



Critical Incident Policy

Introduction

By establishing this policy and procedure, the ILLOURA COLLEGE assures fairness, consistency, and accuracy in all enrolment and post enrolment activities. All enrolment related activities are conducted in accordance with the Australian Consumer Law.

ILLOURA COLLEGE ensures its international students enrolled in courses are treated fairly and equitably, and they are clearly informed about the enrolment process, the conditions, details regarding their chosen course, their rights, and obligations.

ILLOURA COLLEGE provides its international students with advice regarding relevant training products to meet their needs, taking into account their individual existing skills and competencies.

Purpose

In accordance with the National Code, ILLOURA COLLEGE must have strategies in place to manage Critical Incidents as well as documented Support Mechanisms. This policy is designed to ensure that ILLOURA COLLEGE:

- Meets its Duty of Care as an Employer and ESOS based Education Provider,
- Is able to respond to a Critical Incident, or traumatic event or threat, and
- Meets the requirements of the National Code

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the induction process.

Scope

A critical incident is defined as being an incident that has affected a student or staff member that involves an event that has caused emotional or physical harm to that person (eg: death or serious injury to themselves or other persons within their life).

Should a critical incident occur to any student or member of staff at the Institute, it is vital that a process of support is initiated and carried out.

Procedure

An incident must be recorded on the *Critical Incident Report* and filed in the Critical Incident Register.

A critical incident may occur:

- On the Institute premises during the institute hours.



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- To students of the Institute, outside of the Institute hours, affecting particular groups of the community. (e.g. bus or train accident on which a student may be travelling has an accident and serious injury or death may occur to a student)
- To friends/acquaintances of certain members of the Institute which can affect all at the Institute. E.g. the death of a student or member of staff known to all or some of the students.

In an incident of theft within the Institute:

- Individuals within the Institute are responsible for their belongings.
- Items or money stolen is not the responsibility of the Institute and cannot be replaced by Illoura college Pty Ltd
- In some serious matters the Student Services Officer may need to contact police and will be given a police report number, which will be recorded into the database.
- Trainers may assist the student to make an appointment with the Academic Manager as required.
- The Academic Manager will direct the Trainers in making announcements to all students to beware of thieves and keep personal property with them at all times.
- The Academic Manager will review that there is appropriate signage in all classrooms about not leaving personal property in unattended classrooms.

This policy provides a procedure on the following:

- Action to be taken in the event of a critical incident
- Follow-up of the incident
- Records of the incident and action taken plan

Relevant documents to this policy include:

- Critical Incident Policy document
- Requirements additional to policy for international students
- Critical Incident Plans for International students
- Critical Incident Report

Copies of these documents can be found in the following documents:

- International Student Handbook



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- CRICOS Q&C Manual

Critical Incident Response

The Critical Incident is utilized to record incidences that occur within the Institute/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

Critical Incident can also occur outside of the Institute, (e.g. death, accidents, abuse) that can affect the students training.

In the incident of a student injury, it is the responsibility of the Trainer/Assessor or Support Services Officer to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Academic Manager/Principle/General Manager to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the Institute premises. These should be either reported to your trainer or to the administration office at the Institute.

The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the "Critical Incident Report Form" form from either a trainer, the administration office at the Institute or through the website.
2. Complete the form to the best of your abilities, by ensuring all fields are completed on pages 1, and 2, as indicated.
3. Submit completed copy to reception at the Institute office.
4. Reception are required to forward the form to the Student Support Officer
5. Your supervisor will identify and implement any controls and forward to the Student Support Officer.
6. Student Support Officer to complete pages 3 and 4 of the report "Action Required/Taken", including:



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- a. How the risk was managed?
 - b. Whether Work cover and/or the insurance company was contacted
7. Student Support Officer to identify whether a required Critical Incident Risk Assessment is required.
 8. Student Support Officer to log the "Critical Incident Report" into the "Critical Incident Register" and file.
 9. All incidences to be discussed at the next Quality and Compliance Meeting.
 10. In the case of minor incidences an "Opportunity for Improvement" form should be completed.
 11. In the event of death, the critical incidences are to be reported in PRISMS.

REPORTING OF THE CRITICAL INCIDENT

Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the Institute. If you identify a hazard, please report it to either the Academic Manager or the administration office. You will be required to complete either a Critical Injury Report Form or a Hazard Identification Report Form.

It is important all staff report any injury immediately, by completing a *Critical Injury Report Form*, which located in the *Trainers Folder* or in the *Administration Office*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of Academic Manager or an Administration staff member of the Institute.

Emergency Procedures

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating e.g. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.



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A list of Emergency contacts is displayed in each classroom and in the Student Lounge. An evacuation plan is displayed in each classroom and area of the Institute.

In the case of an emergency requiring assistance, call 000 for Fire, Ambulance or Police.

Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. Ensure that everyone is out of danger
2. Notify the Fire Warden by calling (08) 9498 2024
3. Follow instructions of the Fire Warden
4. Call 000 and ask for Fire Department, report incident including location of incident to Emergency Services
5. You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
6. If you are able, access the nearest fire extinguisher
7. When using a fire extinguisher do not aim the nozzle at the center of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
8. Do not stand down wind or downhill of a fire.
9. If there is any chance of chemicals or explosives in the fire, evacuate the area.
10. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
11. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
12. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

Medical Emergency

In the event of someone requiring assistance for medical assistance, the following procedure should be followed:

- In the first instance, call the First Aid Officer on (08) 9498 2024.



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- If the incident is urgent, call 000 and ask for Ambulance, report incident including location of incident to Emergency Services.
- You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
- Follow the instructions of either the First Aid Officer or Emergency Services.
- First Aid Officer and the person who identified the incident is to record the incident on a Critical Incident Report.
- The First Aid Officer is required to record the incident on the Critical Incident Register.

Police Emergency

Only call 000 in an emergency or life-threatening situation, when urgent police assistance is required. Following is a list of incidences that should be reported to police:

- A serious crime is in progress, being witness or just committed
- Any situation where life or serious injury is threatened
- A car accident where people are trapped or seriously injured
- A serious air, rail or water incident
- Any incident which poses an immediate threat of danger to people or property, or
- An explosion or bomb incident or threat

Under Australian Commonwealth and State laws, it is an offence to misuse the 000-emergency services number. Action will be taken against those who misuse or make nuisance calls on the 000 line.

Evacuation Procedure

In the event of an emergency e.g.: a fire, bomb threat, gas leak etc. each employee/contractor is required to follow the Evacuation Procedures below. An evacuation plan is provided in each classroom and area in the Institute.

1. Upon notification to evacuate, alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
 - a. Follow the Fire Warden to the Evacuation Meeting Point
 - b. Leave the building in an orderly manner, and



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- c. Meet at the Evacuation Meeting Point indicated on the signs located around the building.
- 3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
- 4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

Document Version Control History			
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1.0	2021	Illoura College	Document created
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2.1	February 2024	DOC/DOO	Policy Review