

CRITICAL INCIDENT PROCEDURE

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Parent Policy	Critical Incident Policy		
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Governing Authority			
Responsible Officer	Manager Student and Academic Services		
Related Documents	Critical Incident Policy Disaster Recovery Plan Work Health and Safety Policy and Procedure Enrolment Terms and Conditions Higher Education Standards Framework (2015) Education Services for Overseas Students (ESOS) Act 2000		

** 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.

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 Each critical incident is unique. The aim of this Procedure and any Critical Incident plan is to provide a general framework to be followed when a critical incident occurs. Staff must ensure that while compliance with the Policy is expected, the safety of those involved in the incident is paramount.

In many instances AIHE will require involvement and support from external emergency agencies to assist with the management of the Critical Incident.

3. REPORTING A CRITICAL INCIDENT AND IMMEDIATE RESPONSE (WITHIN 24 HOURS)

3.1 Any staff member, student or visitor involved in, witnessing or becoming aware of a Critical Incident must immediately contact the General Manager.

3.2 Depending on the incident, the staff member, student or visitor must contact the relevant Emergency Services on the following numbers, and if applicable secure the area. Under no circumstances are injured students or staff to be transported in private vehicles.

Police – life threatening emergency	000
Police – police assistance 24/7	131 444
Fire – emergencies	000
Fire – general enquiries in business hours	8204 3600
Ambulance – life threatening emergency	000

3.3 The General Manager (or nominated Critical Incident Team Leader) will have immediate responsibility for controlling the situation at the location and liaising with Emergency Services.

3.4 The Critical Incident Team Leader will:

- attend the incident, assess the situation and report the incident to the relevant Head of School and/or CEO;
- if applicable and not already done so, secure the area;
- ensure the immediate safety and welfare of staff, students and any other persons involved in the incident;
- implement the appropriate critical incident plan;
- liaise with emergency services, hospital and medical services;
- depending on the scope of the Critical Incident, convene the Critical Incident Team;
- manage all communications including media and publicity;
- contact and inform parents and family members;
- identify students and staff members most closely involved and at risk;
- assess the need for support and counselling for those directly and indirectly involved.

4. SECONDARY RESPONSE (48–72 HOURS)

4.1 Following the immediate response, the Critical Incident Team Leader, or if convened the Critical Incident Team, will:

- assess the need for support and counselling for those directly and indirectly involved (ongoing);
- provide staff, students, and wider AIHE community, with accurate information as appropriate;
- arrange debriefing for all students and staff most closely involved and at risk;
- restore AIHE to regular routine, program delivery, and community life as soon as practicable; and
- complete the critical incident report.

5. ONGOING FOLLOW-UP RESPONSE

5.1 Further to the secondary response, the Critical Incident Team Leader, or if convened the Critical Incident Team, will:

- identify any other persons who may be affected by the critical incident and provide access to support services for community members;
- provide accurate information to students and staff as appropriate;
- arrange for a memorial service and occasional worship as appropriate;
- maintain contact with any injured and affected people to provide support and to monitor progress;
- monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder; arranging for the provision of specialised treatment as necessary;
- evaluate management of the critical incident;
- plan for and be sensitive to anniversaries; and
- manage any possible longer-term disturbances e.g. inquests, legal proceedings.

6. MEDIA RELEASES IN CASE OF CRITICAL INCIDENTS

6.1 AIHE recognises that each critical incident is unique, and the dynamics of each situation will need to be assessed when it occurs.

6.2 The General Manager will normally handle all media releases. The General Manager is responsible for gathering information, checking facts, and determining the official AIHE response.

6.3 The General Manager will ensure training and advice is provided to all staff to enable them to respond appropriately to any telephone or occasional enquiries following a critical incident.

6.4 The General Manager may delegate media liaison to another member of staff. The Critical Incident Team Leader is the delegated person to manage access of the media to the scene, and to staff, students, and relatives.

7. EVALUATION AND REVIEW OF THE DISASTER RECOVERY PLAN

7.1 After each critical incident, a meeting of the critical incident team will be held to evaluate the critical incident report and the effectiveness of the Disaster Recovery Plan and to make modifications as required.

7.2 The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives.

8. DEFINITIONS

8.1 See the AIHE Glossary of Terms for definitions.

Document Control

Version #	Date	Key changes
1.0	15/12/2017	Procedure approved by General Manager
1.0a	17/12/2018	Reviewed, no changes