



1. Critical incident policy and procedures	
ALATA has a Critical Incident Policy and procedures that cover	
<ul style="list-style-type: none"> Action to be taken in the event of a critical incident Follow up of the incident Records of the incident and action taken 	
Administrative documents relating to the ALATA's Critical Incident Policy are	
<ul style="list-style-type: none"> Critical Incident Policy & Procedure Critical Incident Form Critical Incident Report 	
Copies of Critical Incident Policy & procedure can be found in Policy and procedure folder on the staff drive and the copy of Critical Incident can be found on ALATA's website.	
Information about management of critical incidents is provided to staff at the time of induction and to students at the time of orientation.	
It is the role of the following staff members to undertake these responsibilities in relation to management of critical incidents involving overseas students	
Designated Staff Member(s) (or could be Critical Incident Response Team)	Area of Responsibility
RTO Manager	i) risk assessment of hazards and situations which may require emergency action
RTO Manager	ii) analysis of requirements to address these hazards
RTO Manager	iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
RTO Manager, Admin Coordinator	iv) 24 hour access to contact details for all students and their families (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary)
RTO Manager, Admin Coordinator	v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security
RTO Manager	vi) development of a critical incident plan for each critical incident identified
RTO Manager	vii) dissemination of planned procedures
RTO Manager	viii) organisation of practice drills
RTO Manager	ix) regular review of the critical incident plan
Admin Manager	x) assisting with implementation of the critical incident plan
RTO Manager	xi) arranging appropriate staff development



RTO Manager, in consultation with CEO	xii) budget allocation for emergencies
The following staff member is responsible for reviewing and updating the School Critical incident policy and procedures:	
<i>Name of Officer(s)</i> Satya Indukari	<i>Role(s)</i> RTO Manager
This policy should be checked and updated whenever there is a change in regulations about NC Standard 6, or when existing policies need to be adapted or strengthened.	
THIS SECTION LAST UPDATED	BY 01 December 2017
THE CRITICAL INCIDENT POLICY AND PROCEDURES WERE LAST UPDATED 01 December 2017	
ALATA's Critical Incident Policy	
<p>2) ALATA recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.</p> <p>3) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:</p> <ul style="list-style-type: none"> a) Serious injury, illness or death of a student or staff b) Students or staff lost or injured on an excursion c) A missing student d) Severe verbal or psychological aggression e) Physical assault f) Student or staff witnessing a serious accident or incident of violence g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature h) Fire, bomb threat, explosion, gas or chemical hazard i) Social issues e.g. drug use, sexual assault <p>4) Critical Incident Response Team</p> <ul style="list-style-type: none"> a) ALATA has a Critical Incident Response Team to assist in the prevention and management of critical incidents at ALATA's Campus, or off campus in the case of an overseas student for whom ALATA has undertaken care responsibilities. b) CEO is the critical incident response team leader. c) The Critical Incident Response Team also includes: <ul style="list-style-type: none"> i) RTO Manager, ii) Admin Coordinator iii) Student Support Officer iv) homestay co-ordinator <i>[if and where applicable]</i> d) The responsibilities of the committee include: <ul style="list-style-type: none"> i) risk assessment of hazards and situations which may require emergency action ii) analysis of requirements to address these hazards iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services iv) 24 hour access to contact details for all students and their families (for schools with overseas students this will also include agents, homestay families, carers, consular staff, embassies and interpreting services if necessary) v) 24 hour access to contact details for all relevant staff members needed in the event of a 	



- critical incident e.g. school counsellor, welfare officer, legal services, school security
- vi) development of a critical incident plan for each critical incident identified
 - vii) dissemination of planned procedures
 - viii) organisation of practice drills
 - ix) regular review of the critical incident plan
 - x) assisting with implementation of the critical incident plan
 - xi) arranging appropriate staff development
 - xii) budget allocation for emergencies

5. Critical Incident Reporting

- **By students** – all international students will be advised during orientation of the details of the ALATA’s Critical Incident Policy and Procedure. Each student will be given documentation which contains details of relevant emergency services contact persons and telephone numbers.
- **By staff** - all members of staff will be made aware of the Critical Incident Policy and Procedure.
- **By the responsible staff or partner provider staff member in the event of a missing student** – once staff are made aware that an international student has been missing from the college for 5 working days (no contact with staff (general or academic) and other students), the International Student Support Officer, or the RTO Manager is to be notified.

5.1 During Operating Hours Students and staff are required to notify any critical incident involving an international student immediately to the Admin Coordinator, RTO Manager and/or CEO:

- if the incident takes place at ALATA’s Campus, please contact them in person
- if the incident is outside ALATA’s campus, person reporting the incident should call ALATA

5.2 Outside Operating Hours: Staff and students are required to notify any critical incident involving an international student immediately to the ALATA’s Emergency Phone Number 420 455 365.

