

Critical Incident Policy and Procedure

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| Owner | Senior Management | Approved By | | CEO | |

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1. POLICY

IQY Australia Pty Ltd T/A IQY Technical College will ensure to provide a clear and systematic process that protects the interests and welfare of all individuals who are involved in critical incidents.

2. PURPOSE

The purpose of this Policy and Procedure ensures that any critical incident, which occurs, is documented, reported and appropriately actioned by IQY Technical College.

3. SCOPE

This policy applies to all the Students and Staff of IQY Technical College in compliance with the ESOS legislation and NCP 2018 Standard 6.

4. DEFINITIONS

Critical Incident: An event related to the operation of IQY Technical College, student or Staff member which are of such a serious nature that it has impacted or is a risk of impacting on the health, welfare, safety or interests of any involved individuals or IQY Technical College itself.

Critical Incidents are the highest level of incident which may affect the operations of IQY Technical College and referred to crisis, emergency or other similar expressions. It is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving IQY Technical College, its staff and/or students.

Critical incidents are not limited to, but could include:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, physical, sexual or other abuse; and
- Other non-life threatening events.

Death: Accidental, Suicide, Death as a result of injury or terminal illness, or Murder.

Serious Illness: Illness which causes the deterioration of the student /staff member's health over time.

Serious Injury: Illness, which prevents or severely affects the student's ability to continue with or complete the course.

Critical Incident Response Team (CIRT): This is a designated team of college personnel which consists of at least one member who is formally trained to deal with critical incidents.

Other members should also be trained, at least internally by the qualified member.

Members will likely comprise:

1. Chief Executive Officer
2. Director
3. Chief Operating Officer
4. Campus Manager(s)
5. National Quality and Compliance Manager
6. Course Manager(s)
7. Administration Manager(s)

Defusing an Explosive Situation: An intervention with an objective of preventing a violent critical incident during an explosive situation where there is a high degree of agitation. The stages of this type of defusing are:

1. Observation;
2. Preparation;
3. Approach;
4. Action; and
5. Follow up.

5. POLICY

IQY Technical College undertakes to exercise a duty of care to all individuals who access its services and visit its premises. From time to time, events of a critical nature may occur that require immediate, systematic and comprehensive organizational processes. Being witness to, or being involved in a critical incident can have a deep and lasting impact on individuals and groups.

Early and appropriate action during and following a critical incident can do much to assist in minimizing the effects of these incidents on the interests and welfare of involved parties.

By keeping these situations in mind, IQY Technical College shall:

- a) Support pro-active strategies which will help minimize the occurrence of some critical incidents;
- b) Encourage the early identification of potentially critical incidents within IQY Institute;
- c) Ensure critical incidents in the workplace are managed in line with established quality management and occupational health and safety objectives and emergency or disaster procedures;
- d) Provide clearly accessible and understood directions for all personnel caught up in a critical incident;
- e) Assist people to cope with critical incidents by providing appropriate practical and psychological support;
- f) Provide appropriate assistance to people who may require longer term assistance;
- g) Ensure ongoing training, support and review of the critical incident management team.

6. REQUIREMENT, PROCESS AND PROCEDURE

6.1 Critical Incident

Examples of Critical Incidents include, but are not limited to:

- Serious injury to or serious illness or death of a college student, staff member, visitor, tenant or contractor, or any threat of these;
- A missing student, where the student is:
 - An international student; or
 - While undertaking fieldwork off-campus
- Severe distressing or disturbing behavior;
- Physical assault, threats, or attack;
- Where a student, staff member, visitor, tenant or contractor has witnessed a serious incident;
- Natural disaster (e.g. cyclone, earthquake, tsunami, or flood);
- Fire, riot, bomb-threat, explosion, gas, chemical hazard, or other environmental hazard;
- Major overseas events, such as earthquakes or political unrest;
- Pandemics - an epidemic of infectious disease that has spread across a large region; for instance multiple continents, or even worldwide.

6.2 Support for Students and Staff Involved in a Critical Incident

6.2.1 IQY Students: The Chief Executive Officer in consultation with the Director and Chief Operations Officer and their delegates, will coordinate support for international students, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assisting with personal items and affairs including insurance issues;
- Contacting the consulate, high commission or embassy for the student's country;
- Assistance in obtaining visas for family, friends and next of kin to visit IQY Institute if the need be;
- Hiring interpreters; and
- Assistance in arrangements for repatriation, funeral or memorial service, if required.

