

## POL-QA-03 Critical Incident Policy

### GOVERNANCE

**SRTOs Standard 5.2** - Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO.

**National Code 2018 - Standard 6** – Overseas Student Support Services

### PURPOSE

This policy ensures that any critical incident that occurs is documented, reported and action is taken by Ironwood Institute where required, and ensure that Ironwood Institute:

- a) Meets its Duty of Care as a CRICOS registered Education Provider
- b) Can respond to a critical incident effectively and promptly
- c) Provides appropriate support services to those affected, and
- d) All applicable information is provided to staff and students

### SCOPE

This policy applies to all students and staff in compliance with the ESOS Framework. The critical incidents covered in this policy include, but are not limited to, those incidents which occur at Ironwood Institute's premises and/or at training locations either during or after hours.

A critical incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and cause extreme stress, fear or injury to the person experiencing or witnessing the event. Non-life-threatening events could still qualify of critical incidents.

Critical incidents may include, but are not limited to:

- Serious injury, illness, (such as any illness which causes the deterioration of the student/staff member's health over time) or death of a student or staff member
- A missing student
- Physical, sexual assault, or severe verbal assault
- Workplace Health & Safety injury
- Student or staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas, or chemical hazard
- Drug or alcohol abuse
- Damaging media attention
- Traumatic events that affect students/staff, such as but not limited to:
  - Sexual assault
  - Mental health crisis
  - Drug/alcohol overdose

Serious academic misconduct is not considered to be a Critical Incident.

## POLICY STATEMENT

- Ironwood Institute will have emergency management procedures, planning, and prescribed responsibilities to adequately manage critical incidents.
- Ironwood Institute will document, report and act on any critical incident (on or off campus) that occurs where it is required and to Ironwood Institute meet its Duty of Care as a CRICOS registered Education Provider.
- Ironwood Institute will ensure that privacy principles are always maintained.
- Ironwood Institute will provide access to contact details for crisis services and appropriate support services to those affected.
- Ironwood Institute will ensure that affected students will be supported to maintain course completion.
- Ironwood Institute will keep Critical incident records for two years after the student ceases to be an Ironwood Institute student.
- Ironwood Institute will ensure all applicable information is provided to staff and students.
- Students are informed of points of contact (Student Support Officers) in the case of a critical incident.
- Should an incident be deemed to meet the critical incident criteria, the Ironwood Institute Critical Incident response procedures will be applied to the management of a critical incident.
- Ironwood Institute will report to relevant authorities, and regularly review the Critical Incident policy and procedures for continuous improvement.
- Ironwood Institute will ensure an adequate number of staff members have current first aid qualifications.

### Privacy

Any action taken regarding a critical incident may be recorded to include outcomes or evidence if the incident is referred to another person or agency. Ironwood Institute will abide by privacy principles when communicating any information about a student.

The Privacy Act 1988 (Cth) permits Ironwood Institute to disclose personal information about someone to a party outside the institute where:

- A person consents in writing to their personal information being disclosed; or
- Ironwood Institute believes, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person/people.

### Access to crisis support services

In the event of an immediate threat to the life of a person, serious injury, or a serious threat to property (such as a fire), staff and students will be directed to call '000' and report the incident to the South Australian Police (SAPOL), Fire Brigade and/or to SA Ambulance.

Ironwood Institute will maintain a readily accessible contact list of relevant community resources which may need to be contacted/used in the event of an emergency or critical incident, such as:

- Mental Health Emergency – Mental Health Triage Service 131465 (24/7)
- Rape and Sexual Assault - Yarrow Place Service 8226 8787
- Domestic Violence - Helpline: 1800 800 098
- Crisis Care: 131 611
- Department of Home Affairs – 131 881

Students will be encouraged to report all incidents they consider to be critical, even if Ironwood Institute assesses it otherwise (e.g., not critical but routine and can be managed by Student Services).

## Support of affected students to attain completion

Ironwood Institute will maintain a procedure for managing critical incidents that could affect a student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

Following an incident, Ironwood Institute will arrange for timely and appropriate counselling and/or other support services for students who have been directly or indirectly affected.

Ironwood Institute will conduct training and drills for relevant staff and will regularly review procedures.

## Off-campus incidents

If the critical incident involves a student or staff member who is off campus, the person receiving the information must immediately contact one of the following:

Navtej Bal - CEO	0433 316 132 (24hrs 7days)
Jennifer Bourne - Student support and Administration	08 8227 0300 (office hours only) 0430 570 840

## Information disseminated to staff and students

This policy shall be disseminated to all staff and students to ensure that they are aware of the requirements and actions in the event of a critical incident and shall form part of the orientation process.

Ironwood Institute will provide information to students about how to make a report and where to seek assistance for an incident that significantly impacts on their wellbeing, including critical incidents.

Contact details of Student Contact Officers will be provided to students as their first point of contact. Students will also be provided with emergency service numbers, as well as information about how to report allegations of sexual, physical, or other abuse.

## Points of Contact

Ironwood Institute will designate members of staff to be the official point of contact for students; identified as Student Contact Officers. The Student Contact Officers will have access to student files, and to up-to-date details of Ironwood Institute support services. All students will be made aware of their point(s) of contact by name as well as their position and title for easier access by students:

Navtej Bal- CEO	0433 316 132 (24hrs 7days)
Jennifer Bourne- Student support and Administration	08 8227 0300 (office hours only) 0430 570 840

## Critical Incident Response Team (CIRT)

Ironwood Institute will identify staff who will be the Critical Incident Response Team.

The CIRT will monitor and review the critical incident responses, strategies and the support offered to the student during, immediately after and post incident reporting.

## RESPONSIBILITY

CEO/Delegate – for overall authority

Student Services Officer – for the dissemination of information to students and staff

Critical Incident Response Team – to respond to critical incidents and monitor and review response.

## RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 6
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000