

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 provide an operational incident response framework which ICHM implements to respond immediately and after a critical incident that may cause or have the potential to cause harm to wellbeing or life, trauma or stress to students, staff, volunteers 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, staff and to all other persons 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 Principal Contact

'NOK' means Next of Kin

'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 any 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 are 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
 - Industry Career Development Manager
- 4.2 The first member of the CIMT that is notified of an incident is designated as the “Principal Contact” (PC) for that incident. The PC gathers 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 if they feel it is appropriate to escalate the incident. Whoever is delegated as 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. If the PC is not clear if the incident meets the definition of a Critical Incident, they will manage the incident in accordance with this Policy. The CIMT will determine if the incident is a Critical Incident or not at the CIMT meeting which considers the incident.
- 4.3 In dealing with any critical incident reports, the Program Director Academic acts as deputy for the CEO if not available, and vice-versa.
- 4.4 Priority is 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 are 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 is 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 are included in this file. The file is 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 The PC gathers all relevant and available information and facts relating to the critical incident and records all pertinent details in the Critical Incident Report, including witness contact details.
- 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 requirements must be implemented 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 also immediately contacts the Next of Kin (NOK) and acts 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 immediately contacts the NOK. The PC is 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 affected persons but also other parties. Consequently, ICHM considers 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 (host organisation when any relevant other person is on internship).

- 4.11 Where a serious injury has occurred, appropriate First Aid is provided in the first instance by an appropriately trained person. If the injury is such that the injured person requires immediate hospitalisation, an ambulance is called, and the injured person is 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 is transported to the nearest available hospital.
- 4.12 The NOK is 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 are taken into account:
- 4.12.1 Where possible, the affected person is 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 is respected (unless they are a minor – see Section 4.9. Contact details of a student NOK is kept and maintained on the Student Management System. NOK details are 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, makes 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, utilises the Translating & Interpreting Service (TIS) provided by the Department of Home Affairs. An interpreter for the language required is 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 is given to privacy implications prior to release to the students.
- All students are only advised of a critical incident where the ongoing health, welfare and safety of the students as a whole is 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 is present when the CEO advises students and/or is 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 is available for grief counselling, should it be required.
- 4.15 Where the critical incident involves an employee, the CEO and the Senior Management Team will determine the communication of the incident to all employees.
- 4.16 The EAP is 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 is 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 have access to the employee NOK contact details.
 - 4.18.3 Laminated cards are provided to all ICHM staff and students with contact details for the CIMT members.
- 4.19 The CEO contacts 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 is requested by the CEO from the nominated law firm.
- 4.21 Contact with the current media consultant is 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 is 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 are utilised 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 is covered by ICHM to the agreed number of sessions. Further support above the EAP agreed limit is considered and approved by the CEO on a case by case basis.

The EAP is 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 also advises the administration employees where it is appropriate to do so. The College Council is advised of all critical incidents and a summary of actions taken in response. Where appropriate, the details provided to the College Council are deidentified.
- 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) coordinates 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) provides 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 is responsible to maintain contact with the employee and their family for updates on their progress.

The CEO provides 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:

- 5.6.1 Conveys condolences from the College community to the family of the employee.
- 5.6.2 Liaises with the NOK to ensure the timely return of all property belonging to the employee.
- 5.6.3 Liaises with the relevant authorities in relation to the details surrounding the death of the employee.
- 5.6.4 Notifies staff and/or students, if applicable, and liaises with the Senior Student Counsellor and Welfare Advisor to provide counselling for students.
- 5.6.5 Recommends the EAP to employees to assist in their wellbeing.

5.7 The CEO provides the College Council with deidentified details of all critical incidents that have been reported and confirms the actions taken and the considerations and recommendations of the Critical Incident Team, if applicable.

