

CRITICAL INCIDENT PROCEDURE AND POLICY



This process is for emergencies and critical situations that may occur in the college. Three sets of teams are in place to deal with certain situations and emergencies. Role play scenario at least twice a year. Ensuring all teams are aware of their tasks. (*WHS teams will schedule drills and review these*).

1. WHS Team 2. First Aid Team 3. Emergency Procedure Team

Teams are set out in each College with a team leader (Officer) who is the decision maker on the day, in discussion with the Director or Centre Managers if contactable. Anyone of the team will have the skills and knowledge to take over as team leader (Officer) if they are away or unable to assist for what ever reason.

In the case of a fire, bomb, earth quake, Bus accident or other emergency of this nature. (Situation or traumatic event which causes extreme stress, fear or injury)

1/ First aid team are responsible for dealing with casualties, sustaining life, assessing injuries, providing first aid to injuries, recovery positions, assessing for shock. (*First aid team are responsible to ensure location of First Aid boxes is known and that all First Aid Boxes are adequately filled at all times*).

2/ OHS team are to deal with securing the area as safe as possible and moving students and staff to the safest vicinity, evacuation and sustaining site as safe as possible. Roll call of students at "Safe Meeting Place" and staff if possible to ascertain who is in building or bus. (*WHS team are responsible for fire drills, WHS internal and external audits, education of team WHS systems*).

3/ Emergency team are responsible for phoning the police, fire brigade, ambulance. Ensuring emergency services have clear access to the site of need and have appropriate instructions on how to find the College and enter the college safely. Provide details to emergency teams of type of accident, estimate of numbers injured and seriousness of injuries. This team then breaks down to assist WHS and First Aid teams where needed. If not required they take details of those injured, type of injury and details of hospital or Drs they will be attending. Follow to hospital students if not required and provide running report to college and Director. Continue and follow up injured students the next day or students who require other support services in this situation. (*Responsible to ensure emergency numbers and route to college is clearly located at the front desks near phones*)

4/ Senior Lecturer to student & Manager to contact parents, next of kin, of students seriously injured, be mindful of the time you are phoning for International students, especially in regard to the seriousness of the injury. Most cases an interpreter will be required for International Students. This can be arranged through the Telephone Interpreter Service (TIS). Emergency visas are available for family to travel to Australia, Dept of Home Affairs details would also be provided to parents.

5/ Contact the consulate of Country concerned if International Student seriously injured.

6/ Also contact Department of Education of the incident.

7/ Ensure all students are accounted for and that reports have been written regarding all. Some students and staff may require counselling, to be arranged as required.

8/ College closed till further notice, emails sent out to students explaining the situation.

Posters placed on doors. Alternative venue arranged if to be of long duration. ADA House and OHCWA are venues of choice for short term Perth, local councils to be contacted in other regions for possible temporary locations. Utilize services, equipment, staff from DNA Kingston other colleges not affected.

9/ Critical incident report is then completed with all teams.

10/ Once report and review of critical situation, Insurance broker contacted, place strategies in place to repair, restore and replace and assess WHS, once safe and functioning effectively, email students college open and ready for normal programming. Depending on situation police reports, may also be required.

11/ Final review of critical strategy and as a quality assurance measure, make appropriate improvements to policy and procedures.

Signed off by Director.

Critical Incident Single or few Students, that is a traumatic event, or threat of such, which causes extreme stress, fear or injury outside college.

- 1/** Initiate First Aid services – sustain life, place in recovery position, treat other injuries, treat for shock, ensure in a safe place.
- 2/** Delegate another passenger, student, or another lecturer to phone police, ambulance, fire brigade what ever is appropriate. Ensure location and outline of injuries well defined.
- 3/** When travelling with students outside college ensure you have emergency numbers and first aid kit.
- 4/** Lecturer to phone college to acknowledge incident and ask for assistance.
- 5/** Lecturer to accompany Student in ambulance or take to Doctors.
- 6/** If other students present ensure their safety and supervision.
- 7/** Emergency team at college ensure next of Kin contacted regarding students injuries, be mindful of the time if you are phoning on behalf of International Students. Most cases an interpreter will be required for International Students. This can be arranged through the Telephone Interpreter Service (TIS). Emergency visas are available for family to travel to Australia, Department of Home Affairs details would also be provided to parents.
- 8/** Contact Consulate of particular country if International Student seriously injured.
- 9/** Also contact Department of Education of the incident
- 10/** Continue to contact hospital regarding students condition and any needs, assist parents regarding information or assistance once arriving in the country. Send in flowers, get well wishes from the college.
- 11/** If other students or staff present, some may require counselling, to be arranged as required.
- 12/** Critical incident report is then written by all concerned
- 13/** Insurance brokers contacted.
- 14/** Police reports may be required
- 15/** Review of incident and procedures taken
- 16/** Final review of critical incident, possible preventive measures, new strategies implemented as a quality insurance measure to procedures and policies.

Signed off by Director.

Provider No: 6811
DNA Kingston Training
Policies and Procedures
Policy Title: Critical Incident Policy
Policy Number: Vol:5 0319 CIP SL
Policy Date: March 2019
Policy Renewal: March 2020
Responsibility: Compliance Manager

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 1.0		
Version 2.0	July 2014	
Version 3.0	April 2015	outdated references
Version 4.0	July 2017	Added in TIS
Version 5.0	Feb 2019	Updated Govt Departments