



## Critical incidents

### **Purpose**

The purpose of this policy is to ensure that critical incidents or potential critical incidents are managed appropriately and applies to all DELLA's students.

### **Overview**

DELLA is committed to managing critical incidents or potential critical incidents to ensure the safety of all staff and students. In the event of a critical incident, the appropriate infrastructure and procedures will be in place to ensure the provision of all necessary support services.

### **Definition of a Critical Incident**

A critical incident is a traumatic event or the threat of a traumatic event that occurs either within Australia or within the students home country and which causes extreme stress, fear or injury. The incidents termed a critical incident is very diverse but includes such events as:

#### *Within Australia*

- Missing student
- Fire/storm/natural disaster
- Assault/shooting
- Domestic violence, sexual assault, drug or alcohol abuse

#### *Home Country*

- Missing relatives especially parents or siblings
- Natural disaster
- Political change
- Acts of war or other conflict
- Religious persecution

This list is not designed to limit the definition but to show that these events are of major impact and consequence.

### **Policy**

#### **Organisational responsibility and commitment**

DELLA is committed to ensuring that:

- a) risk reduction measures are in place to reduce the likelihood of a critical incident.
- b) appropriate training and information resources are provided to staff and students.
- c) appropriate actions are taken in the event of a critical incident or potential critical incident and that these actions maximize the safety of staff and students.
- d) a designated officer and critical incident team (see section 3 for definitions) manages critical incidents
- e) appropriate post incident procedures are followed such as support and counseling services.
- f) an evaluation of the response to the critical incident is undertaken and that procedures are updated where improvements are identified. Staff and students will be encouraged to provide suggestions to assist this process.



## **Risk reduction measures**

DELLA will ensure that critical incidents are minimized through:

- a) Dissemination of this policy and critical incident procedures to all staff and students of DELLA.
- b) Providing information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety.
- c) Ensuring that staff brings safety issues to the attention of the CEO or senior manager by completing a hazard incident form. Staff should provide the completed form to the CEO who will record and assess the risk and take action accordingly. In the case of students, concerns should be brought to any staff member who will complete the form on behalf of the student. Students may also bring their concerns to their student support officer.
- d) Regular emergency management training and information including critical incident responses.
- e) Ensuring that at least 2 staff members of the DELLA have current training in First Aid.
- f) Staff who are undertaking travel for business related purposes should they experience a critical incident whilst interstate or overseas should contact the CEO or senior manager.

## **Designated person and critical incident team responsibilities**

In the event of a critical incident, a critical incident form will be completed and a designated person and Critical Incident Team will be responsible for the prevention and management and management of critical incidents.

A designated person is any DELLA staff member who either witnesses or is informed about an actual or potential incident. The designated person is required to inform the Critical Incident Team as soon as possible of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site and allocate tasks to others (e.g. calling emergency services, alerting other staff, assisting with first aid, crowd control etc). If the emergency services attend the incident, they will take over control of the critical incident upon arrival and the designated officer will take on the role of ensuring that the best interests of any student/staff member/visitor affected by the incident are met.

The Critical Incident Team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies. The Critical Incident Team will be responsible for the development and implementation of a Critical Incident Action Plan to ensure that the incident is handled appropriately and timely.

The Critical Incident Team includes:

- CEO
- Compliance Manager
- Student Support Officer