

Name:	Critical Incident Policy and Procedures
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Maintenance Owner	Group Accreditation & Compliance
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Section 1 – Introduction

1) Purpose

The Academy of Information Technology (AIT) Critical Incident Management Policy document outlines

AIT's procedures for managing a critical incident and ensuring that there is:

- i) an effective and appropriate approach in responding to critical incidents;
- ii) appropriate communication for staff about their responsibilities in responding to critical incidents; and
- iii) appropriate communication for students about critical incident procedures and appropriate contact person.

This Critical Incident Management Policy should be used in conjunction with the 'Trimevac Emergency Response Procedures' Manual v1.2 (dated May 2012).

The AIT Critical Incident Management Policy applies to all current staff, students and visitors of AIT and all subsidiary entities and brands of AIT.

2) Scope

This policy refers to the health and safety of AIT's staff and students across all delivery locations. This policy covers all subsidiary entities and brands of AIT.

3) Regulatory Requirements

This policy is informed by the requirements of:

- i) The Education Services for Overseas Students (ESOS) Act 2000
- ii) The National Code 2018
- iii) Higher Education Support Act 2003
- iv) Tertiary Education Quality and Standards Act 2015
- v) Standards for RTO's 2015
- vi) Privacy Act 1988

Section 2 – Policy

1) Introduction

It is important to have a clear context for defining forms of incidents. This introduction defines critical incident, emergency and first aid assistance in the context of this policy.

A Critical Incident is defined as a traumatic event, or the threat of such, which causes extreme stress, fear or injury. Critical incidents are not limited to, but could include:

- i) missing students;
- ii) severe verbal or psychological aggression;
- iii) death, serious injury or any threat of these;
- iv) natural disaster; and
- v) issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life-threatening events could still qualify as critical incidents and must be approached in an appropriate manner.

2) Emergency

An Emergency is defined as a situation that poses an immediate risk (and/or a situation that has already caused effect and/or has the potential to cause effect) to health, life, property or environment. Most Emergencies require urgent intervention. In the event of an Emergency, call Emergency Services (Police/Fire/Ambulance) on '000' or '112' (from a mobile) prior to initiating the Critical Incident Management Policy.

3) First Aid Assistance

In the event that First Aid is required (and where the incident has not been deemed Critical and/or an Emergency), staff should contact Reception during business hours in the first instance where a First Aid kit is available.

In the event that First Aid is required (and where the incident has been deemed Critical and/or an Emergency), follow the Critical Incident Management Policy.

4) Critical Incident Management Team

The Critical Incident Management Team is responsible for the management and communication of all Critical Incidents for AIT. However, this should not limit the actions of staff members in the event of an emergency where contact with a member of the Critical Incident Management Team cannot be immediately made.

At least one member of the Critical Incident Management Team should be onsite during business hours (Monday-Friday 0900-1800). However, in the event they are not contactable, staff members should call another member of the Critical Incident Management Team. The Critical Incident Management Team is on call 24hrs/7 days.

Title	Name	Contact Number
AIT	Reception	+61 2 9211 8399
PEO	Glenn Elith	0405 906 212
General Manager	Ruby Biscuit	0423 727 272

Emergency Services	Police/Fire/Ambulance	000 (or 112 from a mobile)
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In the event of an emergency, do not delay - call Emergency Services immediately.

5) Important Services Contact Information

Emergency Services	Contact number
Emergency Services (Police/Fire/Ambulance)	000 (or 112 from a mobile)
National Security Hotline	1800 123 400
Australian Federal Police	(02)9286 4000; (07)3222 1222; (02)5126 9161 (VIC)
State Emergency Services (all states)	132 500

Property Services	Contact Number
Energy Australia	131 388
Leaking Gas	132 771
Sydney Water	132 090

Health Services	Contact Number
Abortion & Grief Counselling	1300 363 550
Health Direct (24hr Health Advice line)	(02) 9361 8000
Alcoholics Anonymous Australia	1300 222 222
Crisis Pregnancy	1800 650 840
Domestic Violence and Sexual Assault Helpline	1800 200 526
Alcohol & Drug Information VIC	1800 888 236
Alcohol & Drug Information NSW	1800 022 222
Alcohol & Drug Information QLD (ADIS)	1800 177 833

