



Critical Incident Policy

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1. PURPOSE

- 1.1 This document specifies Laneway Education's (the College) critical incident policy and sets out guidance to staff in the management of a critical incident affecting staff, learners and/or visitors.

2. SCOPE

- 2.1 This document applies to all staff in the College.

3. DEFINITIONS

- 3.1 A *critical incident* is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:
- 3.1.1 Serious injury, illness or death of a learner, staff or visitor;
 - 3.1.2 A learner or member of staff lost or injured on an excursion;
 - 3.1.3 A missing learner;
 - 3.1.4 Severe verbal or psychological aggression;
 - 3.1.5 Physical assault;
 - 3.1.6 Learner or staff witnessing a serious accident or incident of violence;
 - 3.1.7 Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature;
 - 3.1.8 Fire, bomb threat, explosion, gas or chemical hazard;
 - 3.1.9 Social issues e.g. drug use, sexual assault, and domestic abuse;
 - 3.1.10 Pandemics or epidemics.

4. CRITICAL INCIDENT RESPONSE TEAM

- 4.1 The CEO will convene a Critical Response Team to assist in the prevention and management of critical incidents. The CEO is the critical incident response team leader and will include the following members:
- 4.1.1 Head of Product;
 - 4.1.2 Head of Compliance; and
 - 4.1.3 At least one (1) member of staff where applicable.

5. RESPONSIBILITIES OF THE CRITICAL INCIDENT RESPONSE TEAM

- 5.1 The Critical Incident Response team responsibilities include:
- 5.1.1 Risk assessment of hazards/situations which may require emergency action;
 - 5.1.2 Analysis of requirements to address these hazards/situations;
 - 5.1.3 Establishment of communication with all relevant emergency services, e.g. police, fire brigade, ambulance, hospital, poisons information centre, and/or community health services;
 - 5.1.4 Ensuring 24-hour access to contact details for all learners and their families, agents, homestay families, carer's, consular staff, embassies and interpreting services if necessary;
 - 5.1.5 Ensuring 24-hour access to contact details for all relevant staff members needed in the event of a critical incident, e.g. learner contact officer, legal services, security, homestay coordinator, etc.;
 - 5.1.6 Respond to the critical incident or emergence by establishing the critical incident action plan;
 - 5.1.7 Dissemination of critical incident action plan to College staff;

- 5.1.8 Organisation of practice drills;
- 5.1.9 Regular review of the critical incident action plan;
- 5.1.10 Assisting with implementation of the critical incident action plan;
- 5.1.11 Arranging appropriate staff professional development related to critical incident management; and
- 5.1.12 Propose budget allocation for prevention and management of critical incidents and emergency.

6. CRITICAL INCIDENT ACTION PLAN

Response to critical incident or emergency

- 6.1 Immediate Action (within 24 hours of the incident) which include:
 - 6.1.1 Identify the nature of the critical incident;
 - 6.1.2 The College staff member who is initially notified of the incident should gather as much information as possible regarding the nature of the critical incident, e.g.:
 - a) Where did the injury occur - on campus or off?
 - b) How severe is the nature of the injury?
 - c) Where is the learner now?
 - d) Is the learner in hospital?
 - e) Has an ambulance been called?
 - f) Is an interpreter required?
 - 6.1.3 The information should be documented for further reference.
 - 6.1.4 Notification of the critical incident committee/team leader: the person who is initially notified of the incident should notify the critical incident team leader immediately.
- 6.2 Assignment of duties to college staff:
 - 6.2.1 The critical incident team leader will identify the staff member responsible for any immediate action.
 - 6.2.2 Management of the incident will then be assigned to the staff member.
 - 6.2.3 The staff member must maintain close contact with the critical incident team leader and any other staff members as required throughout the management of the critical incident.
 - 6.2.4 The staff member will implement the appropriate management plan or action strategy.
- 6.3 If an injured learner is on campus:
 - 6.3.1 Ensure appropriate intervention to minimise additional injury;
 - 6.3.2 Provide first aid where necessary;
 - 6.3.3 Ascertain seriousness of any injuries;
 - 6.3.4 Call ambulance if required;
 - 6.3.5 If ambulance is required, accompany learner to hospital;
 - 6.3.6 Ascertain seriousness of injury from hospital staff;
 - 6.3.7 If ambulance is not required accompany learner to relevant medical service, e.g. doctor.
- 6.4 If an injured learner is off-campus:
 - 6.4.1 If situation appears serious, call an ambulance and either meet the ambulance at the learner's location or at the hospital;
 - 6.4.2 Otherwise, go to location of learner;
 - 6.4.3 Provide first aid where necessary (this should be done by a qualified first aider);

