

### Purpose:

This policy and procedure has been developed to provide a documented process to be followed in the event of a critical incident; the required follow-up to the incident; records of the incident and action taken and evaluation for potential lessons.

### Policy Outline:

<b>Critical Incident</b>	<p>A Critical Incident is defined by the National Code 2018 as <i>a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.</i></p> <ul style="list-style-type: none"> <li>▪ Critical incidents may include but are not limited to:</li> <li>▪ Missing students</li> <li>▪ Severe verbal or psychological aggression</li> <li>▪ Death, serious injury or any threat of these</li> <li>▪ Natural disaster</li> <li>▪ Issues such as domestic violence, sexual assault, drug or alcohol abuse</li> </ul>
<b>Hazard</b>	<p>Any source or situation with a potential for harm in terms of:</p> <ul style="list-style-type: none"> <li>▪ Injury or illness;</li> <li>▪ Damage to property/equipment or;</li> <li>▪ Damage to the environment.</li> </ul>
<b>Near Misses</b>	<p>It may be incidents that involve very minor losses or no loss as such, and when there is no injury/illness involved. Near misses however highlight workplace hazards and the need to initiate corrective action. (SOURCE: AAC)</p>
<b>First Aid</b>	<p>When a person, as a result of an accident in the workplace receives on-site first aid assistance</p>
<b>Critical Incident Team</b>	<p>Assists the Chief Executive Officer in the management, evaluation and prevention of critical incident</p>

Standard 6.8 states that registered providers must have a documented critical incident procedure that specifies action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

This policy and procedure is applicable to all incidents:

- That occur on the Skills Training Australia premises; and/or
- That occur on the premises under the supervision of a Skills Training Australia staff member; and/or
- That involves a Skills Training Australia staff member or student, whilst involved in work related to Skills Training Australia.

This policy and procedure cover three types of work-related incidents:

- Life threatening injuries or illnesses
- Non-life-threatening injuries or illness
- Non-injury incidents, including close calls and near miss

### Procedure:

#### ***Life threatening Injury Response***

1. The person observing incident or injured person calls 000 and notifies the most senior staff member present. If it is a crisis situation (e.g. fire), the Emergency Evacuation procedure must be followed.
2. The most senior Skills Training Australia staff member stops all work in the immediate area; identifies the nature of the critical incident and helps guide responders to the scene. The Critical Incident Team is convened.
3. The Critical Incident Team implements appropriate critical incident plan immediately by using Critical Incident/Hazard Plan Checklist.
4. From this point forward the procedure is the same as for a *non-life threatening* procedure, beginning with step 4.

#### ***Non-Life threatening Injuries/First Aid Initial Response***

1. The injured or reporting person immediately notifies a senior member of Skills Training Australia staff about the injuries.
2. The injured individual's supervisor/Skills Training Australia's staff member ensures that the injured receives medical help as soon as possible
  - a. If the injury occurs after normal operating hours, the injured individual is taken to the nearest appropriate and approved medical facility
3. The First Aid Officer makes an initial medical determination of injury as required by the circumstance or requested by the injured individual and provides initial treatment
4. The staff member completes the Critical Incident/Hazard Reporting Form within 24 hours of an incident and forwards it to the Quality and Administration Manager.
5. The Critical Incident Team conducts an investigation that includes but is not limited to:
  - a. Interviews with relevant parties
  - b. Identification of root cause
  - c. Establishment of appropriate corrective and preventative actions with the assistance of subject matter experts, if required
6. The Quality and Administration Manager finalises the Critical Incident/Hazard Investigation Form within 5 working days of knowledge of the incident
7. The Critical Incident Team implements corrective and preventative actions and enters the record of incident to Critical Incident/Hazard Register. Any improvement/corrective action identified is escalated to relevant designated head for continuous improvement.
8. The Critical Incident Team follows up the incident (e.g. notifies the Department of Home Affairs through PRISMS in the event of the death of a student) and maintains incident related records, remedial action and documentary evidences for at least 2 years after the student ceases to be an accepted student.
9. The Quality and Administration Manager analyses the incident data and presents findings to Senior Management.

### ***Non-injury Incident, Close Call and Near Miss Response***

1. The person observing or experiencing the incident notifies a senior member of Skills Training Australia staff.
2. The senior staff member immediately notifies the Quality and Administration Manager within 24 hours.
3. The senior staff member completes Critical Incident/Hazard Reporting Form within 24 hours of an incident and forward it to Quality and Administration Manager.
4. The Critical Incident Team conducts the investigation.
5. The Quality and Administration Manager completes Critical Incident/Hazard Investigation Form within 5 working days of knowledge of the incident.
6. The Critical Incident Team implements corrective and preventative actions and enters the record of incident to Critical Incident/Hazard Register. Any improvement/corrective action identified is escalated to relevant designated head for continuous improvement.
10. Critical Incident Team follows up the incident and maintains incident related records remedial action and documentary evidences for at least 2 years after the student ceases to be an accepted student.
7. The Quality and Administration Manager analyses the incident data and presents findings to the Senior Management.

