

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:
- Head of ICHM
 - Student Services delegate
 - Academic Director
 - Where a critical incident involves a student on Work Integrated Learning an Industry Career Development Manager will be invited to join the CIMT discussion relevant to that incident.
- 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 Academic Director acts as deputy for the Head of ICHM 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 Head of ICHM 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 with the UP Education Bamboo HR system. The Head of ICHM has access to the entire ICHM employee group. These contact details are for use only during a critical incident or emergency and evacuation event.
- 4.12.4 Where the NOK has been contacted, the PC or Head of ICHM, 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 Head of ICHM, 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 Head of ICHM may advise all students at ICHM of a critical incident that has occurred.

Where the Head of ICHM 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 Head of ICHM must ensure consistency with the relevant facts in the critical incident report in the delivery of information to students.

A senior representative of the ICHM partnered Australian Counselling Service (or delegated Australian Institute of Practising Counsellors (AIPC) Counsellor) is present when the Head of ICHM advises students and/or is available to provide grief counselling should it be required. The Head of ICHM may choose to advise students of the incident via email and a senior representative of the ICHM partnered Australian Counselling Service (or delegated Australian Institute of Practising Counsellors (AIPC) Counsellor) is available for grief counselling, should it be required.

- 4.15 Where the critical incident involves an employee, the Head of ICHM in consultation with relevant Senior Management Team members 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 Head of ICHM, 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 4.9).

- 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 Head of ICHM and UP Education Human Resource Team have access to the employee NOK contact details.
- 4.18.3 Cards are provided to all ICHM staff and students with contact details for the CIMT members.

- 4.19 The Head of ICHM 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 Head of ICHM from the nominated law firm.
- 4.21 Contact with the current media consultant is made via the Legal Advisor or Head of ICHM.
- 4.22 At the conclusion of a critical incident, the CIMT 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 Head of ICHM 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 Head of ICHM 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 Head of ICHM 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 Head of ICHM is responsible for advising the academic employees of critical incidents that have occurred where it is appropriate to do so. The Head of ICHM 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 Head of ICHM (or delegate) is responsible for coordinating the following:
 - 5.4.1 Where a student is the affected person and is in hospital, the Head of ICHM (or delegate) coordinates with the senior representative of the ICHM partnered Australian Counselling Service (or delegated Australian Institute of Practising Counsellors (AIPC) Counsellor) 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).
 - 5.4.2 Where a student requires general health or medical information or appointments, the

Head of ICHM (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 Head of ICHM to determine whether ICHM is able to assist.

5.4.3 Where a student has died, the Head of ICHM (or delegate) will:

- 5.4.3.1 Convey condolences from the College community to the family of the student.
- 5.4.3.2 Liaise with the NOK to ensure the timely return of all property belonging to the student.
- 5.4.3.3 Liaise with the relevant authorities in relation to the details surrounding the death of the student.
- 5.4.3.4 Notify students and staff and liaise with the senior representative of the ICHM partnered Australian Counselling Service (or delegated Australian Institute of Practising Counsellors (AIPC) Counsellor) to coordinate the provision of counselling for other students affected.

5.5 Where an employee is an affected person and is in hospital, the Head of ICHM or delegate is responsible to maintain contact with the employee and their family for updates on their progress.

The Head of ICHM 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 Head of ICHM:

- 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 representative of the ICHM partnered Australian Counselling Service (or delegated Australian Institute of Practising Counsellors (AIPC) Counsellor) to provide counselling for students.
- 5.6.5 Recommends the EAP to employees to assist in their wellbeing.

