ATLANTIS
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Critical Incident

PURPOSE

This procedure has been developed to reflect the Atlantis College of Management (ACM) practices that comply with 'Standard 6 – Student Support Services' of the "National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students".

Standard 6 requires registered providers to have a documented critical incident procedure that specifies action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

The procedure recognizes that in most cases international students do not have close family available to care and provide support to them in Australia. It is imperative that the ACM responds in a practiced and timely way with any critical incident involving an international student so that:

- Timely and regular information is relayed to families abroad
- Ongoing support is provided to a student in need, and
- Comprehensive records are maintained.

SCOPE

To articulate the ACM's practices that will apply to onshore international students in compliance with the ESOS legislation.

The critical incidents covered in this procedure may occur at the partner provider teaching locations, after hours and offshore e.g. natural disasters.

DEFINITIONS

Critical Incident	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving the ACM, its staff and/or students?
Critical Incident Team	The group of the ACM officers responsible for the strategic management of critical incidents.
First Aider	Someone in the organization who has been trained to give immediate medical help in an emergency.
Traumatic Event	A traumatic event is not limited to, but could include: • missing students

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	• any fatality or serious injury • a serious traffic collision • murder or suicide • physical / sexual assault or domestic violence • severe verbal or psychological aggression • fire • explosion or bomb threat • a hold up or attempted robbery • serious threats of violence • storms or natural disasters • drug or alcohol abuse.

ACTIONS

Reporting

- **By students –** all international students will be advised during orientation of the details of the ACM's Critical Incident Management Procedure. Each student will be given documentation which contains details of relevant Teaching Location emergency services contact persons and telephone numbers.
- **By staff** - all members of staff will be made aware of the Critical Incident Management - International Students procedure.
- **By the responsible ACM or partner provider staff member in the event of a missing student**– once staff are made aware that an international student has been missing from the ACM for 5 working days (no contact with staff (general or academic) and other students), the Student Support Officer, is to be notified.

PROCESS

- During Operating Hours
- Outside Operating Hours
- Follow Up Action
- Concluding Steps
- Public Relations

During Operating Hours

- Students and staff are required to notify any critical incident involving an international student immediately to the Director, or the CEO.
- Director, or the 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 Director, or the 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 Director, or the CEO will initiate action to arrange that

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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.

- The incident must be reported to the **ACM's Emergency Phone Number (03) 9614 7857** as soon as possible after the initial support has been provided.
- ACM's Emergency Phone Number is **only to be used by staff** of the ACM or its stakeholders. Student Support Officer will provide students with the contact person details for their teaching location.

Outside Operating Hours

Staff are required to notify any critical incident involving an international student immediately to the **the ACM's Emergency Phone Number (03) 9614 7857.**

NOTE: staff access only as noted above. International Student Support Officer/Partner Providers will provide students with the contact person details for their teaching location.

Follow Up Action

The ACM's Critical Incident Team will:

1. monitor the condition of and provide appropriate support to the international student/s through any period of treatment/convalescence

2. in conjunction with the ACM Counsel, ensure where appropriate that family members and other relevant people are kept informed of the condition of the international student

3. coordinate the provision of any ACM based resources required during any period of treatment/convalescence

4. liaise with the police and other emergency services personnel

5. advise and assist any family members who decide to travel to Australia to support the international student/s with travel and accommodation requirements

6. ensure that detailed records are maintained of the incident.

Concluding Steps

In the event of the death of an international student, the Critical Incident Team 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. Organise 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, notify prisms etc.

PROCEDURE

1. Planning for incidents and emergencies

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Providing adequate first aid services for ACM activities and ACM premises	RTO and Campus Managers	Refer to the First Aid and Work Health and Safety Procedures
B.	Providing adequate emergency information, instruction and training to all people present on ACM premises	RTO and Campus Manager	Prominently display a minimum of one Emergency Floor Plan on each floor of each building, normally adjacent to each exit. Each floor plan must show: • the name or code of the building and the floor level • the location of the plan (e. g. "You are here") on that floor • the emergency exits for that floor • the location of firefighting equipment • the location of any break-glass alarm; and • the location of first aid kits. Keep the EFPs up to date as alterations to the buildings, floors, layouts or occupancies take place.
		CEO - Directors	Ensure that EFPs as described above are prominently displayed on each floor of each building where staff, students or visitors under your control are present. Develop, document and implement a set of Local Emergency Instructions adapted from the Local Emergency Instructions Template for each of the areas and activities you control, as appropriate. These instructions may need to be developed in consultation with other Supervisors/Managers where relevant (e.g. shared floors or buildings).

