3 The CEO is responsible for advising the academic employees of critical incidents that have occurred where it is appropriate to do so. The CEO will also advise the administration employees where it is appropriate to do so. The College Council will be advised of all critical incidents and a summary of actions taken in response. Where appropriate the details provided to the College Council will be de-identified.
- 5.4 The CEO (or delegate) is responsible for coordinating the following:
 - 5.4.1 Where a student is the affected person and is in hospital, the CEO (or delegate) will coordinate with the Senior Student Counsellor and Welfare Advisor to manage the welfare of the student by:
 - 5.4.1.1 Attending to the student's requirements.
 - 5.4.1.2 Assisting fellow students to visit.
 - 5.4.1.3 Liaising with the NOK.
 - 5.4.1.4 Encouraging other staff to visit; and
 - 5.4.1.5 Informing the consul for the student's country of citizenship (where required).
 - 5.4.1.6 Where a student requires general health or medical information or appointments, the CEO (or delegate) will provide assistance with sourcing details on the following:
 - Contact information for medical clinics and/or other health practitioners (including physio, chiro, optometry etc.)
 - Medicare and Overseas Student Health Cover claims
 - Assessing, on a case-by-case basis, the level and type of assistance required by the student and liaising with the CEO to determine whether ICHM is able to assist.
 - 5.4.2 Where a student has died, the CEO (or delegate) will:
 - 5.4.2.1 Convey condolences from the College community to the family of the student.
 - 5.4.2.2 Liaise with the NOK to ensure the timely return of all property belonging to the student.
 - 5.4.2.3 Liaise with the relevant authorities in relation to the details surrounding the death of the student.

- 5.4.2.4 Notify students and staff and liaise with the Student Counsellor and Welfare Advisor to coordinate the provision of counselling for other students affected.

- 5.5 Where an employee is an affected person and is in hospital, the CEO or delegate will be responsible to maintain contact with the employee and their family for updates on their progress.

The CEO will provide regular updates to employees and to students if applicable, regarding the progress of the employee.

- 5.6 Where an employee has died as a result of a critical incident, the CEO will:
- 5.6.1 Convey condolences from the College community to the family of the employee.
 - 5.6.2 Liaise with the NOK to ensure the timely return of all property belonging to the employee.
 - 5.6.3 Liaise with the relevant authorities in relation to the details surrounding the death of the employee.
 - 5.6.4 Notify staff and/or students, if applicable, and liaise with the Senior Student Counsellor and Welfare Advisor to provide counselling for students.
 - 5.6.5 Recommend the EAP to employees to assist in their wellbeing.

6 SUPPORTING DOCUMENTATION

Appendix A – Critical Incident Flowchart – Student
Appendix B – Critical Incident Flowchart – Employee
Appendix C - Critical Incident Report form.
Employee Code of Conduct
Student Handbook