Hospital – Sydney Hospital	(02) 9382 7111
Hospital – Royal North Shore Hospital	(02) 9926 7111
Hospital – Royal Melbourne Hospital	(03) 9342 7000
Hospital – Mater Brisbane	(07) 3163 8111
Medical Centre – Chinatown Medical Centre	(02) 9212 0228
Medical Centre – Haymarket Medical Centre and Dental Clinic	(02) 9283 2744
Medical Centre – Hyde Park Medical Centre	(02) 9283 1234 1800 022 222
Alcohol & Drug Information QLD (ADIS)	1800 177 833 03 9342 7000
Hospital - Royal Brisbane and Womens	(07) 3641 8111
Medical Centre - Queen St (Brisbane)	(07) 3229 9355
CBD 7 Day Medical Centre & Clinic (Brisbane)	(07) 3211 3611
Medical Centre – City Medical (Melbourne)	(03) 9098 7480
Medical Centre – Travelers Medical & Vaccination Centre (TMVC)	(02) 9221 7133 (03) 9347 7132 (07) 3815 6900
Mental Health Information	(02) 9816 5688
Poisons Information Centre	131 126
Rape Crisis Centre NSW	1800 424 017

Other Services	Contact Number
Department of Home Affairs Anti-Discrimination Board of NSW	(02) 9268 5555
Medibank Private – Overseas Student Health	132 331

Cover (OSHC)	
Beyond Blue Counselling Service	1300 224 636
Translating and Interpreting Service (24 hours per day, 7 days per week)	131 450

6) Student Communication (responding to a Critical Incident)

A student of AIT may inadvertently be involved in (either directly or indirectly) a Critical Incident. All staff should be familiar with the AIT Incident Management Policy and be ready to respond to students in the event of an incident.

Students will be advised via the AIT Student Handbook (provided to students on their first day) and during the student orientation process about important information in the event of an incident including

7) Staff Communication (responding to a Critical Incident)

As a staff member of AIT, you may inadvertently be involved in and/or be one of the first people notified of a Critical Incident.

Many staff in the event of a Critical Incident, respond by stating that ‘they are not qualified to handle an incident’. By familiarizing yourself with the AIT Critical Incident Management Policy, including the Flow Chart and Emergency Contact Numbers, all staff can work towards assisting other staff, students, and/or visitors of AIT in the event of an incident.

A copy of the Critical Incident Management Policy will be provided to you on your first day of employment. A copy is also available at Reception. Information is also included in the RedHill Employee Handbook.

8) Critical Incident - Initial Staff Response Procedures

- i) The staff member involved in and/or the first person notified of a Critical Incident is to assess the situation and consider any apparent risks to their own safety and the safety of others. Provided there is no threat to personal safety, the staff member will take steps to minimize further damage or injury which may involve the assistance of willing bystanders.
- ii) Where the staff member considers a critical incident to be apparent or likely, they must alert a member of the Critical Incident Management Team and/or the Emergency Services in the event of an emergency.
- iii) Communication in this instance is to be undertaken immediately and must involve direct dialogue – do not leave voice messages, text messages, and/or emails.
- iv) The Critical Incident is to be reported to the CEO, as soon as possibly practical.

9) Critical Incident - Critical Incident Management Team Procedures

- a) Once a Critical Incident is reported to a Critical Incident Management Team member, they will then assume the responsibility (or when not possible, delegate to a responsible staff member) for reassessing the incident and manage any matters requiring immediate action.
 - i) Contacting other staff and/or emergency service providers;
 - ii) Establishing clear lines of communication with relevant persons;

- iii) Informing the CEO.
- b) As soon as possibly practical, the Critical Incident Management Team member will prepare a Critical Incident Form outlining details of the incident.
- c) This will lead to a review of the incident, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, and stakeholders of those involved in the incident).
- d) Following the Incident, a Critical Incident Feedback Form is to be completed as soon as possibly practical.
- e) Completed Critical Incident Form and Critical Incident Feedback Form should be submitted to the CEO.