			Local Emergency Instructions must: • address the risks of fire and serious injury (see Note 1); • identify any other emergency situations relevant to the Area • list the steps to be followed in each case, including the method to be used to initiate an evacuation of the building (see Note 2) • make special provision for the evacuation of people with disabilities, if applicable to the Area • be consistent with the ACM's model "General Emergency Instructions" shown below • be displayed next to the EFPs; and be covered during the local induction of new staff members and students. **Note 1**: See below for ACM-wide instructions pertaining to injuries, illnesses and deaths. **Note 2**: This may involve manually activating a break-glass alarm, operating a hand-held evacuation siren, verbally instructing people to evacuate, blowing a whistle, etc.
C.	Providing adequate numbers of Area Wardens	RTO and Campus Manager	Appoint Area Wardens and Deputy Area Wardens and identify suitable Designated Assembly Points in consultation with the Risk, Health and Safety Department. In areas jointly used or occupied by several Schools/Directorates/Colleges/Centres, the choice of Area Wardens and Deputies should primarily be guided by personal characteristics and availability rather than by considerations related to organizational or reporting structure.
D.	Preparing for possible threats, such as bomb threats	RTO and Campus Manager	Identify the employee(s) or workstations in your School/Directorate/Centre most likely to receive threats, such as bomb threats (typically Receptionists, School Administrative Officers, and Secretaries are most likely to receive threats directed at the ACM)

			Ensure these employees receive training offered by the Risk, Health and Safety Department.

2. Responding to incidents

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Responding to incidents – general principles	Any person at the scene of an incident	In all incidents, the priorities that must inform decisions made by staff are (listed in decreasing order of importance): to preserve the health and safety of nearby people • to render assistance to casualties, particularly by obtaining help from trained personnel • to preserve relevant evidence for any investigation; and • to report the incident in accordance with this procedure.
		First Aider	For incidents that are likely to cause distress to those involved, refer to nearest Health Centre.
B.	Responding to incidents that have not caused any injury or illness	Any person at the scene of an incident	Take all reasonable steps to ensure the incident does not recur or worsen. Reporting requirements are outlined below in the section titled Reporting and Investigating Incidents and Emergencies.
C.	Responding to incidents that have caused injury or illness	Any person at the scene of an incident	Organise, as far as practicable, the prompt examination of the casualty(s) by a First Aider.
		First Aider	If a First Aider is available (case A), the First Aider takes control of the situation. If no First Aider is available (case B), the most senior staff member present at the scene assumes control. In consultation with the casualty – if conscious (see Notes 3 and 4) – determine the appropriate course of action. Consider the following options (listed broadly in increasing order of severity):

- make casualty comfortable and allow them to rest
- allow casualty to self-administer treatment if they suffer a diagnosed condition and carry appropriate medication
- contact next-of-kin or legal guardian
- advise casualty they should seek examination by a medical practitioner
- provide first aid treatment (case A)
- transport casualty to an appropriate medical service for prompt (but non-emergency) attention (see Note 5) and
- call an ambulance.

Note 3: When consulting with a casualty, consider any factor thought to impair the casualty's judgment. Such factors include: disorientation, confusion, embarrassment, the injury itself, or a medical condition

immaturity of judgment (e.g. children); and the possible side effects of pharmaceuticals, or the possible influence of alcohol or drugs.

Where a casualty is thought to have an impaired capacity for sound judgement and steadfastly refuses to follow the recommended course of action, take all reasonable steps to protect the person and others against the possible consequences of their actions.

These steps may include contacting emergency services against the will of the casualty. Do not use physical coercion except in the most extreme situations and solely to protect your safety or that of others.

Note 4: Where a casualty is unconscious, call an ambulance as far as practicable.

Note 5: If, in the opinion of the First Aider (case A) or ACM employee (case B), a casualty needs to be transported to an off-campus medical facility for prompt attention and a next-of-kin or legal guardian cannot be contacted, you may organise transport depending on circumstances. Use ambulances in preference to private vehicles. In general, casualties requiring medical treatment are deemed to be unable to drive safely. In such cases, unless the casualty repeatedly insists on leaving the

	ACTIVITY	RESPONSIBILITY	STEPS
			campus or incident scene by their own means, assign a reliable employee to drive the casualty to an appropriate medical facility. Whenever possible, a third person – usually a First Aider – should accompany the casualty and driver to monitor the casualty's condition and provide any necessary assistance.
D.	Responding to fatal incidents	Any person at the scene of a fatal incident	If, following an apparently fatal injury or illness, there is any possibility that the casualty may still be alive, treat the casualty as an injured/ill person (refer to 2.A. and 2.C. above): • Call an ambulance immediately. • Seek assistance from a ACM First Aiders or other qualified person to apply appropriate resuscitation techniques until relieved by personnel with higher medical or para-medical qualifications. Preserve the incident scene except where measures are required to prevent further injuries or illnesses. Ensure the Police have been called (000).