5.7 The Head of ICHM 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 Management Team, if applicable.

6 SUPPORTING DOCUMENTATION

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

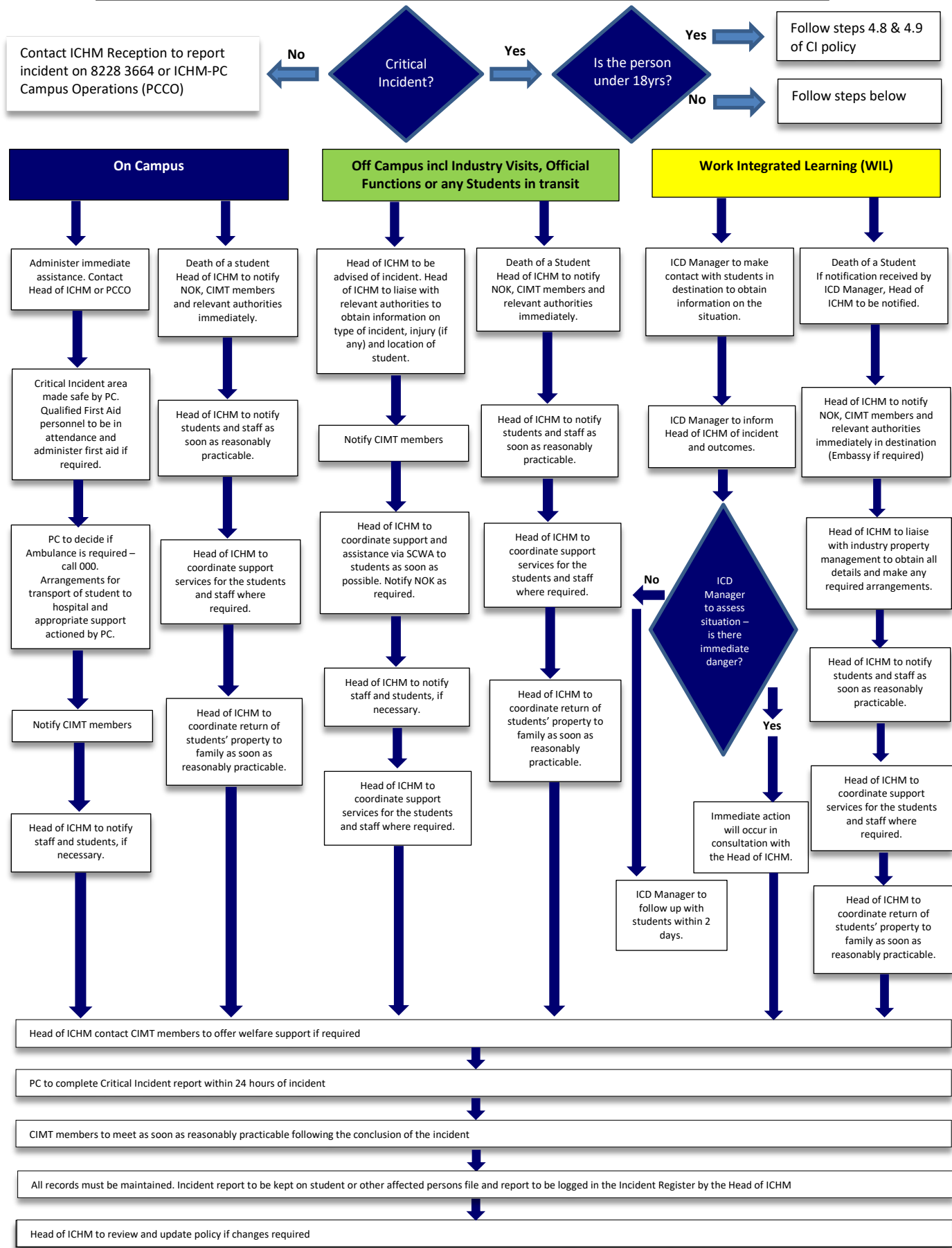
7 REVIEW

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

Accountability and review			
Delegate	Head of ICHM		Ref: ICHM Delegations Register
Approval body	Head of ICHM		
Approval date	20221121		
Review date	3 years from last review 20251121		
Supporting information			
Related legislation	Higher Education Standards Framework (Threshold Standards) 2021 (Cwlth) Work Health and Safety Act 2012		
Sector benchmarking			
Supporting documents			
Related documents	Employee Code of Conduct Student Handbook		
Superseded documents			
Type and location			
Policy type <select row and shade>	<input type="checkbox"/> Corporate Governance <input type="checkbox"/> Academic Governance <input type="checkbox"/> Academic Management <input checked="" type="checkbox"/> Operational Management		
Location/access <select row and shade>	<input type="checkbox"/> Website <input checked="" type="checkbox"/> Student access <input type="checkbox"/> Staff access <input type="checkbox"/> Overseas		
Amendments			
Version No.	Amendment type	Amendment Date	Key changes
1.0	New Document	Sept 2011	Modification of Document following meeting
2.0	Major	Dec 2012	Modification of existing Document following meeting
3.0	Major	06/05/13	Addition of Education Adelaide to K
4.0	Major	25/07/14	Various changes
5.0	Major	08/02/16	Update to roles and clarification of TAFE role
6.0	Major	20/05/16	Update of policy following meeting
7.0	Major	30/05/16	Update of policy following meeting. Removal of contact details and names

8.0	Major	15/06/16	Updated policy following review by Legal Advisor and acceptance of changes by Management Team.
9.0	Major	31/03/17	Updated policy following review by CIMT
9.1	Minor	15/02/18	Change of terminology from Department of Immigration and Border Protection (DIBP) to Department of Home Affairs
10.0	Major	20/06/18	Clarification of definition of “Critical Incident”
11.0	Major	14/9/18	Include consideration of Privacy Act requirements, support to CMIT and update format
11.1	Minor	28/11/18	Update of policy – clarification of roles for PC and Principal
11.2	Minor	19/11/19	Update to include further details on management of U18s
12.0	Major	05/12/19	Information added in relation to the needs of Aboriginal and Torres Strait Islander peoples and their traditional cultural practices
13.0	Major	May 2020	Updated to include staff and amend Chief Executive to Chief Executive Officer and remove Director Finance and Administration
14.0	Major	Dec 2020	Updated and reformatted to current format
14.1	Minor	05/05/2021	Change of position titles
