

# Critical Incident Response Policy



## SECTION 1

### 1. Purpose

- 1.1 The purpose of this policy is to manage critical incidents, ensuring, possible prevention, documentation, communication and appropriate corrective action by Institute of Health and Nursing Australia (IHNA). This Policy outlines the processes to be followed in response to a Critical Incident that may occur at any of IHNA's campuses in Australia or Overseas. This is in response to critical incidents that may occur at locations in which students of IHNA may be studying as part of their course (whether inside or outside Australia) and is designed to ensure that the institute:
- 1.1.1 meets its duty of care obligations to provide a safe environment and to have in place the highest possible standards of health and safety for Staff and Students and other persons working at or visiting the Institute;
  - 1.1.2 identifying and preventing critical incidents, disaster or crisis incidents and can respond swiftly and effectively in such an event(s);
  - 1.1.3 allocating appropriate resources and building relationships to manage incidents and critical incidents in compliance with IHNA's obligations and standards;
  - 1.1.4 evaluating the effectiveness, adequacy, and ongoing suitability of its incident and critical incident responses consistent.
- 1.2 In the event of a Critical Incident, staff and students should follow this procedure and exercise common sense ensuring that the welfare and safety of all concerned are given priority.

### 2. Definitions

- 2.1 **Critical Incident:** is a traumatic event, or the threat of such (within or outside Australia], which causes extreme stress, fear, or injury (as defined by Standard 6 of the National Code 2018). Critical incidents include, but are not limited to, situations such as:
- 2.1.1 Serious injury, illness, or death of a student or staff;
  - 2.1.2 A missing student;
  - 2.1.3 Serious illness, such as any illness which causes the deterioration of the student/staff member's health over time;
  - 2.1.4 Serious Injury which prevents or severely affects the student's ability to complete the course;
  - 2.1.5 Occupation Health & Safety Risk;
  - 2.1.6 Student or Staff witnessing a serious accident or violent act;
  - 2.1.7 Natural disaster;

- 2.1.8 Fire, bomb threat, explosion, gas, or chemical hazard;
  - 2.1.9 Drug or Alcohol abuse;
  - 2.1.10 Damaging Media attention;
  - 2.1.11 Traumatic events that affect students; such as
    - 2.1.11.1. Sexual Assault
    - 2.1.11.2. Mental Health Crisis
    - 2.1.11.3. Drug/Alcohol Overdose
  - 2.1.12 a natural disaster, fire, earthquake, or storm; bomb threat or sabotage, explosion, hostage, or siege situation.
  - 2.1.13 loss of a building or key utility, telecommunications failure; bodily harm, serious accident, or injury; serious assault, robbery, armed hold-up;
  - 2.1.14 serious health or environmental issue, a pandemic, an epidemic or an outbreak;
  - 2.1.15 war or acts of terrorism, civil unrest, major demonstration; major or severe incidents that involve students or staff; serious injury, illness, or death of a student or staff; mental health issues impacting on safety of self or others;
  - 2.1.16 severe verbal or psychological aggression; other traumatic events or threats;
  - 2.1.17 a missing student(s);
  - 2.1.18 If an overseas student under 18 years of age experiences disruption to their welfare and accommodation, this incident is considered a critical incident and all reasonable actions are taken by student support to resolve the disruption and notify the student's family and notify Australian Department of Home Affairs;
  - 2.1.19 If an overseas student under the age of 18 years cannot be contacted and their whereabouts and wellbeing are not about to be confirmed, this too constitutes a critical incident;
  - 2.1.20 In the event of a report or accusation of harm (abuse, neglect or other) against a caregiver or other by an overseas student under the age of 18 years, a critical incident will be registered.
- 2.2 **Critical Incident Response Team (CIRT):** facilitates interventions following a Critical Incident. Members of the CIRT include the CIRT Leader, Emergency Warden, CEO, COO, Director of Quality Management, Quality Assurance Manager, OHS Representative, First Aid Officer and other relevant staff members.
- 2.3 **Sexual Harassment:** IHNA has a zero-tolerance approach to sexual assault and sexual harassment and other forms of harmful misconduct. Sexual harassment is when a person makes an unwelcome

sexual advance, or an

unwelcome request for sexual favours to another person, and/or engages in any other unwelcome conduct of a sexual nature in relation to another person

2.4 Examples of sexual harassment:

2.4.1 Intrusive questions or statements about a person's private life

2.4.2 Repeatedly asking a person for sex or dates

2.4.3 Offensive sexual comments or jokes

2.4.4 Sexually suggestive behavior such as leering or staring.

2.5 **Sexual Assault:** Sexual assault occurs when a person is forced, coerced, or tricked into sexual acts against their will or without their consent. The act is often perpetrated by someone known to the person and can leave them feeling threatened, uncomfortable or frightened. Sexual assault is a crime and is not the victim's fault. Examples of sexual assault:

2.5.1 comments about a person's private life or the way they look

2.5.2 sexually suggestive behavior, such as leering or staring

2.5.3 brushing up against someone, touching, fondling, or hugging

2.5.4 sexually suggestive comments or jokes

2.5.5 displaying offensive screen savers, photos, calendars, or objects

2.5.6 repeated requests to go out

2.5.7 requests for sex

2.5.8 sexually explicit emails, text messages or posts on social networking sites.

2.5.9 Sexual assault. Consent must be given, and it should be informed and free from intimidation. A person who is asleep or under the influence of drugs or alcohol cannot give informed consent.

