

Policy Name	Managing Critical Incidents		
What is the purpose of this policy?	To outline Creative Education Holding's (CEH) procedures for managing a critical incident, including: initial response; incident notification; reporting; and investigation.		
Version	#3	Next review:	February 2020
What law applies?	National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2018: Standard 6. Work Health and Safety Act 2011 (NSW) Work Health and Safety Act 2011 (CTH) Work Health and Safety Regulation 2011 (NSW)		
Who is affected by this policy?	Who has rights?	Who has responsibilities?	
	Staff Trainers Students Visitors	Director Senior Management Board Directors Persons conducting a business or undertaking (PCBU) Trainers Students	

Definitions

Incident definitions per WHS legislation.

A *notifiable incident* means:

- Death of a person
- A serious injury or illness of a person
- A dangerous incident

Serious injury or illness of a person means an injury or illness requiring the person to have:

- Immediate treatment as an in-patient in a hospital
- Immediate treatment for:
 - The amputation of any part of his or her body
 - A serious head injury
 - A serious eye injury
 - A serious burn

- o The separation of his or her skin from an underlying tissue (such as degloving or scalping)
- o A spinal injury
- o The loss of a bodily function
- o Serious lacerations
- o Medical treatment within 48 hours of exposure to a substance
- o Any other injury or illness prescribed by the regulations.

A *dangerous incident* means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:

- An uncontrolled escape, spillage or leakage of a substance
- An uncontrolled implosion, explosion or fire
- An uncontrolled escape of gas or steam
- An uncontrolled escape of a pressurised substance
- Electric shock
- The fall or release from a height of any plant, substance or thing
- The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations
- The collapse or partial collapse of a structure
- The collapse or failure of an excavation or of any shoring supporting an excavation
- The inrush of water, mud or gas in workings, in an underground excavation or tunnel
- The interruption of the main system of ventilation in an underground excavation or tunnel
- Any other event prescribed by the regulations

A critical incident as defined in Standard 6 of the National Code:

"a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury."

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, physical, sexual or other abuse
- Other non-life threatening events.

Policy

Preparation

CEH will ensure that there are members of staff who hold appropriate training (e.g. in First Aid, Fire Warden duties and WHS duties etc). Details of these staff members and their contact details will be communicated to all through inductions and clearly displayed on notice boards, online and within the premises.

CEH will ensure that contact details for external emergency services and support providers are available for all staff, students and visitors. The support providers will include medical practitioners, psychologists and other counsellors (including religious, and legal).

Initial Response

It is CEH policy to treat an injured person immediately regardless of whether the incident occurred at the CEH premises or not.

CEH will ensure that qualified first aiders and first aid kits are provided per WHS legislation and the First Aid in the Workplace Code of Practice.

In addition, the CEH will ensure that all CEH students, personnel and others are provided with the necessary information, instruction and training regarding the incident initial response and first aid treatment of any injured person/s.

CEH expects all members of staff to respond if they are present on site and a critical incident occurs and to act in the best interests of any student, staff or visitor affected by the incident. CEH also expects all members of staff to act with common sense having regard to the nature of the incident.

In the event that emergency services attend a critical incident at CEH premises, they will be given authority to assume control of the incident.

WorkCover NSW Incident Notification

The CEH Director will notify WorkCover NSW immediately after becoming aware that a notifiable incident arising out of the conduct of the business has occurred.

Notice will be given by telephone to 13 10 50 (option 2 & 2). Written notice of the incident within 48 hours of a request by the regulator.

The Director will keep a record of each notifiable incident for at least 5 years from the day that notice of the incident is given to the regulator.

Preserve Incident Sites

The CEH Director will ensure, so far as is reasonably practicable, that the site where the incident occurred is not to be disturbed until a WorkCover inspector arrives at the site or any earlier time that an inspector directs.

Following treatment of any injured person/s, the Director will make the site safe or minimise the risk of a further notifiable incident that is associated with a police investigation for which an inspector or the regulator has given permission.

Incident Reporting and Investigation

It is CEH policy that all incidents no matter how minor are reported to the CEH Director.

The Director investigates each incident to determine and control the root causes of the incident.