### ***The responsibilities of the Critical Team***

- Risk assessment of hazards and situations which may require emergency action analysis of requirements to address these hazards
- Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services
- 24 hour access to contact details for all students and their emergency contacts (for overseas students this includes agents, consular staff, embassies)
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. critical incident team leader, chief executive officer
- Development of a critical incident plan for each critical incident identified
- Assisting with implementation of critical incident plans
- Dissemination of planned procedures
- Organisation of practice drills
- Coordination of appropriate staff development
- Regular review of critical incident plans

## Critical Incident Team Contacts

Internal Contacts		
Title	Contact Name	Contact Number
CEO	Ian Balducci	1300 656 669
First Aid		0402 455 792
Academic Officer Lead Educator - Nursing	Maureen Halse	1300 656 669
Academic Officer Senior Educator - Nursing	Joan McAlpine	1300 656 669
Student Support Officer Campus Manager	Jo Brancato	1300 656 669
General Manager	Sue Goudswaard	1300 656 669 0427 698 942
Quality & Administration Manager	Shani Cossins	1300 656 669
Nursing Trainer/Assessors First Aid	Various	1300 656 669

## External Support/Emergency Numbers

<b>AMBULANCE</b> 000	
<b>FIRE</b> 000	
<b>POLICE</b> 000	
The following details are for additional emergency services, national and/or state-based:	
<b>ABORTION &amp; GRIEF COUNSELLING</b> 1300 363 550	<b>VICTORIAN AIDS COUNCIL MEDICAL SERVICES</b> 9525 5866
<b>ALCOHOL AND DRUG INFORMATION SERVICE</b> 1800 888 236	<b>AUSTRALIAN SEARCH AND RESCUE</b> Aviation Rescue 1800 815 257
<b>CENTRE AGAINST SEXUAL ASSAULT</b> 03 9635 3610	<b>ETHNIC/MULTICULTURAL ASSISTANCE</b> 9349 4122
<b>CONSULAR SERVICES</b> 1300 555 135	<b>CRISIS PREGNANCY</b> 1800 650 840
<b>DOMESTIC VIOLENCE VICTORIA</b> 1800 737 732	<b>EMERGENCY ANIMAL DISEASE WATCH</b> 1800 675 888
<b>FAIR WORK AUSTRALIA</b> 131 628	<b>FAIR WORK OMBUDSMAN</b> 131 394
<b>CONSUMER AFFAIRS VICTORIA</b> 1300 55 81 81	<b>OVERSEAS STUDENT OMBUDSMAN</b> 1300 362 072
<b>GAMBLERS ANONYMOUS</b>	<b>LEGAL ACCESS HOTLINE</b>

1800 858 858	1300 792 387
<b>LIFELINE</b> 131 114	<b>MENTAL HEALTH SERVICE HELPLINE</b> 1800 332 388
<b>POISONS INFORMATION CENTRE</b> 131 126	<b>QUIT LINE (Smoking)</b> 131 848
<b>VICTIMS OF CRIME</b> 1800 000 055	<b>THE ROYAL MELBOURNE HOSPITAL</b> 9342 7000
<b>ST VINCENT'S HOSPITAL</b> 9288 2211	

### **Privacy and Media Management**

Skills Training Australia recognises that each critical incident is unique and the dynamics of each situation will need to be assessed when it occurs. To protect the privacy of individual and to ensure the provision of accurate information, Skills Training Australia has developed an agreed approach to media management. The CEO handles all media releases and:

- Gathers information
- Checks all facts
- Determines the official organisational response
- Ensures training/advice is provided for all staff members to respond to telephone or occasional enquiries following a critical incident.

The CEO may delegate media liaison to another appropriate staff member. The privacy of information is in keeping with P056 Privacy and Confidentiality.

### **Approval Authority:**

This Policy and Procedure is approved by Skills Training Australia Management as indicated and the control copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

### **Documents Referenced:**

- FM159 International Students – Critical Incident and Hazard Investigation
- FM160 International Students – Critical Incident and Hazard Plan Checklist
- FM161 International Students - Critical Incident Register
- FM162 International Students – Critical Incident and Hazard Reporting
- P056 Privacy and Confidentiality
- PP105A Evacuation Plan CBD Campus