6.2.2 Support for IQY Staff Involved in a Critical Incident: The Chief Executive Officer in consultation with the Director and Chief Operations Officer and their delegates, will coordinate support for members of staff, their family, friends and next of kin, which may include, as appropriate:

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- Assistance with arrangements for hospital or medical treatment;
- Assistance in the arrangements for family, friends and next of kin to visit IQY Institute; and
- Providing a single point of contact at IQY Technical College for family, friends and next of kin.

6.2.3 Support for Visitors and Contractors Involved in a Critical Incident: The Chief Executive Officer in consultation with the Director and Chief Operations Officer and their delegates, will coordinate support for visitors and contractors, their family, friends and next of kin, which may include, as appropriate:

- Assistance with arrangements for hospital or medical treatment;
- Assistance in the arrangements for family, friends and next of kin to visit IQY Institute; and
- Providing a single point of a single point of contact at IQY Technical College for family, friends and next of kin.

6.3 Process

6.3.1 during Operating Hours of IQY:

- Students and staff are required to notify any critical incident involving a student immediately to the COO / CEO.
- COO/ CEO will consider the details and severity of the incident and determine what action needs to be taken.
- If the incident is not severe and can be resolved with resources available COO / CEO will initiate the action to ensure the appropriate level of support is provided.
- If the incident is severe and warrants a level of support/assistance from external resources COO / CEO will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.
- COO/CEO will determine, based on the severity of the incident and in conjunction with IQY Technical College Policies, whether other College staff and family members of the student/s involved need to be advised of the details of the incident. The COO will take the necessary action.

6.3.2 Outside Operating Hours of IQY:

- Students and staff are required to notify any critical incident involving a student immediately to the CEO on his mobile (24 Hours).
- COO/ CEO will contact the Course Coordinator who will gain access to the records of the student/s involved to enable verification of details to any emergency services involved.
- COO/CEO/Director and National Quality and Compliance Manager will determine if there is any care or support required to be provided and make the necessary arrangements.

- COO/CEO/Director and National Quality and Compliance Manager will determine in conjunction with IQY Technical College's Solicitor (If required) whether other College staff or family members need to be advised of the details of the incident. They will take the necessary action.

6.3.3 Follow up Action

COO will ensure:

All staff and students involved in the incident have been informed of all outcomes from the incident.

1. A recommendation as to the response to the critical incident is documented and included in the Incident Register.
2. Any further follow up required is documented and responsibilities allocated to appropriate staff.
3. Monitor the condition of and provide appropriate support to the student/s through any period of treatment;
4. Co-ordinate the provision of any IQY based resources required during any period of treatment;
5. Liaise with the police and other emergency services personnel;
6. Advise and assist any family members who decide to travel to Australia to support the student/s with travel and accommodation requirements;
7. Ensure that detailed records are maintained on the student's records of the incident. These records must be recorded in date order and kept in the student file.

6.3.4 Concluding Steps

In the event of the death of a Student, COO/ CEO/ Director will ensure the following is undertaken:

1. Contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
2. Coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
3. Organize the sending of a letter of condolence to the family;
4. Ensure all administrative actions are taken e.g. Adjust the student records database, process any tuition refunds, and notify PRISMS etc.

6.3.5 Public Relations

Where the circumstances of a critical incident involving a student/s is considered to have some public relations implication, CEO or Director, are the only authorized spokespersons to speak to media representatives on behalf of IQY Technical College.

6.3.6 Contact Information

Emergency Assistance: Triple Zero (000)

- Your call is connected to the Emergency Call Service (ECS).
- ECS will answer - 'Emergency - police, fire or ambulance?' (If the caller is on a mobile telephone they will be asked for the city and state they are in).
- Respond with the service/location you require.
- Your call will then be connected to the emergency service you require.

Department of Home Affairs: <https://www.homeaffairs.gov.au/>

OTHER CRISIS SUPPORT SERVICES AND ONLINE SUPPORTS

Do you need urgent help?
If you, or someone you are with, are hurt or need immediate support:

7. RESPONSIBILITY

The CEO has overall responsibility for the implementation, approval and review of this policy and procedure.

8. RELATED DOCUMENTS

| Related Documents |
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| 1. Critical Incident Form |
| 2. Campus Emergency Information Guide |
| 3. Daily Quality Assurance Checklist for IQY Facilities |