

CRITICAL INCIDENTS

Policy

In the event of a critical incident of a student or employee ACA will follow the listed procedures on behalf of the students.

This policy and associated procedures meet the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Abbey College Australia is committed to the health and safety of the staff and students. This includes having measures in place to ensure the safety of staff, students and visitors in the event of a critical incident.

At the time of the critical incident, a critical incident team will be established to manage the critical incident. The establishment of the team will depend on the availability of the staff at the time of the incident.

Staff will be trained in the management of critical incidents and students will also receive information about critical incidents management. This will include how to seek assistance for and report a critical incident.

Records of the critical incidents will be filed for future references and preventive actions.

Scope

This Policy and Procedures applies to all students.

A critical incident is:

- An incident or accident of emergency and highly serious nature
- An incident that could include serious injury or death
- A serious accident leading to a critically ill students
- A serious incident that has led to a student's being hospitalized, possibly in a coma or in a high dependency ward care.

Critical incidents could also include:

- Missing students
- Severe verbal or psychological aggression
- Natural disaster
- Issues such as domestic violence, physical, sexual or other abuse; and
- Other non-life threatening events.

Procedures

If such an incident occurs for a student

On site:

- If the incident happens within ACA's campus premises, staff, students or visitors involved or witnessing a critical incident should immediately call the emergency services – fire, police or ambulance (000).
- Action evacuation procedures if required.
- Immediately report incident to a member of the Abbey College Australia management team.
- Establish a Critical incident team who will meet immediately following the incident to assess the facts of the situation, who has been affected and discuss the priorities and actions to be taken. Roles and responsibilities will be allocated.
- Assess required actions which may include but are not limited to:
 - Alerting stated emergency contacts on their enrolment form

- Nominating a member of the critical incident team to be a main point of contact.
- Liaising with external agencies, including emergency services.
- Issuing a media release advising of the situation
- Informing all staff and students of the critical incident situation
- Regularly updating all staff and students of the critical incident situation
- Organising emergency counselling for those affected
- Providing details of support services that can be provided
- Seeking legal advice
- Assisting students with insurance claims.
- Document all actions in a critical incident form and action plan.
- Implement the critical incident action plan.
- Adjust the critical incident action plan as required.
- The Campus Manager will contact the stated emergency contact person on their enrolment form.

Off site:

- If the critical incident occurs whilst the students is outdoors or at home and which affects the students' training program, the Campus Manager once informed of the incident will:
 - ensure all relevant persons are informed of the incident also
 - make appropriate arrangements for deferral or discontinuation of the training program.

The number to contact is: 0433532966

Evacuation Drill

- Regular evacuation drills are held throughout the year to prepare for an emergency. Please ensure you familiarise yourself with floor plans and emergency exit locations.
- If the building's alarm sounds, exit via the closest emergency exit. Never use the lift during an emergency evacuation.
- Please see the emergency evacuation maps posted around the campus for the location of the evacuation meeting point.

Recording of the critical incident

- All critical incidents will be fully reported on the *Critical Incident form*.
- All completed forms will be filed in the students personal file and in ACA's *Critical Incidents Register*.
- All relevant education staff will be confidentially informed of the critical incident and kept informed of the students' progress by the Campus Manager.

Evaluate critical incidents.

- The Critical Incident Team if formed for the specific critical incident will meet as soon as possible after the critical incident to complete all of the following actions.
- Review the actions taken and perceived effectiveness of the response.

- Identify any recommendations for improvement.
- Action recommendations for improvement.

Responsibilities

- The CEO/RTO Manager is responsible for coordinating and assisting with the critical incident response.
- All staff are responsible for calling emergency services as required in the event of a critical incident and notifying the management team.

Documents

- *Critical Incident form*
- *Critical Incidents Register*