The affected personnel, including the injured person, the manager, or the trainer supervising training and any witnesses complete an Incident Report form for action by the Director at the Risk Management Meetings held quarterly by Senior Management.

At Risk Management Meetings, Senior Management is responsible for reviewing, updating and implementing any policy and procedural changes resulting from the incident investigation report. The Director is then charged with communicating the changes to all affected parties and personnel.

Information Privacy Principles

Where a critical incident raises the issue of confidentiality, CEH is committed to maintaining this right of privacy in line with the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012. However, CEH may exercise its discretion and disclose information as necessary to prevent or lessen a serious or imminent threat to the life or health of a staff member, student or other person.

Training

CEH provides annual staff training and awareness sessions on critical incident response and management.

Procedure

1) RESPONSIBILITIES

CEH will ensure that all CEH personnel and students are aware of this policy and procedure, and are allocated responsibilities as follows:

1.1 SFS Senior Management Team and Board of Directors

The CEH Senior Management Team and Board of Directors as the PCBU Company Officers are responsible for ensuring the development, implementation and resourcing of this Policy and Procedure.

The Senior Management Team are responsible for reviewing completed Incident Reports and advising of any recommended actions arising.

1.2 CEH Director

The Director is responsible for implementing this policy and procedure ensuring that:

- All personnel are aware of their critical incident management responsibilities, including awareness of the critical incident management checklist.
- First aiders and first aid kits are available for immediate treatment of injured personnel.
- Emergency / fire wardens are trained and in place.
- Emergency contact details are displayed and available.
- (If present) the initial incident response is managed – see checklist.

- Team responsibilities are allocated.
- Emergency personnel where required are involved and communicated to.
- Next of kin, student agents and the relevant Consulate / Embassy are notified (where relevant).
- Incident Reports are completed by the relevant personnel / witnesses, and reported to the Senior Management Team.
- Recommendations of the Senior Management Team are communicated to all affected personnel, and the community more broadly.
- Relevant authority notifications are undertaken (e.g. WorkCover, the CEH Insurance broker, the Department of Home Affairs).

1.3 Trainers and Managers

CEH trainers and managers are responsible for:

- Adhering to this policy and procedure, and ensuring that the checklist is followed.
- Participating in critical incident investigations, and reporting where required.

1.4 Students

CEH students are responsible for:

- Ensuring that all incidents no matter how minor are reported, including:
 - where an incident occurs at the CEH premises the incident is to be reported to the Director verbally and then when time permits by completing the Incident Report.
- Submitting Incident Reports to the Director.
- Participating in incident investigations and reporting where required.

2) CRITICAL INCIDENT ACTION CHECKLIST

- If a person is injured:
 - locate a first aider
 - locate a first aid kit
 - contact emergency services (if required)
 - contact nearest hospital / medical centre
- Evacuate the site (if required)
- Minimise further injury / damage
- Secure incident site
- Notify emergency services (if required)
- Provide support to other affected personnel
- Notify the CEH Director

3) RECOVERY PLAN

CEH recognises that staff, students and visitors may continue to be affected by an incident once the initial response has concluded.

The CEH Director manages the recovery plan, including (as required):

- Ongoing communication with all stakeholders
- Ongoing appropriate counselling and other support for affected staff, students and visitors
- Funeral / memorial service arrangements and repatriation of remains
- Coordinating the response to any legal or administrative issues
- Assisting family members with travel arrangements to visit
- Refunding student fees and updating student records
- Arranging debriefs with affected personnel
- Ensuring continuing support for those receiving medical care in hospital or rehabilitation.

4) REVIEW

Senior Management will review the Director's response strategy and provide recommendations for any policy and procedural changes resulting from the response actions taken.

The CEH Director will be charged with communicating any procedural changes to all affected parties and personnel.

CEH will maintain a written record of any critical incident and remedial action taken for at least two years after a student ceases to be an accepted student.

Version Control

Approved by	Version #	Date
Management Committee	1	28 March 2009
Policy and Procedure Committee	2	29 May 2015
Policy and Procedure Committee	3	1 August 2016
Senior Management Meeting	4	2 August 2018
Senior Management Meeting	5	07 June 2019