6 SUPPORTING DOCUMENTATION

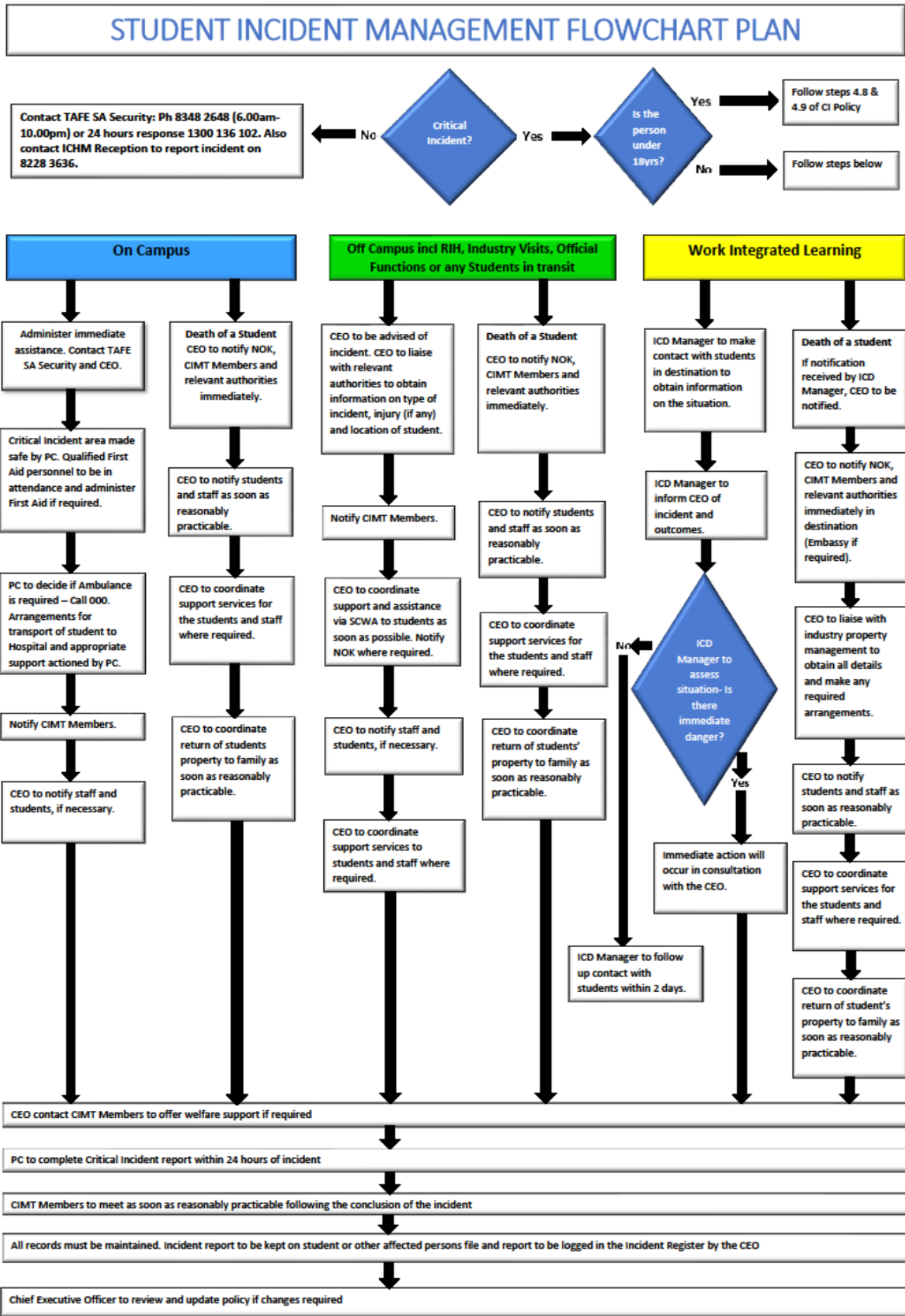
Appendix A – Critical Incident Flowchart – Student
 Appendix B – Critical Incident Flowchart – Employee
 Appendix C - Critical Incident Report form.
 Employee Code of Conduct
 Student Handbook

7 REVIEW

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

CRITICAL INCIDENT	
Policy Owner	Chief Executive Officer
Version Number	16.0
Approval Authority	Chief Executive Officer
Approval Date	29 December 2021
Next Review Date	December 2024

Version Control and Modification History Table				
Date	Version	Modification	Approval Authority	Approved & Published Date
Sept 2011	1.0	Modification of Document following meeting		
Dec 2012	2.0	Modification of existing Document following meeting		
06/05/13	3.0	Addition of Education Adelaide to K		
25/07/14	4.0	Various changes		
08/02/16	5.0	Update to roles and clarification of TAFE role		
20/05/16	6.0	Update of policy following meeting		
30/05/16	7.0	Update of policy following meeting. Removal of contact details and names		
15/06/16	8.0	Updated policy following review by Legal Advisor and acceptance of changes by Management Team.		
31/03/17	9.0	Updated policy following review by CIMT		
15/02/18	9.1	Change of terminology from Department of Immigration and Border Protection (DIBP) to Department of Home Affairs		
20/06/18	10.0	Clarification of definition of "Critical Incident"		
14/9/18	11.0	Include consideration of Privacy Act requirements, support to CMIT and update format		
28/11/18	11.1	Update of policy – clarification of roles for PC and Principal		
19/11/19	11.2	Update to include further details on management of U18s		
05/12/19	12.0	Information added in relation to the needs of Aboriginal and Torres Strait Islander peoples and their traditional cultural practices		
May 2020	13.0	Updated to include staff and amend Chief Executive to Chief Executive Officer and remove Director Finance and Administration		
December 2020	14.0	Updated and reformatted to current format		
05/05/2021	14.1	Change of position titles		
09/09/2021	15.0	Include requirements for reporting to the College Council		
29/12/21	16.0	Updated for quality assurance review undertaken by the Quality and Compliance Manager. Updated logo.	CEO	29/12/2021



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.

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 <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Photos <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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
	<i>Responsible Person</i>	<i>Due Date</i>	<i>Yes/No</i>

CIMT Review	Further investigation required <input type="checkbox"/> Yes <input type="checkbox"/> No	
PC Name: _____ Signature: _____ Date: _____	Comments:	Discussed actions with person involved: <input type="checkbox"/> Yes <input type="checkbox"/> No Documented & Recorded: <input type="checkbox"/> Yes <input type="checkbox"/> No Has the incident been reported to the CEO as "misconduct"? <input type="checkbox"/> Yes <input type="checkbox"/> No
Chief Executive Officer Signature: _____ Date: _____	Comments:	