Critical Incident Management
Policy and Procedure

SECTION 1 – INTRODUCTION

PURPOSE

The Critical Incident Policy and Procedure demonstrates ACHW's commitment and pro-active approach to crisis planning and management. This policy and procedure establishes an ongoing structure for the development and regular review of critical incidents, crisis or emergency events across all ACHW operations.

The purpose of this policy is to detail the system for managing a critical incident, crisis or emergency events should it occur in association with a student's learning and assessment through ACHW. As the courses of ACHW are offered online, this policy applies to incidents that may occur during their attendance at clinics or during their online studies.

SCOPE

This policy and procedures applies to all student and staff at ACHW.

SECTION 2 – POLICY

PRINCIPLES

ACHW will ensure that services and processes are in place to ensure:

- threats and potential crisis events are regularly identified and evaluated in order to strengthen ACHW's preparedness for any such events;
- appropriate services are in place to support students and staff through any critical incidents or emergencies;
- appropriate plans are in place for managing a critical incident, crisis or emergency; and
- resources are made available for recovery from a critical incident, crisis or emergency, supporting the ACHW community to resume normal business as soon as possible. Resources to be made available include support services to address and support both psychological and/or physical trauma.

CRITICAL INCIDENT MANAGEMENT FRAMEWORK

ACHW's Crisis Management and Recovery Plan will be developed in accordance with the four major stages of risk management:

Prevention	Preparedness	Response	Recovery
Availability of welfare and support services for general concerns with the primary aims of avoiding a critical incident and providing timely support in the event of a critical incident.	Strategies are in place to ensure that ACHW is well prepared to respond in the event of a critical incident.	ACHW's critical incident management process is thorough and systematic to ensure reliability in the midst of a crisis and is dependent on the success of preparedness strategies.	Recovery from a critical incident will take time. It will continue to have an impact not only on those directly involved but also on the broader community for a significant length of time. ACHW's Crisis Management and Recovery Plan will cover strategies to ensure support is in place and guarantee recovery.

The Head of School and delegates will review the Critical Incident Management Framework annually, or post critical incidents, crisis or emergency events. The aim of the review will be to update policy and all related procedures, processes and documents to improve future preparedness and response to critical incidents or crisis.

CRITICAL INCIDENT

A critical incident is defined as an adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations or reputation.

A critical incident is a traumatic event, or the threat of such (within or outside Australia), and causes extreme stress, fear or injury and hence results in psychological or physical trauma that may impact the ability of students to continue or complete their studies. It sits outside the normal range of experience of the individuals affected.

This may include:

- serious injury or death
- fire

- missing students or staff
- criminal activity
- suicide or attempted suicide
- verbal or physical abuse

- acts of terrorism
- natural disasters

- chemical hazards
- disruption to IT technology
- interruption to utilities (e.g. electricity, water) for an extended period

A critical incident may also occur in a clinic or during online studies where the event may directly impact a student. Examples include an accident in a clinic or a cyber attack or abuse online.

Whether an event direct affects a students or has affected a student indirectly, ACHW's focus and message is that we are here to assist and encourage students to seek help.

SECTION 3 – PROCEDURE

RESPONSIBILITIES

In the event a critical incident occurs in a clinic, the ACHW clinic coordinator is to lead students to safety as required by the clinic owners and/or emergency services.

Where a student is directly affected by a cyber incident, please contact Student Services to discuss what help is available to you.

Where a student has been affected by events in general that has caused widespread trauma, they can seek help through Student Services.

SUPPORT THROUGH AN EMERGENCY SITUATION OR CRITICAL INCIDENT

All students requiring assistance in dealing with a critical incident or emergency situation can seek immediate, confidential counselling service, arranged by ACHW using internal resources or external experts regardless of whether such an incident relates to their study.

Staff requiring assistance in dealing with a critical incident or emergency situation can seek immediate, confidential and free-of-charge support from the Employee Assistance Program (EAP), regardless of whether such an incident relates to their work. Details of the EAP provider for each campus location are held on Employment Hero.

EMERGENCY CONTACTS

Any student or staff member who requires immediate emergency assistance can call emergency services directly by dialling 000, or contact Student Support who will assist.

CRITICAL INCIDENT MANAGEMENT

All critical incidents are to be reported to the Head of School or Director ACHW. The event and its impact will be recorded and reviewed in a timely manner to ascertain whether such events are avoidable in the future and taking steps to achieve that or how ACHW can better prepare for, respond to and offer assistance to their students and staff during and after such events.

Critical incidents need to be recorded in a Critical Incidents Register and reviewed as part of future planning, discussed to ensure resources are allocated and tabled for discussion at Executive Team meetings and if required at meetings of the Corporate Board.

The WHS Manager (or delegate) is responsible for ensuring that the induction program for all staff includes familiarisation with the Critical Incident Policy and Procedures, how to report an emergency, and how to respond to an emergency situation.

REVIEW

A regular review of crisis management procedures will be conducted and reports made to the Executive Team as to the adequacy and currency of the Crisis Management Plans at ACHW.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

REFERENCES

Work Health and Safety Act 2011

All relevant national and/or state legislative instruments that stipulate requirements with which organisations are obligated to comply related to Emergency Management, Crisis Management, Critical Incident, Workplace Health and Safety

DEFINITIONS

Word/Term	Definition
Critical Incident	An adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations or reputation; a traumatic event or threat of such which causes extreme stress, fear or injury.

SECTION 5 – DOCUMENT DETAILS

POLICY OWNER

Name:	Critical Incident Policy and Procedure
Endorsed by:	Director ACHW
Approved by:	Head of Compliance
Date Approved:	10.07.2017
Implementation Owner	Head of Quality Assurance
Maintenance Owner	Head of Quality Assurance
Review Date	15.01.2021

CHANGE HISTORY

Version	Approval date	Approved by	Approved by	Change
V1.0	10.07.2017	Head of Compliance	Director ACHW	Initial document review after purchase of MHMHE
V2.0		Approved by Academic Board on 10.03.2020		General review