



Critical Incidents Policy

This Policy meets the requirements of Standard 6.8 of the National Code 2018, *“The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the student’s ability to undertake or complete a course, such as but not be limited to incidents that may cause physical or psychological harm”*.

Overview

QIBA is committed to managing critical incidents or potential critical incidents to ensure the safety of all staff and students. In the event of a critical incident, the appropriate infrastructure and procedures will be in place to ensure the provision of all necessary support services.

Definition of a Critical Incident

A critical incident is a traumatic event or the threat of a traumatic event that occurs either within Australia or within the student’s home country and which causes extreme stress, fear or injury. The incidents termed a critical incident are very diverse but include such events as:

Within Australia

- Missing student
- Fire/storm/natural disaster
- Assault/shooting
- Domestic violence, sexual assault, drug or alcohol abuse

Home Country

- Missing relatives especially parents or siblings
- Natural disaster
- Political change
- Acts of war or other conflict
- Religious persecution

This list is not designed to limit the definition but to show that these events are of major impact and consequence.



Policy

Organisational responsibility and commitment

QIBA is committed to ensuring that:

- a) risk reduction measures are in place to reduce the likelihood of a critical incident.
- b) appropriate training and information resources are provided to staff and students.
- c) appropriate actions are taken in the event of a critical incident or potential critical incident and that these actions maximise the safety of staff and students.
- d) a designated officer manages critical incidents.
- e) appropriate post incident procedures are followed such as support and counselling services.
- f) an evaluation of the response to the critical incident is undertaken and that procedures are updated where improvements are identified. Staff and students will be encouraged to provide suggestions to assist this process.
- g) a written record of any critical incident and remedial action taken will be kept for at least two years after the student ceases to be an accepted student.

Risk reduction measures

QIBA will ensure that critical incidents are minimised through:

- a) Dissemination of this policy and critical incident procedures to all staff and students of QIBA.
- b) Providing information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety.
- c) Ensuring that members of staff bring safety issues to the attention of the CEO or senior manager by completing a hazard incident form. Staff should provide the completed form to the CEO/Principal who will record and assess the risk and take action accordingly. In the case of students, concerns should be brought to any staff member who will complete the form on behalf of the student. Students may also bring their concerns to their student support officer.
- d) Regular emergency management training and information including critical incident responses.
- e) Ensuring that at least 2 staff members of the QIBA have current training in First Aid.
- f) Staff who are undertaking travel for business related purposes should they experience a critical incident whilst interstate or overseas should contact the CEO or senior manager.



Designated person responsibilities

In the event of a critical incident, a critical incident form will be completed and a designated person will be responsible for the prevention and management of the critical incident.

A designated person is any QIBA staff member who either witnesses or is informed about an actual or potential incident. The designated person is required to inform the Principal/CEO as soon as possible of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site and allocate tasks to others (e.g. calling emergency services, alerting other staff, assisting with first aid, crowd control etc.). If the emergency services attend the incident, they will take over control of the critical incident upon arrival and the designated officer will take on the role of ensuring that the best interests of any student/staff member/visitor affected by the incident are met.

Critical incident documentation

The Critical Incident Report must include:

- a) Details of the incident including time, date, and location, nature of the incident and names and roles of persons involved.
- b) General control objectives for the incident as well as specific action items to be undertaken including communication and reporting. This also includes media management.
- c) Details of designated person involved.
- d) Any remedial action taken.

Critical Incident Follow Up

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) debriefing of staff and students including provision of accurate information.
- b) identifying staff and students who need to access support services to assist them in dealing with the critical incidents.
- 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 and the onset of post-traumatic stress disorder.
- f) managing long term consequences such as inquests and legal proceedings.



Reporting

- a) Where the incident may affect the student's visa conditions or program of study, QIBA will notify the Department of Education as soon as practical after the incident.
- b) Where a student dies or sustains serious injury, QIBA will liaise with the student's family and provide support as required. QIBA will also notify all other relevant and authorised parties.
- c) A review and evaluation of the response to the critical incident will be conducted by CEO. The purpose of the review and evaluation is to assess how well the incident was handled and to identify/minimise risks for the future.

Evaluation

Evaluation of the response to a critical incident will be carried out and documented. Any improvements will be documented and implemented as appropriate.

Records

Approved incident reports and checklists will be used to ensure communication and management of the incident as well as consistent and complete record keeping.