10) Media Enquiries (Following Critical Incident)

In most instances, AIT would prefer not to issue a press release in relation to a Critical Incident. All staff are advised not to communicate any Critical Incident matters to media and to refer any media enquiries directly to the CEO.

11) Critical Incident Recovery Timeline

The successful management and recovery from a Critical Incident depends on all staff involved and/or aware of the incident taking appropriate action and providing support during and after the incident. Though no two Critical Incidents are the same, below is a general guideline:

Immediately (and within 24 hours)

- i) Ensure the safety and welfare of staff and students and arrange for first-aid if necessary;
- ii) Where possible notify the time and place of the debriefing to all relevant persons;
- iii) Set up a recovery room;
- iv) Gather the facts relating to the incident including persons/witnesses involved;
- v) Keep staff, students, and/or parents informed.

Within 48-72 hours

- i) Arrange counselling as needed;
- ii) Provide opportunities for staff and/or students to talk about the incident;
- iii) Provide support to staff and helpers;
- iv) Restore normal functioning as soon as possible;
- v) Keep designated emergency contact

Within the first month

- i) Arrange a memorial service, if appropriate;
- ii) Encourage parents to participate in meeting to discuss students' welfare;
- iii) Identify behavioral changes and the possibility of post-traumatic stress disorder and refer to

Health Contacts for Mental Health Services;

- i) Monitor progress of hospitalised staff or students;
- ii) Monitor mental and physical health of all helpers;
- iii) Debrief all relevant persons.

In the longer term

- i) Monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder – refer for specialised treatment;
- ii) Provide support if needed;
- iii) Plan for and be sensitive to anniversaries, inquests and legal proceedings;
- iv) Access specialist support if needed.

12) Critical Incidents Procedures

Though no two incidents are the same, and it is almost impossible to anticipate every potential Critical Incident possible, the Critical Incidents Procedures listed below are designed to provide guidance to staff members in dealing with the more common Critical Incidents that may be encountered by staff, students, and visitors of AIT.

Whenever responding to a Critical Incident, staff should always ensure that their own safety and the safety of others is not compromised in responding to an incident.

13) AIT Campus Evacuation

In the event of a fire, gas leak, bomb threat, building damage, and/or other hazard, it may be necessary for the total evacuation of staff, students, and visitors from the campus.

If a staff member or student notices an event that may necessitate the evacuation of the campus, they should:

- i) Immediately report the event to a member of the Critical Incident Management Team;
- ii) The staff member should ensure that other individuals are removed from the area;
- iii) The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;
- iv) If an evacuation is ordered, and/or the evacuation alert sound, all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exits and proceed to the assembly area designated to await further instructions;
- v) The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
- vi) No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

14) Fire

The campus has an Emergency Warning System (EWS) Panel which is activated by the Fire Indicator Panel should a Smoke Detector or Sprinkler head activate. The Fire Indicator Panel indicates which detector or sprinkler has been activated.

If a staff member or student notices a fire and/or smoke they should:

- i) Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Fire) should be called immediately as well as a member of the Critical Incident Management Team; The caller should provide:
 - (1) Location
 - (2) Nature of emergency
 - (3) Their name
 - (4) Have someone meet the Emergency Services where possible

- ii) The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services, and determine whether a campus evacuation should be initiated;
- iii) If an evacuation is ordered, and/or the evacuation alert sounds, all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exists and proceed to the designated assembly area to await further instructions;
- iv) The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
- v) No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

15) Bomb Threat

A bomb threat claim could be received in a number of ways including but not limited to phone call, letter, graffiti, and/or in person. All bomb threats and those that threaten the welfare of the staff, students, and visitors should be taken seriously.

If a staff member or student receives a threat notice they should:

- i) 1. If receiving the threat by phone call, collect as much information about the threat as possible including
 - (1) Keep the caller on the phone as long as possible and record the caller's comments word by word;
 - (2) Listen carefully for background noises, speech mannerisms, accent, etc. which might give a clue to the age, sex and location of the caller;
 - (3) Try to ascertain the whereabouts, timing, and type of threat.
- ii) Immediately report the threat to a member of the Critical Incident Management Team (including the information noted);
- iii) The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police/Ambulance/Fire) should be notified, and whether a campus evacuation should be initiated;
- iv) If an evacuation is ordered, and/or the evacuation alert sounds, all staff should assist the evacuation of the campus in an orderly manner using both the west/east side fire exists and proceed to the designated assembly area to await further instructions;
- v) All staff, students, and visitors should be advised to take all personal belongings but not to touch anything that does not belong to them;
- vi) The Critical Incident Management Team member will be available to liaise with Emergency Services upon their arrival to assist as requested;
- vii) No one is to re-enter the campus until approved to do so by the Emergency Services and/or the Critical Incident Management Team.

