



Critical Incident Policy

Purpose:

This policy is part of Royal Gateway's (RG) commitment and proactive approach to crisis planning and risk management. RG will inform staff of this policy and procedures at the time of their induction and students at the time of their orientation. RG will ensure that appropriate infrastructure is in place to ensure the provision of all necessary support services in the event of a critical incident occurring.

This document outlines RG's policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that RG has:

- An effective approach in responding to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff.

Definition

Critical Incident (or crisis): A critical incident is defined by the National Code of Practice 2007 (under Standard 6) as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- Social issues e.g. sexual assault, drug use, alcohol abuse.

Critical Incident Management Team

RG has a Critical Incident Management Team (CIMT) to assist the Principal in the prevention and management of critical incidents at RG, on/off campus in the case of an international student for whom RG has undertaken care responsibilities.

The Principal is the CIMT team leader. The student will be supported by RG's staff and a **student representative** who are briefed on this policy at their induction and at follow up meetings and workshops.



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24hr Contact Number

PRINCIPAL of RG – Phone: +61 730885457 +61 422095034

In the event of an emergency, please dial 000

Policy:

- RG's critical incident policy and procedure ensures that clients and College staff are provided appropriate support and information during the management of critical incidents.
- The College employs critical incident plans and reviews its management of each critical incident on completion of the process. Improvement actions are implemented where appropriate.
- The College notifies all appropriate stakeholders in an appropriate and timely manner.
- The College provides support to students' families where appropriate.
- All College staff act in an appropriate professional and sensitive manner when responding to critical incidents.
- CIMT has 24 hour access to contact details for all students and their families
- CIMT has 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Principal
- The PRINCIPAL is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and the National Code of Practice Standard 6

Procedure:

- This policy and procedure is provided to all the clients and staff and its implementation discussed during staff induction and client's orientation. A copy is located in the policy and procedure manual, website and Staff Handbook.
- Staff members and/ or clients are to contact the Principal immediately if they believe an incident to be deemed a 'critical incident'.
- If the Principal is unavailable contact the Director of Studies. If staff/ clients believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention or a fire exists or other) do so immediately and then inform Principal.
- The Principal will access and initiate this procedure.
- The Principal and the rest of the CIMT member will initiate to manage the incident. The Principal will lead the team.
- The CIMT are responsible for:
 - Gathering all the facts – times, people involved, places, circumstances, outcomes
 - Accessing the client's College file for information
 - Formulating a critical incident plan for each critical incident identified
 - Dissemination of planned procedures to staff and students as necessary
 - Organisation of practice drills
 - Coordination of appropriate staff development
 - Regular review of critical incident plans
 - Contacting and liaising with emergency services
 - Contacting and liaising with clients families



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- Offering support to the clients family if the incident is a death
- Contacting and Offering counseling to staff and clients involved
- Liaising with internal and external parties/ organisations
- Access external professional services where appropriate
- If the critical incident results in the death or serious injury of an international student the team will contact the healthcare provider
- Contacting and liaising with embassies, Department of Home Affairs, Department of Education.
- Responding to enquiries
- Abiding by the decisions of the team
- Ensuring the management is in accordance with the College Privacy policy:
- **Recordkeeping:** The Critical Incident Management Team Leader or a nominated person by the PRINCIPAL from the CIMT is responsible to document the incident in the Critical Incident Management Register along with the actions that are taken within timelines.

When an international student dies or sustains serious injury, the College provides assistance to the student's family. This may include:

- assisting with visa, travel and accommodation arrangements if they are travelling to Australia as a result of the incident
- assisting with making arrangements for hospital/funeral/memorial service/repatriation
- assisting in obtaining a death certificate

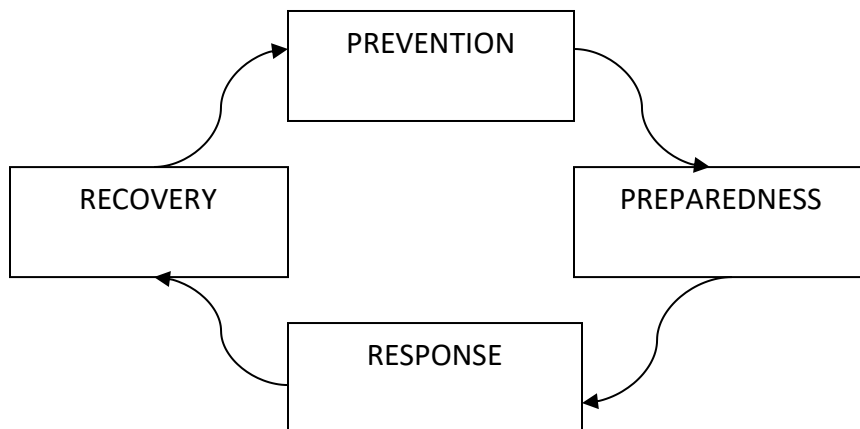
Evaluation and Review of Management Plan

- After each critical incident, a meeting of the CIMT will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications as required;
- The evaluation process will incorporate feedback gathered from students, staff and others; and
- An evaluation report of the incident will be kept on Critical Incident Register

Documents to be employed when implementing this policy and procedure:

- Client files
- Privacy policy
- Critical incident form
- Critical incident management register

RG's Critical Incident Management and Recovery Plan will be developed in accordance with the PPRR model for all 4 major stages of risk management:





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