

Name of the Policy	PP34 Critical Incident Policy and Procedures
Distribution:	All Staff and Students
Entity relating to	<p>Stirling Institute of Australia Pty Ltd trading as</p> <ul style="list-style-type: none"> • Academy of Hypnotic Science • Stirling Institute of Counselling • Stirling Institute • Stirling Institute of Hypnotherapy • Stirling Institute of Business • Stirling Institute of Children’s Services
Related Documents:	<p>PP09 Work Health and Safety Policy and Procedure</p> <p>Student Handbook</p>
Statutory References	<p>National Vocational Education and Training Regulator Act 2011 (Cth)</p> <p>Standards for Registered Training Organisations (RTOs) 2015</p> <p>National Code of Practice 2018 Standard 6</p> <p>ESOS Act 2000</p>
Legislative Context	<p>Occupational Health and Safety Act 1988, Mental Health Act 1986</p> <p>Disability Discrimination Act 1992, Freedom of Information Act 1982</p> <p>Victorian Equal Opportunity Act 1984</p> <p>Criminal Injuries Compensation Act 1983</p> <p>Accident Compensation Act 1985</p>

Table of Contents

1. Policy	3
2. Purpose	3
3. Scope.....	3
4. Definitions	3
5. Procedures	4
Guidelines:	4
Critical Incident.....	4
Action in the event of a Critical Incident	5
Reporting a Critical Incident	5
Following the Critical Incident	6
Public Relations.....	6
6. Responsibility.....	6
7. Review Date	6
8. Major Version History	7

1. Policy

Stirling Institute of Australia (TOID: 21132 CRICOS: 03797M) (Stirling Institute) recognises that planning for the management of a critical incident is essential to enable Stirling Institute and its staff to meet the duty of care owed to its students. Individuals at Stirling Institute have the right to feel safe and to be safe.

2. Purpose

The purpose of this policy and procedure is to provide a clear and systematic process that protects the interests and welfare of all individuals who are involved in critical incidents. This will provide guidance to staff and students enabling them to quickly and decisively respond to an actual or potential emergency or critical incident which could threaten the safety of persons or property or significantly disrupt campus operations.

Incidents may vary in terms of scale of the emergency, the level of response required and the level of media interest. Our response should be adapted, within this procedure, to meet the needs of each incident.

3. Scope

This policy relates to critical incidents directly involving members of Stirling Institute, visitors or contractors which impact not only on the individual but also on other members of Stirling Institute community, and possibly the wider community.

Some international students may require additional support because they will not have close family available and Stirling Institute will endeavour to assist in these cases as much as possible.

4. Definitions

Acute Stress Disorder is the development of characteristic anxiety, dissociative, and other symptoms that occur within 1 month after exposure to an extreme traumatic stressor, such as related to a critical incident. The symptoms must cause significant distress, significantly interfere with normal functioning, or impair the individual's ability to pursue necessary tasks.

Critical Incident is a traumatic event, or threat of such (within or outside Australia) which causes extreme stress, fear or injury. This reaction may be immediate or delayed and varies from one person to another person. Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Sudden or unexpected death or suicide of colleague, classmate, trainer;
- Terrorist attacks including bomb threats;
- Fire;
- Hold up or attempted robbery;
- Serious threats of violence;
- High publicity violent crimes;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Critical Incident Management Team is a designated team of Stirling Institute personnel which consists of at least one member who was not involved in the incident or affected by it. Other members will likely comprise of:

- Chief Executive Officer
- Training Manager
- Student Support Officer

Debriefing after a Critical Incident is a process by which the immediate psychological needs of individuals involved in the critical incident are dealt with to ensure well-being over the next 24 hours.

Defusing an Explosive Situation is an intervention with an objective of preventing a violent critical incident during an explosive situation where there is a high degree of agitation. The stages of this type of defusing are:

- Observation
- Preparation
- Approach
- Action, and
- Follow up

Post-Traumatic Stress Disorder is the development of characteristic systems, lasting more than 1 month, following exposure to an extreme traumatic stressor, involving one of the following:

- Direct personal experience of an event that involves actual or threatened death or serious injury, or other threat to one's physical integrity.
- Witnessing an event that involves death, injury or a threat to the physical integrity of another person.
- Learning about unexpected or violent death, serious hazard, or threat of death or injury experienced by a family member or another close associate.

The onset of symptoms may be delayed more than 6 months.

Psychological Debriefing differ from operational debriefings by management and must be held separately. Psychological debriefings are normally held 24 – 72 hours after the event, should always be held by qualified staff, and deal with the reactions of people involved in an event and ways of handling it.

Secondary Consultation is a situation where a staff member consults a counsellor about a student (secondary client) in order to improve the situation of concern, or to prevent harm

5. Procedures

Guidelines:

Stirling Institute undertakes to exercise a duty of care to all individuals who access its services and visit its premises. From time to time, events of a critical nature may occur that require immediate, systematic and comprehensive organisational processes. Being witness to or being involved in a critical incident can have a deep and lasting impact on individuals and groups. Early and appropriate action during and following a critical incident can do much to assist in minimising the effects of these incidents on the interests and welfare of involved parties. With these things in mind, Stirling Institute:

- Supports pro-active strategies which will help minimise the occurrence of some critical incidents
- Encourages the early identification of potentially critical incidents within Stirling Institute
- Ensures critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster procedures
- Provides clearly accessible and understood directions for all personnel caught up in a critical incident
- Assists people to cope with critical incidents by providing appropriate practical and psychological support
- Provides appropriate assistance to people who may require longer term assistance
- Ensures ongoing training, support and review of the critical incident management team.