3. Responding to emergencies

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Responding to emergencies – general instructions	Any person at the scene of an emergency	If first at the scene of an emergency, remember the three key steps AAA: **Assess** the situation for immediate dangers to your safety and take appropriate steps to protect yourself **Alert** personnel around you, the Emergency Phone Number and the Area Warden (if applicable) **Assist** any person in immediate danger if safe to do so. Then: • Contain or combat the emergency only if safe to do so • Evacuate to a safe location if necessary

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			• Notify your Supervisor/Manager (staff), Teacher (students), Designated Contact (contractors and visitors). • Also notify the Management on campus for incidents that are likely to cause distress to the people involved.
B.	Evacuating buildings or areas	Any person on ACM premises or in ACM activities instructed to evacuate a building or area either by means of an automatic or manual alarm or by verbal order	1. Make all equipment safe. 2. Evacuate promptly from the building, closing doors behind you if practical (see Note 6). 3. Assemble at the Designated Assembly Point for that building or area and • do not leave, even if the emergency extends beyond normal working hours or into scheduled breaks • follow all instructions from the Emergency Control Personnel and Emergency Services personnel; and • do not smoke. **Note 6**: Leave doors and windows open if evacuating in response to a bomb threat.
C.	Conducting a building or area evacuation	Student Support Officer	1. Investigate the emergency and decide on the need for evacuation in the following cases: • verbal report of an emergency by staff, students, visitors, etc.; or • other indication of incident or problem. 2. Initiate an immediate evacuation of your area in the following cases: • automatic evacuation alarm (not preceded by a verbal announcement to disregard it); or • instruction to evacuate given by the by Emergency Services personnel. 3. In case an evacuation is required: • follow Local Emergency Instructions to initiate an evacuation (if not already automatically initiated) • put on your vest • conduct a thorough and systematic search of the area you control,

			advising all people to evacuate to the Designated Assembly Point • ensure evacuation signs are placed in entrance doorways • proceed to the Designated Assembly Point • determine whether the Designated Assembly Point is safe and take appropriate action if not • ascertain whether anyone appears to be missing • report to the Management (if applicable) or Emergency Services officer-in-charge of the result of your area search and head count; and • if necessary, take steps to prevent unauthorised persons from entering the building.
D.	Conducting a campus evacuation	Student support officer	If the evacuation of a campus or significant part of a campus is required, the Campus Warden or Deputy must: • implement the Critical Incident Plan (CIP)
			Initiate an evacuation in their building in accordance with your Local Emergency Instructions and section 3.C. above.
E.	Responding to a written bomb threat	Any member of the community receiving a written bomb threat Supervisor/Manager	1. Avoid unnecessary handling of the letter, envelope, etc. 2. Preserve the evidence by placing it into an envelope or sleeve (preferably clear plastic). 3. Immediately report the matter to your Supervisor/Manager.
F.	Responding to a phoned bomb threat	Any member of the ACM community receiving a phoned bomb threat Supervisor/Manager	Refer to the Bomb Threat Checklist.

G.	Responding to the discovery of a suspect object or receiving a suspect item of mail	Any member of the community who discovers a suspect object or receives a suspect item of mail Supervisor/Manager	1. Avoid handling the object or item. 2. Alert those nearby and retreat from the immediate area. 3. Immediately report the matter to your Supervisor/Manager.

