

Critical Incident

Purpose

The National Code of Practice for Providers of Education and Training to Overseas Students 2018, requires Mindroom Innovation to have strategies in place to manage Critical Incidents as well as documented support for any student who experiences such incident.

This policy is designed to ensure the college:

- a. complies with its duty of care as an international student education provider,
- b. can respond to a critical or significant incident or event, and
- c. meets the requirements of the National Code
- d. is prepared to guide staff and students in case of a critical incident.

This policy will be made available for Staff and Students through the Mindroom Innovation website at: <https://www.mindroom.edu.au/forms-and-policies/> so that they are aware of these requirements in the event of a Critical Incident and will form part of the induction process, to both staff and students.

Scope

Critical Incident Response is a comprehensive approach to Crisis Intervention consisting of the processes which can be applied in the case of an emergency / critical incident.

Although standalone, this policy can be read in conjunction with our Emergency and WHS policy.

Definition

A Critical Incident is defined as:

“A traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.”

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff member
- A missing student
- Severe verbal or psychological aggression
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or alcohol abuse
- Damaging media attention.

Procedure

Procedures in Critical Incident Response should consider the actual management of a critical incident and should address the process and actions taken:

- a. at the time of occurrence
- b. immediately after the event
- c. after the event (follow up and reporting).

Critical Incident Response

Mindroom Officer

The Designated Officer:

- a. Is defined as any Staff Member who is either a direct witness or the first to be informed of the incident / accident, hazard or near miss.
- b. Is to assume temporary control over the scene of the critical incident and to assign duties and responsibilities to Staff and Students as required.
- c. Is to alert the General Manager or most senior staff member at the first available opportunity.
- d. Is to provide a brief to the General Manager or other senior staff member about the Critical Incident Response and keep them in the know during and after the event.
- e. Is to complete the Critical Incident Report Form.

Critical Incident Response Team (if required)

In the event of a critical incident, you may need to gather several people to control the situation. This kind of grouping is called forming a Response Team and preferably will be done by the General Manager or most Senior Staff Member. The team, under the guidance of the team leader, is responsible for:

- Immediately ensuring everyone's safety and welfare,
- Identifying the cause to the Critical Incident circumstance, assessing and controlling any further risk,
- Implementing, monitoring and maintaining risk control measures,
- Regularly monitoring the effectiveness of the Critical Incident risk control measures and rectify any deficiencies in the procedures,
- Consulting with Staff and Students on Critical Incident practices,
- Liaison with Emergency Response Authorities,
- Liaison with DET, Department of Home Affairs and other relevant agencies,
- Ensuring the well-being of Staff and Students following the Critical Incident,
- Arranging counselling or trauma services following the Critical Incident.

Critical Incident Response Timeline

Certain actions taken by the designated officer and/or response team are expected to be carried out within a timeframe of 24 hours. This includes:

During

- a. Identify the cause of the Critical Incident
- b. If practical, remove or minimise the cause for a potential further Critical Incident
- c. Ensure the safety and well-being of staff and students
- d. Ensure injured and/or traumatised staff and students are provided with appropriate emergency care
- e. Arrange counselling, trauma or religious services
- f. Ensure support for staff and students in the event an incident is still continuing
- g. Keep staff, students, parents, agents and where necessary DET / Department of Home Affairs informed
- h. Manage media reports
- i. Designated Officer is to complete the Critical Incident Report Form
- j. Commence an investigation to record real-time or factual data on the Critical Incident.

Immediately After

- a. Arrange counselling Services
- b. Allow and where necessary, arrange for staff and/or students to contact relatives and friends
- c. Ensure staff and students who have been exposed to the Critical Incident are offered support and practical assistance
- d. Debrief all relevant personnel involved in the Critical Incident
- e. Where applicable, ensure the site of the incident is not disturbed in relation to a Police matter or when an investigation is required by Workplace Health and Safety officers
- f. Keep staff, students, parents, agents and where necessary DET / Department of Home Affairs informed
- g. Restore normal daily operations, where practical and as soon as possible
- h. Manage media reports

Following

- a. Ensure staff and students are provided ongoing access to counselling, trauma or religious Services
- b. Monitor staff and Students attitudes and behaviour for any signs of PTSD
- c. Monitor health and well-being of any staff and students hospitalised
- d. Keep staff, students, parents, agents and where necessary DET / Department of Home Affairs informed
- e. Assist in the arrange of memorial proceedings if appropriate
- f. Conduct a team debrief and provide the report to staff and students where necessary
- g. Manage any media.

Reporting of the Critical Incident

In accordance with the ESOS Act, the college is required to notify DET and Department of Home Affairs as soon as practical after the incident and in the event of a student's death or other circumstance affecting the student's attendance. In this instance notification, will be made initially by Phone followed by reporting via PRISMS.