- 6.4.4 Ascertain seriousness of injury;
- 6.4.5 Call ambulance if required.
- 6.5 If ambulance is required, accompany learner to hospital and ascertain seriousness of injury from hospital staff;
- 6.6 If ambulance is not required accompany learner to relevant medical service e.g. doctor.
- 6.7 If the learner has already been taken to hospital:
 - 6.7.1 Go to hospital;
 - 6.7.2 Ascertain seriousness of injury from hospital staff.
- 6.8 Dissemination of information to parents and family members
 - 6.8.1 When there are a number of people to contact, the College should attempt to simultaneously contact all parties.
 - 6.8.2 Contact the parents/legal guardian of the learner;
 - 6.8.3 Contact the carer of the learner, e.g. they may be living with a relative;
 - 6.8.4 Contact the homestay family of the learner.
- 6.9 Completion of a critical incident report (see Appendix A)
 - 6.9.1 Inform critical incident team leader of any relevant factual information to be conveyed to the media liaison (if applicable).
 - 6.9.2 Assess the need for support and counselling for those involved.
 - 6.9.3 If the learner is seriously injured or requires hospitalisation, the College should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.
 - 6.9.4 The College should assess whether other staff and learners have been affected by the incident and provide support and counselling as required.
 - 6.9.5 The College should also contact the Department of Home Affairs (formerly the Department of Immigration and Border Protection) and inform them of the incident.
- 6.10 Additional Action (48 – 72 hours after the incident) include:
 - 6.10.1 Assess the need for support and counselling for those involved (ongoing)
 - 6.10.2 Provide staff and learners with factual information as appropriate.
- 6.11 Depending on the nature of the incident, it may be appropriate for the CEO to address the College staff and inform them of the facts of the incident and the condition of the learner(s) or staff member(s) involved.
- 6.12 Restore normal college operations.

Follow-Up Action – Monitoring, Support, Evaluation

- 6.13 Identification of any other people who may be affected by critical incident and access of support services for affected community members.
- 6.14 The effects of traumatic incidents can be delayed in some people. The College needs to be aware of any emerging need for support and/or counselling.
- 6.15 Maintain contact with any injured/affected parties.
- 6.16 If the learner is in hospital for some time, the College will maintain contact with the learner and their family:
 - 6.16.1 To provide support and assistance for the learner and family; and

6.16.2 To discuss with the family any required changes to the enrolment of the learner e.g. suspension or cancellation of enrolment.

6.17 Provision of accurate information to staff and learners where appropriate.

6.18 Depending on the nature of the incident, it may be appropriate for the CEO to again address the College staff and inform them of the facts of the incident and the condition of the learner(s) or staff member(s) involved.

7. EVALUATION OF CRITICAL INCIDENT MANAGEMENT

7.1 The critical incident committee must evaluate any the critical incident report and the effectiveness of the management plan, and make improvements to College processes if required.

7.2 The critical incident committee must evaluate any possible longer-term effects on College staff and learner well-being, e.g. inquests, legal proceedings.

8. RESOURCES

8.1 The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

9. MANAGING THE MEDIA

9.1 The CEO should normally handle all initial media calls and manage access of the media to the scene, and to staff, learners and relatives,

9.2 The CEO will determine what the official College response will be.

9.3 All facts should be checked before speaking to the media.

9.4 If accurate information is unavailable, or the issue is of a sensitive nature, College staff must state that that question cannot be answered at this time.

9.5 The College must avoid implying blame or fault for any part of the incident as this can have significant legal implications.

9.6 The CEO may delegate media liaison to another member of staff.

10. EVALUATION AND REVIEW OF MANAGEMENT PLAN

10.1 After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, learners and local community representatives.

11. RESPONSIBILITIES

11.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

12. APPENDIX A

Critical Incident Report
(To be completed after all critical incidents)

Date: _____
Staff name: _____
Position: _____

Brief summary of incident: include where, when, who, and why as appropriate.

Further information/ documentation may be attached.

Immediate action taken:

Further action required:

Persons or staff notified and time & date

Signature: _____

Date: _____

	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R	X								
A	X								
S		X	X	X	X	X	X	X	
C									X
I									

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

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