



# Critical Incident Management Policy and Procedure

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## 1. Purpose

This policy and procedure aims to respond to and manage incidents that impact the College and provide the organisation with a procedure to manage critical incidents. The procedure will ensure its employees identify, record, respond and evaluate to critical incidents consistently.

Reach Community College acknowledges that critical incidents can negatively and significantly influence students and staff in both physical and psychological ways. Especially students may feel isolated due to being in a foreign country without any support from family and friends. Efficient planning, management and coordination are required to ensure that any critical incident will not be escalated. Therefore, the procedure stated in this policy and procedure can mitigate the loss/risk of the college's operations which can reduce the negative impact on the staff, students, and community. The policy and procedure is developed to ensure compliance with National Code 2018, Standard 6 for critical incidents.

## 2. Scope

This policy and procedure applies to all Reach Community College staff and students. The policy and procedure is to be read and comprehended in conjunction with the Code of Conduct and any other policies and procedures of the college relating to the critical incident management.

## 3. Policy statement

The college is responsible for providing a secure learning environment for its students. The college's staff is trained to manage a critical incident and provides proactive aid to students who may be affected by the incident.

## 4. Definitions

Term	Meaning
Code of Conduct	Is the Reach Community College – Code of Conduct
Critical Incident	Refers to a critical incident is an unexpected traumatic event, involving personal or professional threat, which can evoke extreme stress, fear or injury. Includes events such as death, (including a student's friend or family member), serious injury to a student (physical or psychological), fire, bomb threat, serious criminal acts that affect the student/s, virus contamination or any other incident that may seriously impact a student or the college where it shifts from routine to non-routine operation.

Emergency	Refers to An incident that arises internally, or from an external source, which may adversely affect the students, staff or stakeholders, in a facility, and which requires an urgent response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.
National Code 2018	Means the National Code of Practice for Providers of Education and Training to Overseas Students 2018
Students	Refers to the students enrolled at Reach Community College.
Traumatic event	Is one in which a student and/or staff experiences or witnesses that entails actual, threatened, or perceived death or serious injury and/ or threat to own or others physical and psychological integrity. The students' and/or staff's reaction could then include intense fear, feelings of helplessness and horror, which alters their current self.
Staff	Are all employees of Reach Community College, whether permanent, temporary, part-time, or casual, volunteers, placement students, interns, agents, contractors, consultants or any party works in any other capacities for the Reach Community College

## 5. Procedures

The procedure below provides the steps that the college staff must follow when there is a critical incident.

### Step 1: Identify Risk

When a critical incident is identified and escalated to college staff, immediate action is required to evaluate the risk level of the incident. The evaluation of the risk level will assist the staff in deciding whether emergency services are required. The college staff is required to follow the key steps stated in the Critical Incident Management Plan and fill out the Critical Incident Record Form. Table 1 displays the risk level and examples whereas Table 2 present the list of available emergency services.

### Step 2: Informing relevant parties

After the risk is identified, a college staff must immediately notify:

- Campus Manager, Student Support Manager and Human Resource Manager for the incidents related to the low and medium risks stated in Table 1.
- Chief Executive Officer (CEO) for the incidents related to the serious and extreme risks stated in Table 1.

**Table 1: the risk level and examples**

Risk level	Examples
<b>Low</b> (emergency services not required)	<ul style="list-style-type: none"> <li>• minor injury to student or staff member</li> <li>• a verbal altercation between students or staff</li> <li>• intermediate IT system issues</li> </ul>
<b>Medium</b> (emergency services may be required)	<ul style="list-style-type: none"> <li>• injury/illness that requires medical treatment</li> <li>• a physical altercation between students/staff – minor injury</li> <li>• threats to staff/students from an external source such as email or social media</li> <li>• missing adult student</li> <li>• missing staff member</li> </ul>
<b>Serious</b> (emergency service required)	<ul style="list-style-type: none"> <li>• serious injury to staff/student</li> <li>• serious threats being made to staff/students</li> <li>• a student under 18 missing</li> <li>• reports of Homestay neglect/harassment</li> <li>• hacking of IT system/interference with operations</li> <li>• use of drugs by student/staff on campus or drugs in possession on campus</li> </ul>
<b>Extreme</b> (emergency services required)	<ul style="list-style-type: none"> <li>• death, threats of suicide, threats to the life of others, life-threatening injury</li> <li>• rape/sexual assault, serious physical assault, production of weapon/threats to use a weapon</li> <li>• bomb threat, fire, explosion, gas leak or chemical hazards including asbestos</li> <li>• infectious disease/contamination</li> </ul>

**Table 2: The list of available emergency services in Tasmania**

Service	Contact number
Ambulance (life-threatening emergencies)	
Police (emergencies)	000
Fire	
Flood, storm, tsunami and landslide	132500
Police (Crime stoppers)	1800 333 000

### Step 3: Establishing a critical incident team

If the incident is minor and can be solved with the collaboration of Campus Manager, Student Support Manager and Human Resource Manager, the Critical Incident Team (CIT) is **NOT** required.