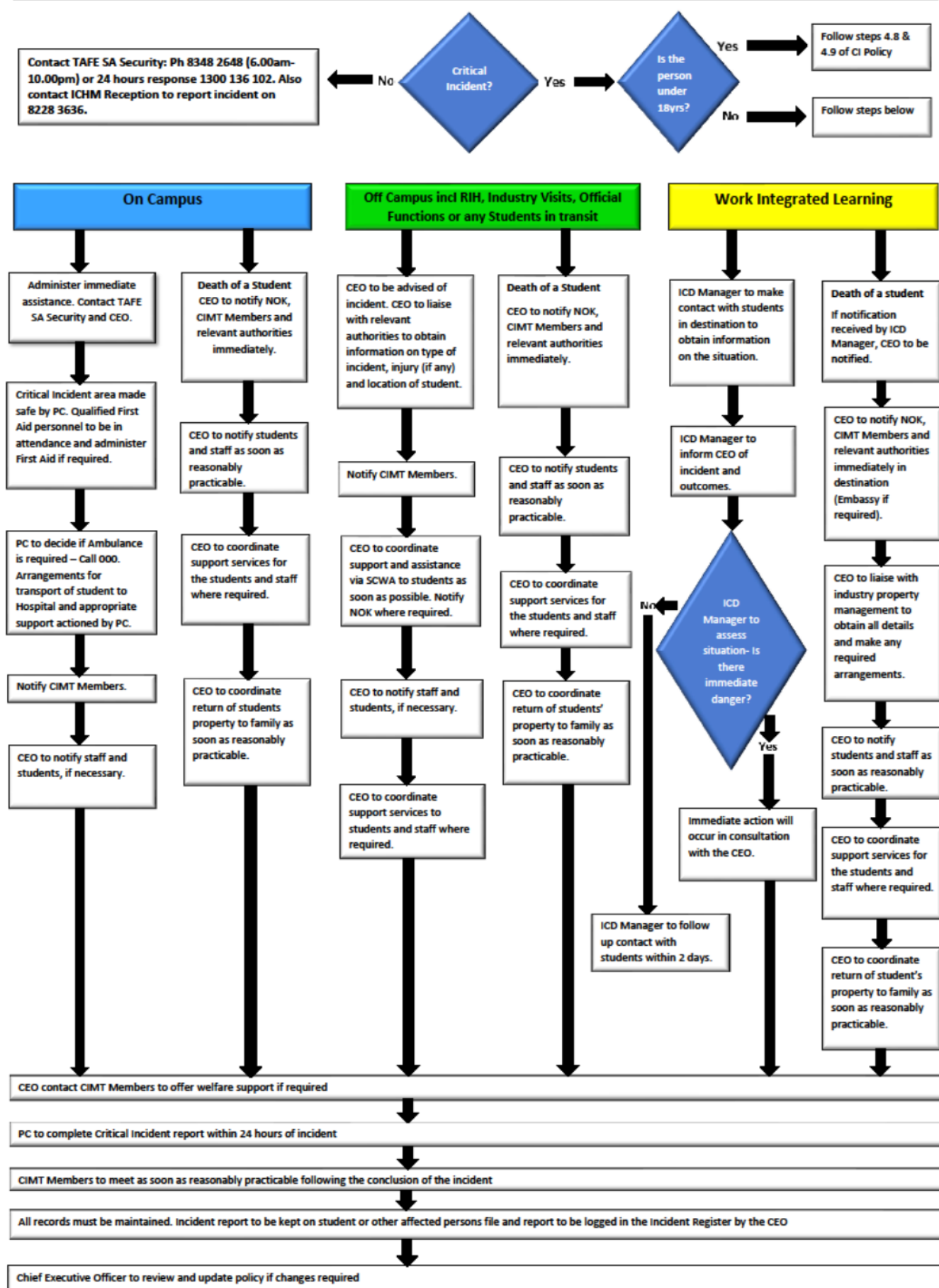
7 REVIEW

The CEO is responsible for the review of this policy on a three (3) yearly basis.