## SECTION 2

### 3. Principles

3.1 **Duty of care:** IHNA has a duty of care to provide a safe environment for work and study and to take all reasonable measures to minimise the risk of harm and to have in place contingency plans that will minimise and prevent the occurrence of critical incidents. IHNA's duty of care extends to all people who are attending IHNA facilities for authorised purposes or who are undertaking activities related to their employment and study with IHNA. In the case of overseas students, the duty of care extends beyond activities directly related to study. IHNA has specific responsibilities to the overall well-being of all students.

- 3.2 **Comprehensive approach:** IHNA establishes a risk based, systematic approach to managing critical incidents and emergency events.
- 3.3 **Timely and responsive communication:** IHNA has a coordinated, institutional response to critical incidents which is communicated in a timely and responsive manner to all students, staff and third- party providers of IHNA.

## 4. Responsibility

- 4.1 A member of staff, student or visitor involved in witnessing or becoming aware of a Critical Incident must immediately contact the relevant campus using the phone numbers listed below. Where the Critical Incident involves a threat to the Institute as a whole, the Campus Manager/Deputy Campus Manager on each campus should be notified immediately. The Campus Manager/Deputy Campus Manager has the overall responsibility to ensure the effective implementation of this policy and procedure.
- 4.2 The responsibilities of the Critical Incident Team are enumerated further as below:
- 4.2.1 Identifying the cause to the Critical Incident circumstance, assessing, and controlling any further risk
  - 4.2.2 Risk assessment of hazards and situations which may require emergency action, Implementing, monitoring, and maintaining risk control measures,
  - 4.2.3 Analysis of requirements to address these hazards
  - 4.2.4 Establishment of liaison with all relevant emergency services e.g., police, fire brigade, ambulance, community emergency services, hospital, poisons information Centre, community health services and/or Department of Home Affairs.
  - 4.2.5 Ensuring the well-being of Staff and Students following the Critical Incident,
  - 4.2.6 Arranging Counselling or Trauma Services following the Critical Incident should the student request it. Counselling can be arranged should the Critical Incident Team leader deem it relevant.
  - 4.2.7 24-hour access to contact details for all students and their families
  - 4.2.8 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g., Critical Incident Team leader (Campus Manager/Deputy Campus Manager)
  - 4.2.9 Development of a Critical Incident Plan for each critical incident identified

- 4.2.10 Dissemination of planned procedures
- 4.2.11 Organization of practice drills
- 4.2.12 Coordination of appropriate staff development
- 4.2.13 Implementation of this procedure,
- 4.2.14 Consulting with Staff and Students on Critical Incident practices,
- 4.2.15 Liaison with Emergency Response Authorities,
- 4.2.16 Liaison with Department of Education and the Department of Employment, Australian Department of Home Affairs and other relevant agencies,
- 4.2.17 Regularly monitoring the effectiveness of the Critical Incident response and updating any response measures to ensure ongoing support of the student.

## 5. Reporting a Critical Incident to Emergency Services

5.1 In the event of a critical incident a staff member, student or visitor must contact the relevant Emergency Services on the following numbers.

Emergency Services	Contact Number
Police/Life threatening emergencies	000
Fire Emergencies	000
Ambulance/Life threatening emergency/injury	000

## 6. Contact numbers for IHNA campuses

6.1 The Campus Manager/Deputy Campus Manager can be contacted on the following numbers. The Campus Manager/Deputy Campus Manager will attend the incident, provide a report to Emergency Services regarding the same.

Campus/Office Location	Address	Contact Number (24/7)
Head Office and Online Learning Centre	Level 1, 76 – 80 Turnham Avenue, Rosanna, Victoria 3084, Australia	1800 225 283

Melbourne CBD Campus	Level 4 and 10, 399 Lonsdale Street, Melbourne, Victoria 3000, Australia	+61 394554444
Melbourne CBD Campus	Level 5, 131 Queen Street, Melbourne, VIC 3000, Australia	+61 401212720
Melbourne Heidelberg Campus	597-599 Upper Heidelberg Road, Heidelberg Heights VIC 3081, Australia	+61 401212720
Sydney Campus	Level 7, 33 Argyle Street, Parramatta, NSW 2150, Australia	+61 448125814
Perth Campus	Level 2, 12 St Georges Terrace, Perth, WA – 6000, Australia	+61 423389342
Brisbane Campus	Level 3, 59 Adelaide Street, Brisbane QLD 4000, Australia	+61 731234000

### SECTION 3

#### 7. Associated Information

<b>Related Internal Documents</b>	<ul style="list-style-type: none"> <li>• Risk Management Policy</li> <li>• HCI Business Code of Conduct and Ethics</li> <li>• IHNA Risk Register</li> <li>• Critical Incident Report form</li> </ul>
<b>Related Legislation, Standards, and Codes</b>	<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011 (NVR Act 2011)</li> <li>• Education Services for Overseas Students Act 2000 (ESOS Act)</li> <li>• Standards for Registered Training Organisations 2015</li> <li>• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)</li> <li>• Enrolled Nurse Accreditation Standard 2017</li> <li>• VET Student Loan Act 2016</li> <li>• Skills First Quality Charter</li> <li>• Smart and Skilled Operating Guidelines</li> </ul>
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## 8. Change History

Version Control		Version 3.0
Version No.	Date	Brief description of the change, incl. version number, changes, who considered, approved, etc.
V.2.0	12/03/2021	Separated Policy document from Procedure, revised and updated with pertinent sections?
V.3.0	13/02/2024	Revised, edited with minor changes