



# Critical Incident Management Policy

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## 1. Purpose

- 1.1. The purpose of this Policy is to provide the organisation with a procedure to manage critical incidents to:
  - 1.1.1. ensure its workers recognise, record, report, respond and review critical incidents consistently
  - 1.1.2. ensure compliance with Standard 6 of the National Code 2018 in relation to critical incidents
- 1.2. This Policy applies to all workers of the organisation and is to be read in conjunction with the Code of Conduct and any other legislation, policies, processes, standards, manuals, strategies or practices implemented by the organisation from time to time that relate to critical incidents.

## 2. Rationale

- 2.1. Critical incidents can impact students and workers physically and psychologically, in particular where students may feel isolated due to being in a foreign country, without the support of a family network and friends.
- 2.2. It is imperative that the organisation provides a safe learning environment for its students and its workers are able to identify a critical incident and provide timely assistance to students who may be impacted by a traumatic event.

## 3. Definitions

Term	Meaning
Code of Conduct	Is the Brighton Pacific – Code of Conduct
Critical Incident	Includes events such as death, threats of suicide (including a student’s friend or family member), serious injury to a student (physical or psychological), fire, bomb threat, serious criminal acts that impacts on a student, virus contamination or any other incident that may seriously impact on a student or the organisation

Emergency	Is an unplanned or imminent event that affects or threatens the health, safety or welfare of students, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.
ESOS Act	Means the <i>Education Services for Overseas Students Act 2000</i>
Management Committee	Is a committee that oversees the operations of the organisation and implements recommendations across the organisation for its betterment
National Code 2018	Means the National Code of Practice for Providers of Education and Training to Overseas Students 2018
Organisation	Brighton Pacific Pty Ltd and its trading entities, including but not limited to Australia Institute of Business and Technology
Students	Means an overseas student enrolled in a course with the organisation
Traumatic event	Is an event that a student experiences or witnesses that involves actual, threatened or perceived death or serious injury and/ or threat to own or others physical and psychological integrity.
Workers	Are all employees of the Organisation, whether permanent, temporary, part-time or casual, volunteers, placement students, interns, agents, contractors, consultants or anyone who works in any other capacity for the organisation

#### 4. Procedures

- 4.1 Where a critical incident is recognised by a worker, action is to be taken to report the incident in accordance with the Critical Incident Management Plan at Schedule One of this Policy.
- 4.2 The level of the response by the organisation to a critical incident will depend on the level of risk of the incident to students, workers and the organisation, which may include, but not limited to:

### Risk Matrix

Risk level	Examples
<p style="text-align: center;"><b>Low</b></p> <p>(emergency services not required)</p>	<ul style="list-style-type: none"> <li>• minor injury to student or staff member</li> <li>• verbal altercation between students or staff</li> <li>• intermediate IT system issues</li> </ul>
<p style="text-align: center;"><b>Medium</b></p> <p>(emergency services may be required)</p>	<ul style="list-style-type: none"> <li>• injury/illness that requires medical treatment</li> <li>• physical altercation between students/staff – minor injury</li> <li>• threats to staff/students from external source such as email or social media</li> <li>• missing adult student</li> <li>• missing staff member</li> </ul>
<p style="text-align: center;"><b>Serious</b></p> <p>(emergency service required)</p>	<ul style="list-style-type: none"> <li>• serious injury to staff/student</li> <li>• serious threats being made to staff/students</li> <li>• student under 18 missing</li> <li>• reports of Homestay neglect/harassment</li> <li>• hacking of IT system/interference with operations</li> <li>• use of drugs by student/staff on campus or drugs in possession on campus</li> </ul>
<p style="text-align: center;"><b>Extreme</b></p> <p>(emergency services required)</p>	<ul style="list-style-type: none"> <li>• death, threats of suicide, threats to life of others, life-threatening injury</li> <li>• rape/sexual assault, serious physical assault, production of weapon/threats to use weapon</li> <li>• bomb threat, fire, explosion, gas leak or chemical hazards including asbestos</li> <li>• infectious disease/contamination</li> </ul>

## 5. Critical Incident Team

- 5.1. The formation of the Critical Incident Team (CI Team) will occur where there is a Serious or Extreme risk to an individual student or worker, group of students or workers, or the entire campus. Members of the CI Team will be responsible for managing the incident on site and in coordination with emergency services or external agencies, as the case may be.
- 5.2. The CI team may include some or all of the following persons, depending on the level of the incident:
- the Campus Manager/Senior staff member
  - Head of Schools
  - Student Support representative
  - other support staff as appropriate
  - as necessary, psychologists, counsellors
- 5.3. The CI Team or other senior staff may allocate other staff to:
- complete the emergency message register and notify emergency contacts of students about the incident
  - evacuate and assemble workers and students
  - cordon off the incident area
  - establish a Support Team to assist affected students and staff
  - communicate and update students and workers about incident
- 5.4. The CI Team will also be responsible for:
- preparing a Critical Incident Report after the incident
  - organising any follow up on affected students or workers, including counselling
  - reviewing the incident, debriefing workers and students after the incident and making any recommendations to the Management Committee for the handling of future incidents.

## 6. Questions/Feedback

- 6.1. If you require any further information regarding this Policy, please contact Chief Compliance Officer at [businesssupport@aibtglobal.edu.au](mailto:businesssupport@aibtglobal.edu.au).



## Schedule One

### 7. Critical Incident Management Plan

#### 7.1 Responsibilities and Procedures

##### a. Recognise

- what is the nature of incident?
- Determine the level of risk of the incident in accordance with the risk matrix in the Policy
- who is at risk i.e. individual student/worker, group of students/workers, entirety of campus

##### b. Record

- what are the details of the incident (who, what, when, where how, why)
- location of the incident, number and names of persons involved
- name of the person reporting the incident
- time incident reported
- contact telephone number of person reporting incident
- confirm the information given about the incident is accurate
- repeat back details to ensure accuracy of incident details

##### c. Report

- immediately report the incident to the campus manager/senior staff
- if required notify emergency services by calling 000 (police, ambulance, fire brigade)

##### d. Respond

- provide first aid or seek urgent medical assistance, if required
- ensure that student or students subject to risk are removed into a safe environment
- cordon off the incident area and keep students away until emergency services arrive
- check corridors, toilets etc for stray students - try to prevent students leaving on their own particularly if distressed
- ensure the school continues to operate as normally as possible

##### e. Review

- at the end of the incident, the CI Team will provide a debriefing to the Management Committee, in relation to the incident
- recommendations, if any, will be made by the CI Team to the Management Committee regarding future handling of similar incidents

### Critical Incident Record Form – Template

Date: \_\_\_ / \_\_\_ / \_\_\_

Time of notification: \_\_\_\_\_: am/pm

Name of person taking the report  
I \_\_\_\_\_ Position:

Name of person reporting the incident

Contact telephone number

What is the incident/ Please describe it?

What action is being taken to help?

Who:

When:

Where:

How:

Nature and extent of any injury:

Immediate Actions Required

Campus Manager/Senior staff notified? Yes  Time: \_\_\_\_\_:

\_\_\_\_\_  am/pm Other school staff? Yes Time: \_\_\_\_\_:

\_\_\_\_\_ am/pm

Emergency Services notified? 000 Yes  Time: \_\_\_\_\_: \_\_\_\_\_ am/pm