



Critical Incident

Regulation and Standards	National Code 2018 Standard 6
Policy	<p>In accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. This policy details the procedure for dealing with a critical incident including: reporting, approach, action, support, media, counselling services, teaching, evaluation and follow-up, review and return to normality.</p> <p>The National Code defines a critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.’ A critical incident would include any of the following:</p> <ul style="list-style-type: none">• Death of student or any threat of such• Missing student• Natural disaster• Acts of terrorism• Fire, bomb threat, explosion• Issues of domestic violence, sexual assault• Drug or alcohol abuse• Severe verbal aggression• Psychological aggression• Serious injury or any threat of such
Procedure	<p>The Student Orientation Program includes information regarding the Critical Incident Policy and associated procedures covering actions to be followed in the event of a critical incident.</p> <p>Actions to be taken when a critical incident occurs</p> <ul style="list-style-type: none">• If a Critical Incident has or is occurring the first response staff member should take action to:<ul style="list-style-type: none">○ secure the safety of staff and students and themselves○ then contact the emergency services (if fire, police or ambulance is required)○ then contact the Director of Studies○ contact the Critical Incident Team (if Critical Incident Team members are not in attendance at college, contact them on their emergency numbers)• The Critical Incident Team will meet and assess the incident with regard to first response actions and risk to the safety of all staff, students and others.• If an associated risk is still active, they will action a strategy to implement further measures which may include identifying emergency response requirements and further action to ensure staff, students and others are removed from harm’s way• A member of the Critical Incident Team will contact emergency services (fire, police, ambulance) and relevant external bodies if necessary• The Critical Incident Team will determine the arrangements for informing staff, students and stakeholders of the incident.



	<ul style="list-style-type: none">Media response will be dealt with by the Course Coordinator; staff are not to provide any comments to the media with regard a critical incident <p>If trauma was experienced by individuals, a session will be organised with our Counsellor</p> <p>After the Event</p> <ol style="list-style-type: none">When the risk has passed, the first response staff member will complete the Critical Incident Report.The Director will convene a meeting with the Critical Incident Team and finalise the Critical Incident Report.The Director will notify DHA as soon as possible after the incident, this may include reporting via PRISMS.The Critical Incident Team will review the incident and evaluate the response and actions required for completion.If changes are required to policies and procedures, these will be made via documenting the critical incident report form and actioning a corrective action.
Reviewed	Annually
Version	0.1