6. Critical Incident Plans

All critical incident plans assign responsibilities among relevant staff members; cover all the actions to be taken and timelines for doing so.

a) Immediate Action (within 24 hours)

- i. Identify the nature of the critical incident
- ii. Notification of the critical incident response team/team leader
- iii. Implement the appropriate management plan or action strategy
- iv. Assignment of duties and resources to school staff
- v. Seeking advice and help from any necessary emergency services/hospital/medical services
- vi. Dissemination of information to parents and family members
- vii. Completion of a critical incident report
- viii. Media response if required (see point 7)
- ix. Assess the need for support and counselling for those directly and indirectly involved

b) Additional Action (48 – 72 hours)

- x. Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- xi. Provide staff and students with factual information as appropriate
- xii. Restore normal functioning and training delivery



- c) *Follow-up – monitoring, support, evaluation*
- xiii. Identification of any other people who may be affected by critical incident and access of support services for affected community members
 - xiv. Maintain contact with any injured/affected parties
 - xv. Provision of accurate information to staff and students where appropriate
 - xvi. Evaluation of critical incident management
 - xvii. Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

7. Resources

The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident response team uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

8. Managing the Media

- a) Manage access of the media to the scene, and to staff, students and relatives
- b) CEO should normally handle all initial media calls
- c) Determine what the official response will be
- d) All facts should be checked before speaking to the media
- e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
- g) CEO may delegate media liaison to another member of staff

9. Evaluation and review of management plan

After every critical incident, a meeting of the critical incident response team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Example of a critical incident plan - injury to overseas student

A. Immediate Action (within 24 hours)

- a) *Identify the nature of the critical incident*
- b) *The person, who is initially notified of the incident, be that the college, secretary or homestay coordinator or admin Manager, should get as much information as possible regarding the nature of the critical incident.*
 - i) *Where did the injury occur? On campus or off?*
 - ii) *How severe is the nature of the injury?*
 - iii) *Where is the student now?*
 - iv) *Is the student in hospital?*
 - v) *Has an ambulance been called?*



- vi) *Is an interpreter required?*
- c) *The information should be documented for further reference.*
- d) *Notification of the critical incident response /team leader*
- e) *The person who is initially notified of the incident should notify the critical incident team leader immediately.*
- f) *Assignment of duties to college staff*
- a. *The critical incident team leader will identify the staff member responsible for any immediate action.*
- b. *The incident will then be referred to the identified staff member.*
- c. *The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.*
- g) *Implement the appropriate management plan or action strategy*
- a. *If the student is on campus*
- *Ensure appropriate intervention to minimise additional injury*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
- b. *If the student is off-campus*
- *If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital*
 - *Otherwise go to location of student*
 - *Provide first aid where necessary*
 - *Ascertain seriousness of injury*
 - *Call ambulance if required*
 - *If ambulance is required, accompany student to hospital*
 - *Ascertain seriousness of injury from hospital staff*
 - *If ambulance is not required accompany student to relevant medical service e.g. doctor*
- c. *If the student has already been taken to hospital*
- *Go to hospital*
 - *Ascertain seriousness of injury from hospital staff*
- h) *Dissemination of information to parents and family members*
- a. *When there are a number of people to contact such as when a student is in a homestay, the school should attempt to simultaneously contact all parties.*
- b. *Contact the parents/legal guardian of the student*
- c. *Contact the carer of the student e.g. they may be living with a relative*
- d. *Contact the homestay family of the student*
- i) *Completion of a critical incident report*
- j) *Media response if required*
- k) *Inform critical team leader of any relevant factual information to be conveyed to the media liaison.*



- l) Assess the need for support and counselling for those directly and indirectly involved*
- m) If the student is seriously injured or requires hospitalisation, the college should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.*
- n) The college should assess whether other staff and students have been affected by the incident and provide support and counselling as required.*
- o) The college should also contact DIBP and inform them of the incident.*

B. Additional Action (48 – 72 hours)

- a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)*
- b) Provide staff and students with factual information as appropriate
Depending on the nature of the incident, it may be appropriate for the RTO Manager to address the college and inform them of the facts of the incident and the condition of the student concerned.*
- c) Restore normal functioning and training delivery
Where the incident occurred on ALATA's premises, there will be other procedures to follow in relation to any possible safety issues and ALATA's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.*

C. Follow-up – monitoring, support, evaluation

- a) Identification of any other people who may be affected by critical incident and access of support services for affected community members: The effects of traumatic incidents can be delayed in some people; the college needs to be aware of any emerging need for support and/or counselling.*
- b) Maintain contact with any injured/affected parties*
- c) If the student is in hospital for some time, the college needs to maintain contact with the student and their family.
 - a. Support and assistance for the student and family*
 - b. Depending on the condition of the student, the college could provide training work for the student to enable them to remain in touch with course activities*
 - c. Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS**
- d) Provision of accurate information to staff and students where appropriate: Depending on the nature of the incident, it may be appropriate for the RTO Manager to address the school and inform them of the facts of the incident and the condition of the student concerned.*
- e) Evaluation of critical incident management: The critical incident response Team should hold a meeting to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.*
- f) Be aware of any possible longer term effects on the college and student well-being e.g. inquests, legal proceeding*