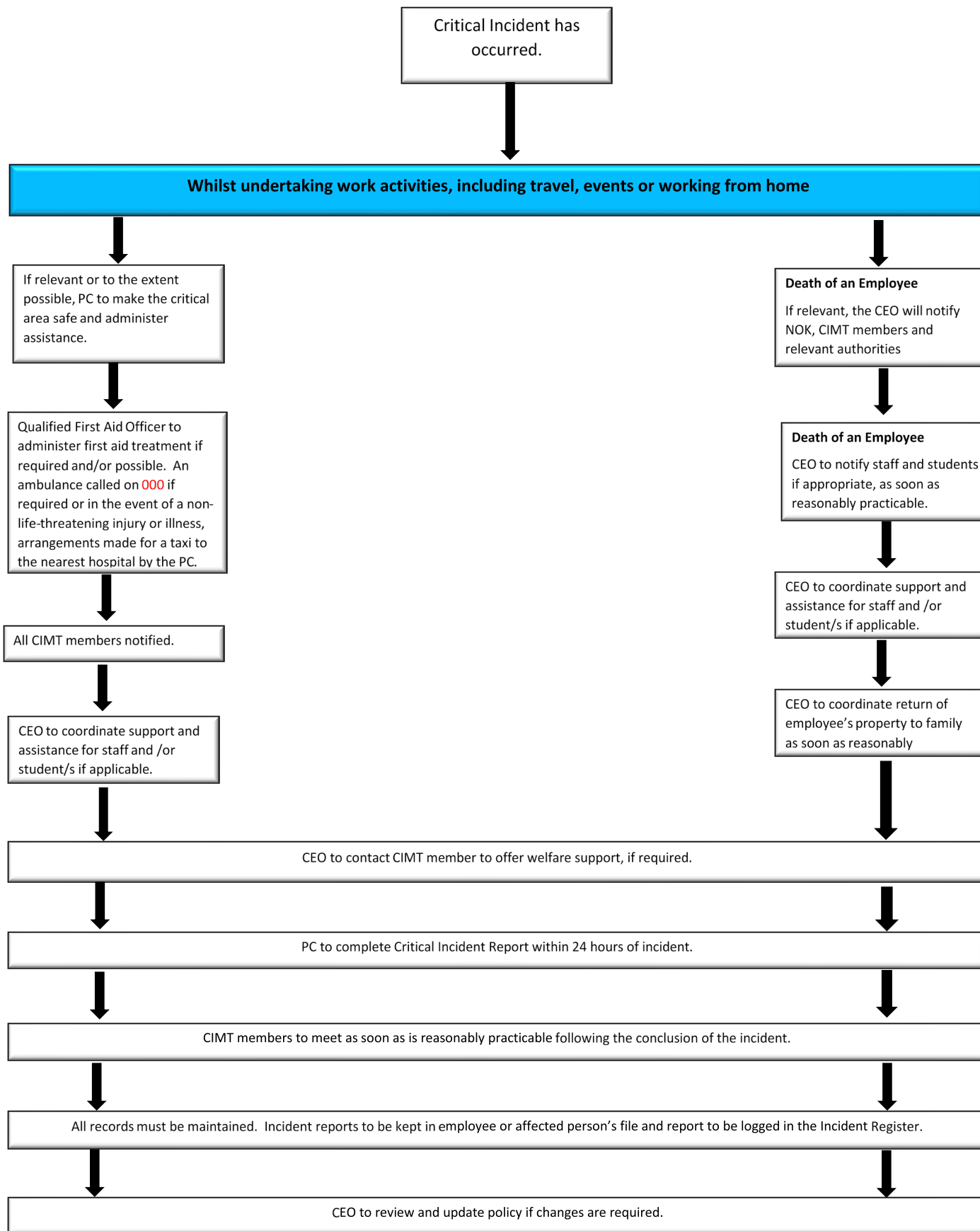
8 APPROVAL

CRITICAL INCIDENT	
Policy Owner	Chief Executive Officer
Version Number	14.1
Approval Authority	Chief Executive Officer
Approval Date	May 2021
Next Review Date	May 2024

STUDENT INCIDENT MANAGEMENT FLOWCHART PLAN



EMPLOYEE CRITICAL INCIDENT MANAGEMENT FLOWCHART



TAFE SA Security: 8348 2648 (6.00am-10.00pm) or
24 hours response 1300 136 102.
ICHM Reception - 8228 3636.

CRITICAL INCIDENT REPORT FORM

Principal Contact (PC) to Complete	
Nature of Incident	<input type="checkbox"/> Death <input type="checkbox"/> Serious illness, accident or injury <input type="checkbox"/> Kidnapping <input type="checkbox"/> Disappearance <input type="checkbox"/> Act of self-harm <input type="checkbox"/> Assault <input type="checkbox"/> Drug related incident <input type="checkbox"/> Criminal Offence <input type="checkbox"/> Sexual assault <input type="checkbox"/> Other
Details of person(s) involved	Person(s) involved: _____ Location: _____
	Is the student under 18? Y or N _____ If yes, refer to Enrolment of Minors policy in addition to procedures in this policy.
	Date: _____ Time: _____ AM / PM
	Witnesses to incident: _____
Reporting of Incident	Reported by: _____ Reported to: _____
First Aid Required	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Name of person who provided initial first aid: _____
Police Report Filed	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Police report number: _____
Medical Treatment Required	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Hospital details & name of treating physician: _____
Family Notified	Authority provided by student for PC to notify family <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A OR Student will advise family <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Brief description of incident	Describe the events leading up to the incident as well as the actual incident: Declaration by person reporting – signature: _____
Immediate Corrective Actions	What actions were taken to immediately control the incident?

CRITICAL INCIDENT REPORT FORM

Evidence Required / Collected and attached to Incident Report

Witness Statement ☐ Yes ☐ No ☐ N/A

Photos ☐ Yes ☐ No ☐ N/A

Other (provide details):

Incident Causes and Investigation Findings

Immediate Causes: (e.g., person tripped and fell)

Basic Causes: (e.g., item left in travel way, poor housekeeping)

Investigation Finding: (Root Cause)

Recommendations for Prevention of Recurrence

Names and Timeline

Action (ensure each contributing factor is addressed)

PC to complete

Completed

Responsible Person Due Date

Yes/No

CIMT Review

Further investigation required

☐ Yes

☐ No

PC Name: _____

Signature: _____

Date: _____

Comments:

Discussed actions with person involved:

☐ Yes ☐ No

Documented & Recorded:

☐ Yes ☐ No

Has the incident been reported to the CEO as "misconduct"?

☐ Yes ☐ No

Chief Executive Officer

Signature: _____

Date: _____

Comments: