

## CRITICAL INCIDENT PROCEDURE

<b>Approving Authority</b>	General Manager	<b>Approval Date of Last Revision</b>	14 Dec 2023
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<b>Parent Policy</b>	Critical Incident Policy		
<b>Policy Category</b>	Operational		
<b>Governing Authority</b>	General Manager		
<b>Reporting Authority</b>	Head of School for academic related incidents General Manager for Non-academic related incidents		
<b>Responsible Officer</b>	General Manager		
<b>Related Documents</b>	Critical Incident Policy Business Continuity Plan Work Health and Safety Policy and Procedure Enrolment Terms and Conditions Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)		

*\* Unless otherwise indicated, this Procedure will still apply beyond the review date.*

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## 1. PURPOSE

- 1.1 The Critical Incident Procedure supports the Critical Incident Policy of Adelaide Institute of Higher Education (AIHE) by outlining the steps for managing a critical incident at any AIHE campus.

## 2. SCOPE

- 2.1 These procedures apply to staff, students, volunteers, visitors and clients of AIHE for critical incidents occurring at, or affecting, AIHE and should be read in conjunction with its Critical Incident Policy.
- 2.2 This Procedure aims to provide guidelines to be followed in identifying and responding to a critical incident. Staff must ensure that while compliance with the Policy is expected, the safety of those involved in an incident is first and foremost.
- 2.3 AIHE may require involvement and support from the staff of other related entities within the Adelaide Education Group (AEG) and external agencies to assist with the management of a critical incident. For the purposes of this Procedure, the General Manager is the Campus Manager unless this role has been delegated by the General Manager.
- 2.4 All potential critical incidents will be addressed under the process of:
- Respond
  - Identify and Notify
  - Manage and Control
  - Record
  - Close and Review
- 2.5 Schedule 3 provides a diagrammatical overview of AIHE's Incident Assessment and Management process.

## 3 INITIAL RESPONSE (All Incidents)

- 3.1 Incident response can occur at any time. A response may also be triggered by a conversation, email, phone/video call, alarm or any other reporting mechanism.
- 3.2 The nature of the incident including the severity and consequence of an incident will determine the response required. Most incidents are likely to be managed locally as part of a business-as-usual approach.
- 3.3 All incidents should be responded to with the following actions
- take action to protect your own health and safety
  - if safe to do so, protect the health and safety of others and act reasonably to make the immediate area safe or prevent any further likelihood of injury/illness
  - if required, contact emergency services (000 in Australia) or refer to an appropriate emergency contact as per Schedule 2
  - if required, and safe to do so, administer first aid to any others until a trained first aid officer and/or emergency service worker is available to assist
  - if required, maintain communication with emergency services and authorities
  - if safe to do so, activate other risk management protocols to protect key assets, data and critical systems

- if applicable, make notes of the incident such as names, location, time and a brief description of what occurred.
- refrain from disclosing information of a confidential nature to others, unless consent is obtained from affected individuals or this is required by emergency authorities attending to the incident to ensure the immediate safety of others. It is important to maintain the privacy of parties involved in an incident wherever possible.

## 4 IDENTIFICATION AND NOTIFICATION

- 4.1 Any staff member, student or visitor involved in, witnessing or becoming aware of an incident must notify Reception Staff member and their supervisor, or in the case of non-staff, an AIHE/AEG staff member, as soon as possible (except where there is a valid reason not to, for example, if the supervisor/s or staff member is the subject of an allegation). In case an incident is only notified to the supervisor, the supervisor will notify the Campus Manager of the reported incidents. If an immediate supervisor is not available, then the Campus Manager should be notified directly via the campus contact details provided in Schedule 2.
- 4.2 Where the notified incident is posing an immediate risk to life or property on campus, Reception Staff member and/or the relevant supervisor who are reported of the incident will immediately contact building security and relevant external emergency services for critical incidents on campus before notifying the Campus Manager of the first response to the reported incidents.
- 4.3 The Campus Manager will assess and determine if the reported incident is critical or non-critical. An incident is considered **non-critical** if it is minor in nature and is not likely to cause extreme stress, fear or injury to anyone. This may include incidents such as:
- injuries that require limited first aid treatment and result in less than one week off work or study;
  - minor incidents related to information technology or facilities/access that are quickly rectified, such as a short-term power or system outage;
  - student or staff grievances; or
  - non-hazardous chemical spills that require in-house clean-up.
- 4.4 A non-critical incident will be managed within AIHE's standard operational arrangements and management processes and using available resources and support as required.
- 4.5 AIHE's Critical Incident Policy (clause 2.2) notes that an incident will be considered critical if it is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

## 5 MANAGEMENT AND CONTROL

- 5.1 When an incident has occurred, the AIHE General Manager must, as soon as practicably possible, assess and initiate:
- actions required to protect the health and safety of any persons affected by, involved or potentially involved in the incident;
  - actions required to protect key AIHE assets, data and critical systems;
  - additional actions or controls to be implemented to effectively manage the incident through to resolution and closure; and
  - escalation of the incident to a critical response based on the severity or consequence.

- 5.2 A critical incident will be managed by the AIHE Critical Incident Team (CIT). The CIT is incident-specific, formed each time a Critical Incident occurs, and lasts for the term of the specific incident. The nominated members of the AIHE CIT are listed in Schedule 1 and will vary depending upon the nature of the incident. The CIT Leader (or Deputy) is responsible for convening the CIT as soon as possible after AIHE is aware of a critical incident.
- 5.3 The AIHE Critical Incident Team (refer to Schedule 1) is responsible for ensuring a professional and timely response to any critical incident that occurs (during or outside of business hours), that all facets of an incident are effectively managed and controls are implemented to minimise harm, damage and/or risk.
- 5.4 The CIT will assess and respond to a critical incident accordingly and may add additional internal or external members, including specialists, as required and depending on the nature of the incident.
- 5.5 Specific responsibilities and tasks of the CIT include, but are not limited to:
- evaluating the extent of the risk to AIHE staff and students, resources, facilities, environment, reputation, legal obligations, etc.);
  - developing strategies to effectively manage the response to an incident with priority on containing the extent of the risk, damage or incident;
  - coordinating resources, including emergency services to manage and resolve the incident;
  - implementing and monitoring controls and corrective actions to resolve incidents or reduce risk;
  - providing accurate and timely information to AEG executive staff if required;
  - communicating with staff, students, families and external stakeholders;
  - liaising with external agencies and authorities, including relevant Federal/State/Local Disaster Management Groups;
  - responding to media enquiries and issuing public statements; and
  - initiating the Business Continuity Plan if necessary.
- 5.6 The CIT may activate the AIHE Business Continuity Plan if the incident has impacted or is reasonably certain to impact critical services or functions of AIHE for a time determined by the CIT to be unacceptable.
- 5.7 During and following any incident, controls or corrective actions may need to be implemented by the CIT to help resolve or mitigate any immediate or residual risks arising from the incident. This may include financial, environmental, physical, psychological, reputational or social risks.
- 5.8 Controls or corrective actions should be monitored to ensure they have been implemented and a positive or effective outcome is achieved.

## 6 RECORDING INCIDENTS

- 6.1 All critical and non-critical incidents must be recorded via the *AIHE Incident Report Form* by the CIT Leader. The General Manager is responsible for ensuring clear record-keeping for a critical incident is conducted and retained in a limited-access confidential AIHE Critical Incident Register .
- 6.2 Generally, AIHE will keep the information it obtains in the course of risk assessments and management of incidents confidential and such information will only be used for these or related purposes.

- 6.3 Information about individuals will not be disclosed to any other person unless the individual concerned has provided written consent to its use. However, confidential information will be disclosed without the consent of the individual when:
- a clear danger exists to the individual or others; and/or
  - AIHE has a legal requirement to do so.

## 7 CLOSURE AND REVIEW

- 7.1 Once a critical incident has been responded to and either resolved or effectively controlled, the incident can be closed.
- 7.2 Post-incident, AIHE will ensure that it continues to:
- offers access to ongoing support services for any staff or students who may be affected by the critical incident,
  - maintain contact with any injured and affected people to provide support and to monitor progress; and
  - monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder.
- 7.3 A review is required to assist with ensuring that all appropriate controls or corrective actions have been considered to prevent any recurrence of the incident. The review should also ensure any controls or correct actions implemented have achieved the desired outcome.
- 7.4 A review should consist of a CIT debrief and, if the CIT Leader deems necessary, an incident investigation.
- 7.5 The CIT debrief will commence within **1 week** of the incident being closed and facilitated by the CIT leader or their delegate. The debrief will evaluate the incident that occurred and how it was managed by the CIT. A debrief report will document aspects such as:
- what worked well (to be reinforced and highlighted);
  - what needs improvement, amendment, or adjustment;
  - where gaps or deficiencies have been identified; and
  - what needs to be created or rectified.
- 7.6 In consultation with CIT members, the CIT Leader will determine the best approach for investigating the incident if required. Incident investigations should commence as soon as reasonably practicable after the incident has occurred.
- 7.7 An incident investigation aims to identify causal factors across the entire organisational system (e.g. communication, training, procedures, incompatible goals, equipment, etc.) which contributed to the incident (before, during and after) such as people, facilities equipment, processes or environment.
- 7.8 The CIT debrief and incident investigation report (if undertaken) will be reported to AIHE Council by the General Manager. Student-related critical incidents will also be reported to AIHE Academic Board by the Head of School.

## 8. DEFINITIONS

- 8.1 See the AIHE Glossary of Terms for definitions.

## SCHEDULE 1

### AIHE Critical Incident Team

- AIHE General Manager - *Critical Incident Team Leader*
- AEG Managing Director - *Deputy Critical Incident Team Leader*
- AIHE Head of School
- AEG Reception Staff Member (AIHE campus)
- AIHE Associate Head of School (Melbourne)
- AEG Melbourne Campus Manager
- AEG Executive Officer, Policy and Risk Management
- AEG Student Support Officer (as designated to AIHE)
- AEG Manager Information Technology and Facilities

