

ACCLM - CRICOS Critical Incident Policy

The ACCLM's Management and staff are committed to effective Critical Incident prevention, response and measures, ensuring that the educational and welfare needs of enrolled students are managed with all due care and appropriate intervention measures.

Staff members, who interact directly with students, are aware of the registered provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

Definitions

Critical Incident Event

A critical incident may include any real or risk of personal trauma experienced by a student, where physical life or health is threatened or personal health issues are experienced, or any criminal offence perpetrated against them, any accident, civil unrest or natural disaster where a student's welfare is at risk.

Acute Stress Disorder

The essential feature of Acute Stress Disorder is the development of characteristic anxiety, dissociative, and other symptoms that occur within 1 month after exposure to an extreme traumatic stressor, such as related to a critical incident. The symptoms must cause significant distress, significantly interfere with normal functioning, or impair the individual's ability to pursue necessary task.

Post-Traumatic Stress Disorder

The essential feature of Post-Traumatic Stress Disorder is the development of characteristic systems, lasting more than 1 month, following exposure to an extreme traumatic stressor, involving either:

- Direct personal experience of an event that involves actual or threatened death or serious injury, or other threat to one's physical integrity.
- Witnessing an event that involves death, injury or a threat to the physical integrity of another person.
- Learning about unexpected or violent death, serious hard, or threat of death or injury experienced by a family member or other close associate.
- The onset of systems may be delayed more than 6 months.

Procedure

In the event of any Critical Incident event, the ACCLM's Management and staff will respond with the following procedures:

Roles and Responsibilities

The Overseas Contact Officer (OSCO) should be advised as soon as possible following the news or observation of any Critical Incident Event affecting or likely to affect the safety or welfare of the ACCLM's enrolled students.

In the event of a Critical Incident Event, the OSCO (or ACCLM General Manager in the OSCO's absence) shall;

- Assess the level of risk and type of Critical Incident and the required resource implications.
- Apply the appropriate intervention measures to the level of risk and type of critical incident.
- Report any relevant resource implications directly to the ACCLM's Management or the ACCLM General Manager.

Interventions Measures

In identifying a Critical Incident Event, the OSCO shall determine the level of risk or type of Critical Incident and apply one or more of the following intervention measures.

Prevention Measure

Where a potential Critical Incident can be avoided through risk identification and a report to the ACCLM's Management, the OSCO shall:

- Identify the risk potential, including the verification of any potential source of danger or threat to student welfare.
- Establish the OHS, legal parameters and duty of care implications carried by the ACCLM.
- Identify students who may be at risk.
- Report any potential avoidance actions that may be implemented by the ACCLM Management.

Critical Incident Response Measure

Where an actual Critical incident is about to occur or has occurred, the ACCLM's Management and Staff shall:

- Take avoidance action to ensure the safety and welfare of students when enrolled students may be at risk of physical harm. This may include requesting the attendance of security staff or a building evacuation.
- Determine if any emergency service is required and where necessary take immediate action to request the attendance of such a service (police or ambulance services). Please refer to the Emergency services contact chart.
- Where a student has experienced a physical injury, the ACCLM staff shall:
 - Assess the level of injury
 - Remove the student from immediate danger
 - Evacuate other students from the accident site
 - In the case of low level injury request the assistance of the ACCLM staff with current First Aid qualifications to apply First Aid, with the additional potential for the student's transport to the Local Medical Centre

- In the case of high level injury take immediate action to gain the attendance of an ambulance service and request the attendance of the ACCLM staff with current First Aid Qualifications.
- Make direct contact with the OSCO (or in their absence the ACCLM General Manager) and advise the type of critical incident and actions taken so far in the critical incident event.
- Ensure affected students are provided with immediate care and support in the case of any distressing or traumatic experience.
- Where possible and appropriate, take immediate action to gain the presence of qualified counsellors who may assist in the support of distressed or traumatised students.
- Counselling support services are available through the ACCLM Student Support Services.

Post Incident measures

Where a Critical Incident has occurred, the OSCO shall within 5 days, ensure that the following steps are taken in completing a written report to the ACCLM Management:

- Request a written report from staff who were directly involved in the incident or present when it occurred.
- Identify and interview students whom may have been involved or present during the Critical incident.
- Identify any emergency service contacts utilised during the critical incident.
- List pastoral or external support personal that were involved during the critical incident.
- Provide a detailed summary of the Critical Incident to the ACCLM Management.
- Management Review
- Following the receipt of a Critical Incident report, the General Manager and the ACCLM's Management staff shall ensure that the report is reviewed at the next management meeting and improvement items documented and filed for additional review within the Annual Internal Audit.