16) Intruder

With over 500 students, staff, and visitors who frequent the premises on any given day, staff should always be vigilant and aware of any unfamiliar person on campus.

If a staff member or student notices an intruder (or someone acting suspiciously), they should:

- i) Immediately report the intruder to a member of the Critical Incident Management Team (including the intruders whereabouts on the campus, clothing, activities, and whether there is any potential direct threat to persons and/or property);

- ii) The Critical Incident Management Team member will assess the severity of the incident to determine whether or not Emergency Services (Police) should be notified, and how/if the intruder should be removed from the campus.

17) Medical Emergencies

In the event of a medical emergency, staff must take every reasonable action to ensure that the affected individual is properly cared for.

If a staff member or student notices an individual with a medical emergency, they should:

- i) Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Ambulance) should be called immediately as well as a member of the Critical Incident Management Team; The caller should provide:
 - (1) Location
 - (2) Nature of emergency
 - (3) Their name
 - (4) Have someone meet the Emergency Services where possible
- ii) The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services;
- iii) Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person by administering the following basic first aid:
 - (1) Maintaining a clear airway;
 - (2) Check breathing; and circulation;
 - (3) Remain with the affected individual until help arrives.

18) Personal Safety Issues

Though Australia is a comparatively safe place to live and has relatively low crime rates, individuals must still take precautionary measures to safeguard their health and wellbeing.

Personal safety issues may include, but are not limited to muggings, theft, sexual harassment, sexual assault, assault, and/or threats.

If a staff member or student notices an individual with a personal safety issue, they should:

- i) Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team;
- ii) The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services;
- iii) Whilst waiting for the arrival of Emergency Services, staff should take initial care of a person:
- iv) Depending on the nature of the personal safety issue, further support and counselling may need to be applied.

19) Missing Persons

An individual may intentionally or not become un-contactable prompting questions on their whereabouts from family, friends, and associates close to them.

If a staff member or student identifies an individual as missing or lost, they should:

- i) Determine that the individual is indeed missing or lost;

- ii) Compile as much information as possible about the individual (name, possible location, physical description, when they were last seen, any friends or other contact persons who may be able to verify, etc.);
- iii) Notify a member of the Critical Management Team (with this information) who will then make a decision on contacting the Police;
- iv) The Critical Management Team should then take steps to contact the family of the individual.