## SCHEDULE 2

### Campus Contacts

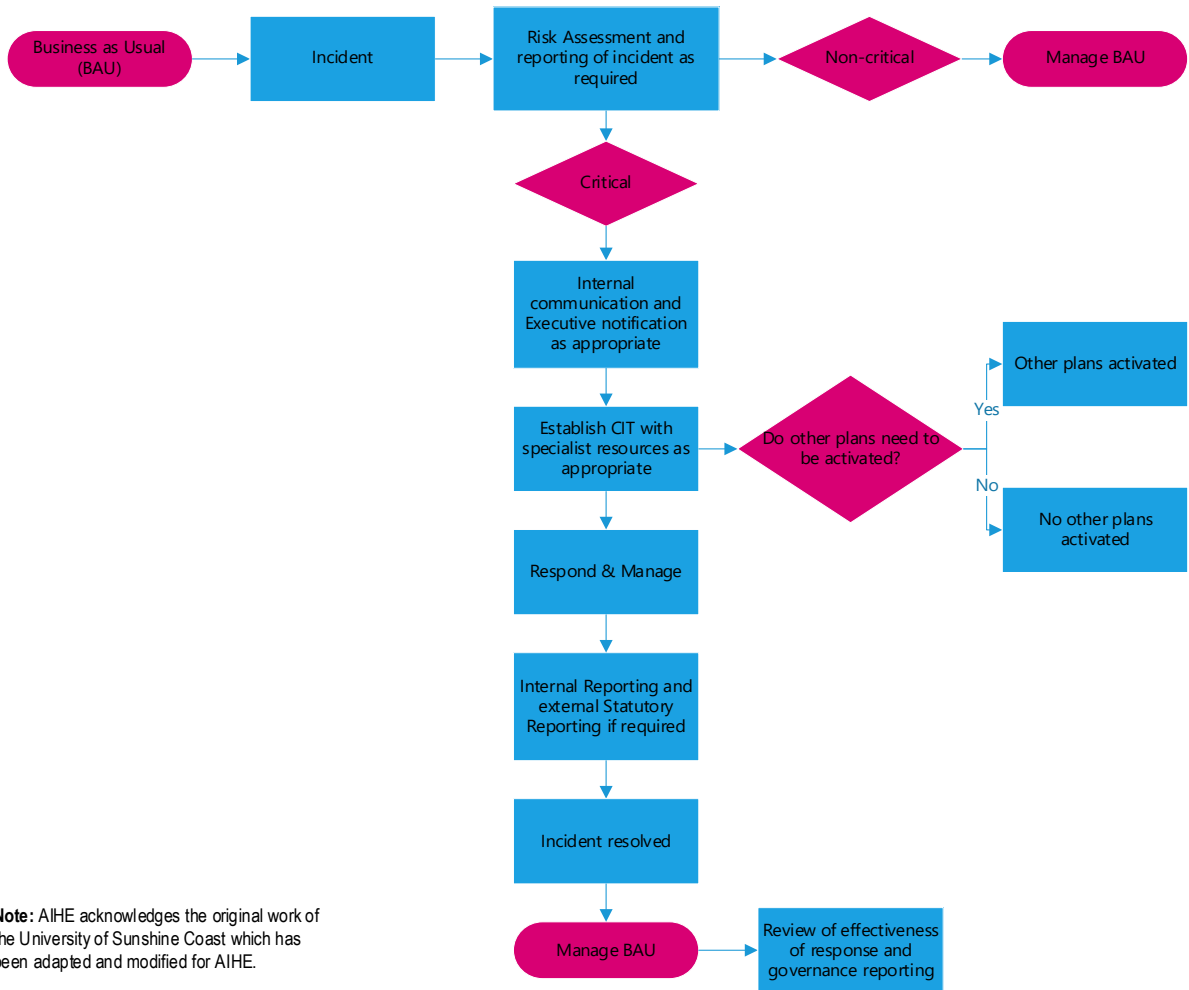
CAMPUS and STAFF CONTACTS	
<b>Adelaide Campus – Main Reception</b>	(08) 8470 0156 or (08) 8212 0990
<b>Melbourne Campus – Main Reception</b>	(03) 8849 0171

### External Emergency Services Contacts

EMERGENCY SERVICES	
Police/Ambulance/Fire (Australia Wide)	Life threatening emergency - call <b>000</b> Police - 24/7 police assistance 24/7 <b>131 444</b> Fire - life threatening emergency <b>000</b> Ambulance - life threatening emergency <b>000</b>
Building Security – Adelaide Campus	0498 188 284
Building Security – Melbourne Campus	0404 056 456
Lifeline – Crisis Support and Suicide Prevention (Australia Wide)	13 11 14
Poisons Information Centre	13 11 26
Suicide Call back Service	1300 659 467
Sexual Assault Counselling Australia	1800 211 028
Yarrow Place - Rape and Sexual Assault Service (SA)	1800 817 421
Sexual Assault Crisis Line (Vic)	1800 806 292
1800 Respect Domestic Violence Counselling Service	1800 737 732
Homeless Connect SA for Crisis accommodation and homelessness (SA)	1800 003 308
Crisis and Emergency Accommodation (Vic)	1800 825 955
SafeWork SA	1800 777 209 (critical incidents - 24 hour service)
WorkSafe Victoria	13 23 60 (critical incidents - 24 hour service)

### SCHEDULE 3

#### AIHE Incident Assessment & Management Plan



#### Document Control

Version #	Date	Key changes
1.0	15/12/2017	Procedure approved by General Manager
1.0a	17/12/2018	Reviewed, no changes
2.0	23/11/2021	Major revision to procedures
2.0a	23/02/2022	Updated contact details to include Melbourne Campus and changed Responsible Officer
2.1	14/12/2023	Additions/ deletions included: (i) added Reception Team member to first point of contact for notifying an incident on campus under 4.1; (ii) added Item 4.2 for immediate response to risks to life or property on campus; (iii) added campus phone number and removed name and personal cell phone in the contact list of staff under Schedule 2; added wording to provide clarification of CIT establishment in 5.2.