Critical Incident

- 1 Where a critical incident is on campus CEO (mobile 0412 668 853) and the Training Manager will be contacted immediately. When the incident is identified as Immediate Priority evacuation or lock down procedure will be actioned immediately, and a call placed to "000".
- 2 The National Code 2018 requires Stirling Institute to notify the Department of Home Affairs (DHA) and students' families as soon as practical after the incident and in the case of a student's death or other incident affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

- 3 All emergencies must be reported to the relevant emergency service:
 - a. Emergencies Ambulance / Fire Brigade / Police 000
 - b. State Emergency Service for storm, rain damage 13 25 00
 - c. Vic Roads for traffic Hazards and information in Victoria 13 11 70
 - d. Workplace incidents 1800 136 089

Action in the event of a Critical Incident

- 1 At first signs of a staff member becoming aware of a critical incident (whether during working hours or after hours), it must be reported to the CEO and Training Manager as soon as practicable. If this is not possible then Student Support must be contacted and informed immediately.
- 2 On receipt of notification or information regarding a critical incident the CEO or Training Manager must:
 - a. Gain a clear understanding of the known facts
 - b. If an emergency exists, contact the relevant emergency services by phoning 000
 - c. If translators are required contact Translating and Interpreting Service by phoning 131 450
 - d. If counselling services are required contact Life Line on 131 114
 - e. If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (DFAT) for advice on the best way to assist the student
 - f. If the critical incident involves international students, contact the student's next of kin or significant others and DHA, as soon as practicable
 - g. Relocate students and staff to a 'safe area', if necessary
 - h. Plan an immediate response using a Critical Incident Action Plan (Form 52)
 - i. Allocate individual roles and responsibilities for managing the response
 - j. Briefing staff and delegating a staff member to deal with telephone and reception enquiries
 - k. Managing any media or publicity interest
- 3 When an international student dies or sustains serious injury, Stirling Institute may be required to assist the student's family. This may include:
 - a. Hiring interpreters
 - b. Supporting the family in arrangements for hospital/funeral/memorial service/repatriation
 - c. Supporting the family in obtaining a death certificate
 - d. Assisting with personal items and affairs including insurance issues
 - e. Providing contact details for the Department of Home Affairs and/or appropriate agent for assistance with visa issues.

Reporting a Critical Incident

- 1 A Critical Incident Report (Form 51) is to be completed by the staff member involved in the incident or who received notification of the incident. The report is to be completed at the earliest opportunity and forwarded to the CEO who will take any necessary action. The report is to contain as much information as possible and indicate the people directly involved in the incident.
- 2 The following key details are to be included in the report:
 - a. The date and time of the incident
 - b. The location and nature of the incident
 - c. The names and roles of persons directly involved in the critical incident

- d. The action/s taken by Stirling Institute including any opportunities for improvement
- e. The organisation's and people contacted.

Following the Critical Incident

- 1 A range of strategies will be in place to ensure that the appropriate support and monitoring is provided following a critical incident. These strategies include:
 - a. Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
 - b. Debriefing of staff and students including provision of accurate information
 - c. Identifying any other persons who may be affected by the critical incident and providing access to support services as required
 - d. Arranging a memorial service as appropriate
 - e. Monitoring the progress of all those affected by the critical incident especially staff and students for signs of delayed stress
 - f. Liaison with emergency services and other services involved
 - g. Liaison with external bodies, such as home stays, carers, or foreign embassies
 - h. Liaison and management of media agencies
 - i. A recommendation as to the response to the critical incident is documented and included in the continuous improvement plan.
- 2 In the event of the death of a student, the CEO will ensure the following is undertaken:
 - a. Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
 - b. Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
 - c. Organise the sending of a letter of condolence to the family (if deemed appropriate as per the discretion of the CEO);
 - d. Ensure all administrative actions are taken e.g. Adjust the student records database, process any tuition refunds, and notify PRISMS etc.

Public Relations

Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, the CEO is the only authorised spokesperson to speak to media representatives on behalf of Stirling Institute.

6. Responsibility

The Quality and Compliance Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy. Any complaints or breaches in relation to this policy should be reported to the CEO in person or by email to: info@sia.edu.au

7. Review Date

12 months from the date of this version, or as required.

8. Major Version History

Version Number	Date	Reason for change	Prepared By	Approved By
2020_V2.2	January 2020	Critical incident procedures reviewed.	Quality and Compliance Manager (GDS)	Director (DY)
2019_v2.1	May 2019	Typos corrected	Alison Marriage	Director (DY)
2018_v2.0	June 2018	Update formatting and CRICOS	Quality and Compliance Manager	Director (DY)
1.0	April 2016	New template, Mapping to SRTOs 2015	Quality and Compliance Manager - JS	Director (DY)