4. Managing critical incidents

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Planning for critical incidents	CEO	The CEO meets at least annually to: • review and update the Critical Incident Plan (CIP) • organise training, drills, rehearsals, and audits; and • review the results of drills and actual incident responses to identify corrective actions.
B.	Initially responding to a critical incident	Any member of the ACM who becomes aware of a critical incident	Follow the General Emergency Instructions in 3.A.1. above.
		Emergency Phone Number Operator	Collect the necessary information, ensure that Emergency Services have been contacted (000), and call the RTO Manager/CEO.
C.	Providing an operational response to the critical incident	Emergency Control Personnel	The student support officer manages the emergency response in accordance with section 3. of this procedure until the arrival of Emergency Services.
D.	Providing a strategic response to the critical incident	CEO	Upon receiving notification from the student support officer, determine the extent to which the provisions of the CIP need to be implemented, and contact CIT members accordingly.
		Senior staff members	Whilst closely following the operational management of the incident, concentrate on organisational-level

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			issues such as the continuity of business operations, liaising with media organisations, and recovery activities and contingencies, as shown in the CIP.
E.	Organising recovery activities	Senior staff members	Coordinate the recovery from critical incidents.
F.	Reviewing critical incident management	Senior staff members	• Conduct a review of rehearsals and actual critical incidents. • Identify appropriate corrective actions and coordinate their implementation.

5. Reporting and investigating incidents and emergencies

	ACTIVITY	RESPONSIBILITY	STEPS
A.	Initially reporting an incident	Employees, students, contractors and visitors	Report all incidents as soon as possible: employees must report incidents to their Supervisor/Manager and Health and Safety Representative; • contractors and visitors must report incidents to their manager/CEO; and • students must report incidents to one of their Trainers/Teachers/Student support officers.
B.	Further reporting, investigating and preventing recurrences of an incident	All ACM members	Follow the instructions shown in the following sub-sections. **Serious Incidents** a. During business hours, immediately contact CEO. b. After hours, or if CEO/Director cannot be contacted, call the Emergency Phone Number. c. Send a completed Injury Report to the CEO/Director within 24 hours of the incident. **All Injuries and Illnesses other than Very Minor** a. Ensure the injured person has been cared for in accordance with this procedure. b. Advise Student support officer within one working day, preferably by sending Injury Report to info@atlantis.edu.au the basic details of the incident. c. Ensure an Injury Report is completed, investigated, signed and forwarded to the

			CEO/Director within five working days of the initial report.
			Note 7: In summary, the typical sequence for completing Injury Report forms is: 1. Initial verbal report by injured person to Supervisor/Manager. 2. If injury or incident is serious, Supervisor/Manager contacts the Risk, Health and Safety Department immediately. The Supervisor/Manager ensures Part 1 of the form is completed, preferably by the injured person, and supplies a copy of Part 1 to the Risk, Health and Safety Department within one working day of the initial verbal report. 3. The Supervisor/Manager investigates circumstances and contributing factors for the injury and recommends corrective actions in Part 2 of the form. 4. The Dean/Director and Health and Safety Representative review Parts 1 and 2 of the form and amend or endorse proposed corrective actions. They sign, take a file copy, and forward the completed form to the Risk, Health and Safety Department within five working days of the initial verbal report. 5. The Risk, Health and Safety Department sign Part 3 of the form and send a copy to the injured staff member. **Very Minor Injuries and Illnesses** Organise prompt first-aid treatment (if available). **Near-Miss Incidents with Potential to be Serious** Complete a Hazard/Near-Miss Report within two working days of the initial report.
C.	Reporting the provision of first aid	First Aider	1. For every person you attend to, complete an entry into the First Aid Report included in all ACM First Aid Kits. 2. Every three months send to the Manager - Risk, Health and Safety a copy of the completed First Aid Report forms in the kit(s) you control.

RESPONSIBILITIES

- The ACM staff member(s)

    o reports any critical incident to the most senior staff member available and responds to a critical incident.

- Chief Executive Officer (CEO)

    o communicates and ensures awareness and understanding of this Policy and the pursuant Procedures
    o sets in place the necessary resources to mitigate and respond effectively to foreseeable critical incidents
    o considers and advises on matters related to insurance
    o ensures the area responsible for leading and managing the response to the incident conducts an experiential learning debrief to go through the lessons learned and identify opportunities to improve responses to future critical incidents.
    o ensures ACM complies with the Education Services for Overseas Students Act as relevant
    o publicise, offers and ensures that students have access to relevant support within ACM and externally

- Student Support officer – assists the CEO in the management, evaluation and prevention of critical incidents. Student support officer is appointed by the CEO or delegate if the CEO is not available.

    o completes Critical Incident/Hazard Investigation Form within 5 working days
    o analyses incident data and presents findings to the CEO, including determination if an assessment is necessary to ascertain whether the student poses a threat to self or others.

- Trainers and/or Assessors

    o assist the student to defer, seek special consideration and to continue or resume study
    o express and convey compassion and where necessary condolence to the student and/or the student's family
    o where necessary, liaise with relevant stakeholders involved in the incident

- Student(s)

    o reports any critical incident to ACM staff member.