If the incident is serious (e.g., COVID-19) and can **NOT** be solved with the collaboration of Campus Manager, Student Support Manager and Human Resource Manager, then the CIT is required.

#### The Critical Incident Team

The CIT is the group that will be formed in the event of a critical incident to coordinate and manage the incident. The Critical Incident Team (CIT) will form where there is a serious risk to a student(s) or staff, or the college (e.g., an entire or part of campus) and community. Members of the CIT will be responsible for managing the incident on-site and/or in coordination with emergency services or external organisations. The CIT will be responsible for:

##### 1. Forming the CIT

The CEO as a chairperson of the CIT will appoint team members and at least a CIT secretary. The CEO can delegate any other CIT member to act as a chairperson if the CEO is unavailable (e.g., off-campus or overseas) during the critical incident. The CIT secretary will assist the CEO in records keeping (e.g., meeting minutes) and prepare a Critical Incident Report following the incident. The CIT may include some or all the following parties, depending on the severity of the incident:

- CEO (Chairperson)
- Campus Manager
- Enrolment Manager
- Finance Manager
- Facilities & ICT
- Human resources management
- Marketing Manager
- Compliance Manager

##### 2. CIT meeting

Once the CIT is formed, the chairperson of the CIT will call for a meeting. In the meeting, the chairperson will, but not limited to,

- Clarifying objectives/agenda of the meeting (e.g., what is a critical incident and what should be outcomes from the CIT?);
- Assigning the roles to CIT members;

- Working through objectives/agenda of the meeting;
- Review meeting record (if applicable);
- Next meeting agenda (if applicable).

### ***3. Managing a critical incident***

The CIT may assign other employees, but not limited to,

- To complete and submit the emergency statement/report and inform students/staff of emergency contacts for the incident
- To evacuate and gather staff to the assigned safety environment
- To barricade the incident area and prevent non-authorised personal from entering
- To establish a Support Team to assist impacted students and staff
- To communicate and inform students and employees about the incident
- To communicate external parties or relevant stakeholders.

### ***4. Review***

- At the end of the incident, the CI Team will provide a debriefing to the Management Committee, in relation to the incident
- Recommendations, if any, will be made by the CI Team to the Management Committee regarding future handling of similar incidents
- Taking a proactive arrangement in following up on impacted students or staff including advising counselling
- Reviewing the incident, debriefing workers and students after the incident and making any recommendations for the CEO in order for the handling of future incidents

## **6. Questions/Feedback**

Any further information concerning this Policy, please contact the Compliance Manager.

## Appendices

### Appendix 1: Critical Incident Management Plan

There are five key steps for the college staff to follow when they are in a critical incident.

#### 1. Recognise

- What is the nature of the incident?
- Determine the level of risk of the incident in compliance with the risk matrix in the Policy
- Who is at risk i.e. individual student/worker, group of students/workers, the whole of campus?

#### 2. Record

- What are the facts of the incident (who, what, when, where why and how?)
- The location of the incident, numbers and names of parties involved
- The name of the individual reporting the incident
- The time of the reported incident
- The Party reporting the incidents contact number
- When recording the Incident report, confirm the information given about the incident is precise and include a written justification of the response.

#### 3. Report

- Immediately report the incident to the campus manager/senior staff
- If the Risk level is identified to require emergency service, notify emergency services by calling 000 (police, ambulance, fire and emergency services)

#### 4. Respond

- If required, provide first aid, or notify the required emergency department to seek urgent assistance,
- When a disaster or emergency arises, the primary aim of the response is to ensure the safety of all people on the premises and to direct the students and other parties involved in the designated safe environment.
- Cordon off the incident area and prevent a non-authorised person from entering
- If safe and directed by the emergency department, safety check the impacted premise for students that may be in disturbance and try to prevent students from leaving on their own particularly if distressed
- Initiates recovery and aims to restore operations as quickly as reasonable feasible

## Appendix 2: Critical Incident Record Form – Template

Date: \_\_\_ / \_\_\_ / \_\_\_

Time of notification: \_\_\_\_\_ : am/pm

Name of the person taking the report

I \_\_\_\_\_ Position: \_\_\_\_\_

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Name of person reporting the incident

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Contact telephone number

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What is the incident/describe?

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What action is being taken to help?

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Who:

---

When:

---

Where:

---

How:

Nature and extent of any injury:

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Immediate Actions Required

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Is Campus Manager/Senior staff notified? Yes

Date : \_\_\_\_\_ Time: \_\_\_\_\_ : \_\_\_\_\_

Is any other relevant staff notified? Yes

Date \_\_\_\_\_ Time: \_\_\_\_\_ : \_\_\_\_\_

Is Emergency Services (000 number) notified? Yes

Date \_\_\_\_\_ Time: \_\_\_\_\_ : \_\_\_\_\_