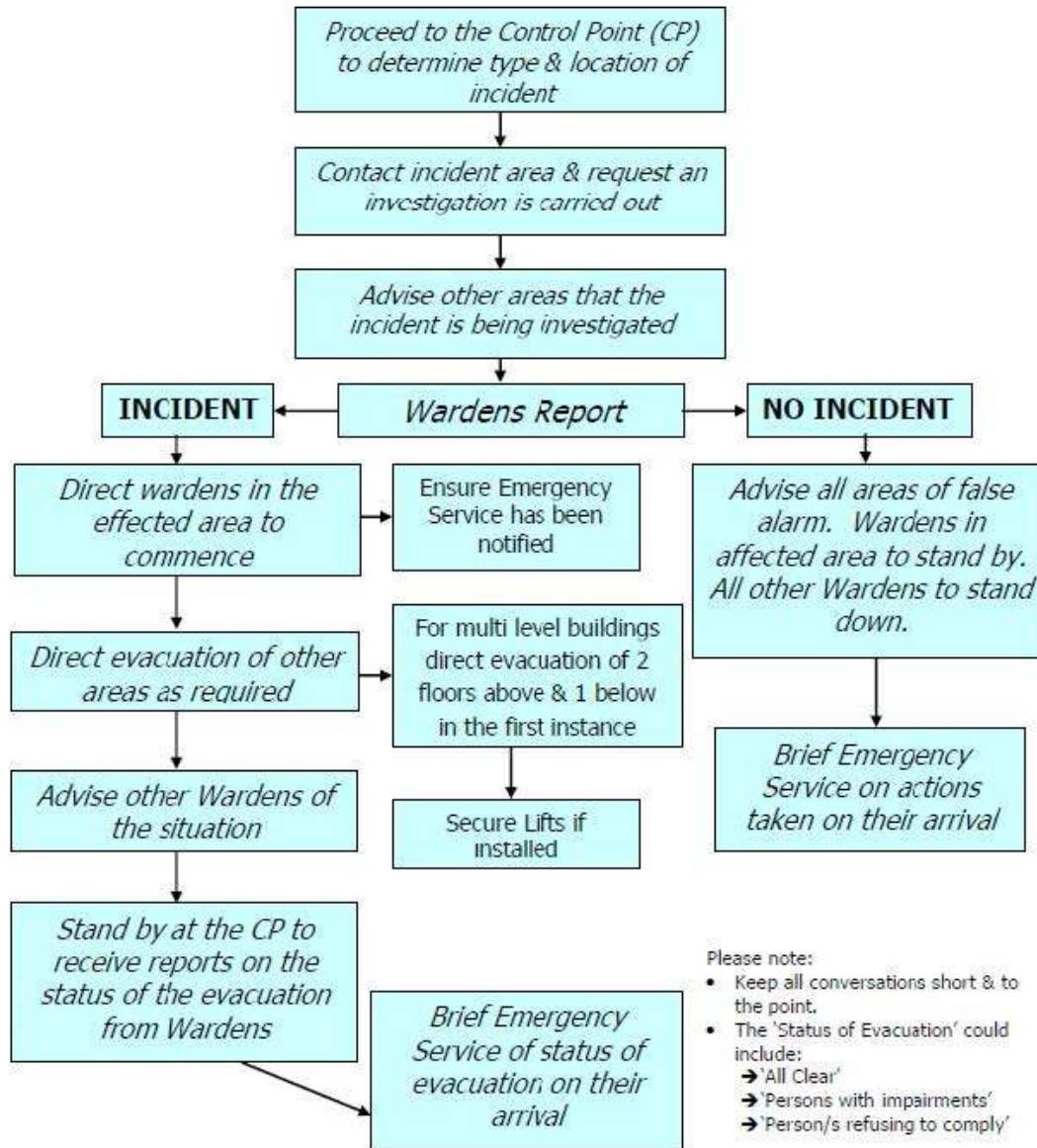
20) Death

The death of an individual is always distressing for family, friends, and those associated. This can be further compounded if the death occurs in a foreign country (like most students at AIT) which can involve complications such as organising the funeral, repatriation, and other administrative arrangements and formalities.

If a staff member or student identifies an individual as deceased, they should:

- i) Determine that the individual is indeed deceased (and not in need of emergency medical treatment);
- ii) Assess whether or not the matter requires urgent intervention. If so, Emergency Services (Police and/or the Ambulance) should be called immediately as well as a member of the Critical Incident Management Team;
- iii) The area should be made secure to reduce disturbance to the scene, and to reduce possible contact of the deceased with other individuals;
- iv) The Critical Incident Management Team will initiate assistance as required and await response from Emergency Services;
- v) The Critical Incident Management Team will initiate contact with the individual's family (or next of kin), and work with relevant Government and private officials;
- vi) The CEO will release communications to staff, and students of AIT and advise them of counselling and support services available.

CHIEF WARDEN FLOW CHART On becoming aware of an incident



21) Publication

This procedure is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

Section 3 – Change History

1) Change History

Version	Approval date	Department	Approved by	Change
V1.0	19 June 2017	Group Accreditation & Compliance	Group Manager	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	General Manager	
V1.1	24 May 2018	Group Accreditation & Compliance	Compliance Manager	
		Technology & Design Division	General Manager	
V1.2	24 April 2019	Group Accreditation & Compliance	Group Manager	
		Technology & Design Division	General Manager	
V1.3	10 October 2019	Group Accreditation & Compliance	Compliance Manager	Update to new template and update contact details
		Technology & Design Division	General Manager	