15.0	Major	09/09/2021	Include requirements for reporting to the College Council
16.0	Major	29/12/21	Updated for quality assurance review undertaken by the Quality and Compliance Manager. Updated logo.
16.1	Minor	19.8.2022	Update to role titles representative of new structure
17.0	Major	21.11.22	Update to reflect the welfare component of student services to now be run in partnership with Australian Counselling Service (ACS)

STUDENT CRITICAL INCIDENT MANAGEMENT FLOWCHART



EMPLOYEE CRITICAL INCIDENT MANAGEMENT FLOWCHART

Critical Incident has occurred.

Whilst undertaking work activities, including travel, events or working from home

If relevant or to the extent possible, PC to make the critical area safe and administer assistance

Death of an Employee
If relevant, the Head of ICHM will notify the NOK, CIMT members and relevant authorities

Qualified First Aid Officer to administer first aid treatment if required and/or possible. An ambulance called on **000** if required or in the event of a non-life-threatening injury or illness, arrangements made for a taxi to the nearest hospital by the PC.

Death of an Employee
Head of ICHM to notify all staff and students if appropriate, as soon as reasonably practicable.

All CIMT members notified.

Head of ICHM to coordinate support and assistance for staff and/or student/s if applicable.

Head of ICHM to coordinate support and assistance for staff and/or student/s if applicable.

Head of ICHM to coordinate return of employee's property to family as soon as reasonably practicable.

Head of ICHM to contact CIMT members to offer welfare support, if required.

PC to complete Critical Incident report within 24 hours of incident.

CIMT members to meet as soon as reasonably practicable following the conclusion of the incident.

All records must be maintained, incident report to be kept in employee or affected person's file and report to be logged in the Incident Register.

Head of ICHM to review and update policy if changes are required.

Head of ICHM: 0403 698 935
Campus Operations Director: 0477 702 793
ICHM reception: 08 8228 3664

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 person 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 impacted person involved for PC to notify family <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A OR Impacted person involved 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:
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	Other (provide details):
Photos <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	

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)	<i>Responsible Person</i>	<i>Due Date</i>	Completed <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 Head of ICHM as "misconduct"? <input type="checkbox"/> Yes <input type="checkbox"/> No
Head of ICHM Signature: _____ Date: _____	Comments:	