



## **Critical Incident Policy and Procedures**

### **Overview**

American College will ensure that appropriate infrastructure is in place to ensure the provision of all necessary support services in the event of a critical incident occurring.

This document outlines American College's policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that American College has:

- An effective approach in responding to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff.

### **1. Definition**

A critical incident is defined by the National Code of Practice 2007 (under Standard 6) as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- Social issues e.g. sexual assault, drug use, alcohol abuse.

## 2. Critical Incident Team

American College has a Critical Incident Team to assist the Director in the prevention and management of critical incidents at American College, on/ off campus in the case of an international student for whom American College has undertaken care responsibilities.

The Director is the Critical Incident Team leader. The student will be supported by American College's staff and a **student representative** who are briefed on this policy at their induction and at follow up meetings and workshops.

### **24hr Contact Number**

**Director of American College – 0448 456 789 (Dr. Bernard Malik)**

*In the event of an emergency, please dial 000*

## 3. The responsibilities of the team include:

- 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 and rescue, crime stoppers, ambulance, state emergency, national security hotline ( These numbers will be displayed on the notice board in American College's office)
- 24 hour access to contact details for all students and their families
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Director
- development of a critical incident plan for each critical incident identified
- assisting with implementation of critical incident plans
- dissemination of planned procedures to staff and students as necessary
- organisation of practice drills
- coordination of appropriate staff development
- regular review of critical incident plans

## 4. Record Keeping:

The Critical Incident Team Leader or a nominated person by the Director from the Critical Incident Team is **responsible to document the incident in the Incident Register along with the actions that are taken.**

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