

Policy and Procedure - Critical Incident

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DOCUMENTS:	<ul style="list-style-type: none">– Critical Incident Report– Accident INJURY REPORT FORM– RISK MANAGEMENT PLAN (INCORPORATED IN BUSINESS PLAN)– EMERGENCY MANAGEMENT PLAN AND POLICY		
REFERENCES:	<ul style="list-style-type: none">– Workplace Health and Safety Policy– Evacuation Floor Plan–		
RELEVANT STANDARDS	<ul style="list-style-type: none">– Standards for Registered Training Organisations (RTOs) 2015		
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POSITION:	CEO		

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PURPOSE

The purpose of this policy is to define “Critical Incident” and to ensure that all stakeholders are aware of the Construction Training Academy (CTA) policy and procedure for Critical Incidents.

DEFINITION

A critical incident is defined as a tragic or traumatic event or situation affecting a student or staff member, which has the potential to negatively and emotionally impact the CTA community, for example, death or serious injury.

For the purposes of CTA, Critical Incidents also includes Natural Disasters

POLICY

CTA recognises that, in the event of a critical incident, appropriate infrastructure must be in place to ensure the provision of all necessary support services. To this end CTA will provide as is within its power support mechanisms appropriate to a Critical Incident.

PROCEDURE

Emergency Response

On CTA Campus Incidents

If the incident is on campus and involves death, serious injury or a threat to life or property, contact Emergency Services on 000 (Police/Ambulance/Fire Department as required) with the incident to be communicated to the CEO as soon as practicable immediately thereafter.

Off CTA Campus Incidents

If the critical incident involves a student and is off-campus, the person receiving the information must immediately contact the CEO, who will communicate to other staff as appropriate.

If the critical incident involves a staff member, the person receiving the information must immediately contact the CEO and/or Emergency Services as required.

Key Details to be Reported

Key details to report include:

- time, location and nature of the incident (e.g. threat, accident, death or injury)
- names and roles of persons involved (e.g. staff, student).

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Checklist for Staff Managing Critical Incidents

The CEO will seek information about the incident and will request that the information is kept private and confidential until disclosure to relevant parties is required and appropriate.

The CEO will then call a meeting with the persons involved or directly affected by the Critical Incident.

A meeting of CTA's Senior Staff will be called to discuss and determine CTA's response.

Response Checklist

As soon as practicable the CEO will prepare a communication plan and nominate a spokesperson if appropriate.

Communication:

- plan a response and ongoing strategies including individual roles and responsibilities
- liaise with police, doctors, hospital staff and other relevant professionals
- determine if legal assistance might be required and refer accordingly to Legal Aid or relevant person's choice of private lawyer
- provide follow-up condolence letters to family
- complete an Accident Injury Report for CTA's records. A copy of this report is to be filed in the relevant student/staff member's file.

Support for family, friends and staff (if required):

- contact next of kin and ensure support is provided to family and friends
- make arrangements for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services
- if necessary, make arrangements for affected staff for leave, counselling

For incidents involving students:

- if the incident occurs during the semester, appropriate arrangements for students are to be made depending on the circumstances (e.g. release from classes, rescheduling assessments)
- if the incident occurs during semester and a student is unable to continue with studies, make arrangements for withdrawal without penalty and refund of fees if appropriate.

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For incidents involving staff:

- The CEO will make continual follow-up contact to assess whether further help is required, and if so, assist and support the staff member in seeking the appropriate external assistance, such as counselling etc.

For any critical incident, an Accident Injury Report Form must be filled out.