Critical Incident Policy

1) AFTA Travel & Tourism College NSW recognises the duty of care owed to its students and that planning for the management of a critical incident is essential.

2) A critical incident is a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

   a) Serious injury, illness or death of a student or staff
   b) Students or staff lost or injured on an excursion
   c) A missing student
   d) Severe verbal or psychological aggression
   e) Physical assault
   f) Student or staff witnessing a serious accident or incident of violence
   g) Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
   h) Fire, bomb threat, explosion, gas or chemical hazard
   i) Social issues e.g. drug use, sexual assault

3) Critical Incident Committee

   a) AFTA Travel & Tourism College NSW has a Critical Incident Committee to assist the Principal Executive Officer in the prevention and management of critical incidents at the college, or off campus in the case of an overseas student for whom the school has undertaken care responsibilities.

   b) The Principal Executive Officer (PEO) is the critical incident team leader.

   c) The Critical Incident Committee also includes:

      i) Director of Studies
      ii) the college counsellor
      iii) Director of Administration
      iv) Academic Coordinator

   d) The responsibilities of the committee include:

      i) risk assessment of hazards and situations which may require emergency action
      ii) analysis of requirements to address these hazards
      iii) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
      iv) 24 hour access to contact details for all students and their families, agents, homestay families, carers, consular staff, embassies and interpreting services if necessary
      v) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. school counsellor, welfare officer, legal services, school security
      vi) development of a critical incident plan for each critical incident identified
      vii) dissemination of planned procedures
      viii) organisation of practice drills
      ix) regular review of the critical incident plan
      x) assisting with implementation of the critical incident plan
      xi) arranging appropriate staff development
      xii) budget allocation for emergencies
4) Critical Incident Plans
A. All critical incident plans assign responsibilities among relevant staff members (as determined by the PEO)

B. Immediate Action (within 24 hours)
   a) Identify the nature of the critical incident

   b) The person who is initially notified of the incident, be that the receptionist or student services officer, should get as much information as possible regarding the nature of the critical incident.
      i. Where did the injury occur? On campus or off?
      ii. How severe is the nature of the injury?
      iii. Where is the student now?
      iv. Is the student in hospital?
      v. Has an ambulance been called?
      vi. Is an interpreter required?

   c) The information should be documented for further reference.

   d) Notification of the critical incident committee/team leader. The person who is initially notified of the incident should notify the critical incident team leader immediately.

   e) Assignment of duties to college staff
      i) The critical incident team leader will identify the staff member responsible for any immediate action.
      ii) The incident will then be referred to the identified staff member.
      iii) The responsible staff member should keep in close contact with the critical incident team leader and any other staff members as required.

   f) Implement the appropriate management plan or action strategy

   i) If the student is on campus
      - Ensure appropriate intervention to minimise additional injury
      - Provide first aid where necessary
      - Ascertain seriousness of injury
      - Call ambulance if required
      - If ambulance is required, accompany student to hospital
      - Ascertain seriousness of injury from hospital staff
      - If ambulance is not required accompany student to relevant medical service e.g. doctor

   ii) If the student is off-campus
      - If situation appears serious, call an ambulance and either meet the ambulance at the student's location or at the hospital
      - Otherwise go to location of student
      - Provide first aid where necessary (this should be done by one of the qualified first aid officers)
      - Ascertain seriousness of injury
- Call ambulance if required
- If ambulance is required, accompany student to hospital
- Ascertain seriousness of injury from hospital staff
- If ambulance is not required accompany student to relevant medical service e.g. doctor

iii) If the student has already been taken to hospital
   - Go to hospital
   - Ascertain seriousness of injury from hospital staff

g) Dissemination of information to parents and family members
   i) When there are a number of people to contact such as when a student is in a homestay, the college/school should attempt to simultaneously contact all parties.
   ii) Contact the parents/legal guardian of the student
   iii) Contact the carer of the student e.g. they may be living with a relative
   iv) Contact the homestay family of the student

h) Completion of a critical incident report [see appendix a]
   i) Media response if required
   i) Inform critical team leader of any relevant factual information to be conveyed to the media liaison.

k) Assess the need for support and counselling for those directly and indirectly involved

l) If the student is seriously injured or requires hospitalisation, the college/school should enlist aid of overseas consular staff to assist the family if they are travelling to Australia, with interpreting services to aid in communication with the relevant medical services and with counselling services if required.

m) The college/school should assess whether other staff and students have been affected by the incident and provide support and counselling as required.

n) The college/school should also contact DIAC and inform them of the incident.

2) Additional Action (48 – 72 hours)
   a) Assess the need for support and counselling for those directly and indirectly involved (ongoing)

   b) Provide staff and students with factual information as appropriate
      i) Depending on the nature of the incident, it may be appropriate for the principal to address the college/school and inform them of the facts of the incident and the condition of the student concerned.

   c) Restore normal functioning and college school delivery
      i) Where the incident occurred on college/ school premises, there will be other procedures to follow in relation to any possible safety issues and the college/school's legal obligations. The critical incident committee should identify the appropriate staff member to follow up these issues.
3) Follow-up – monitoring, support, evaluation
   a) Identification of any other people who may be affected by critical incident and access of support services for affected community members
      i) The effects of traumatic incidents can be delayed in some people; the college/school needs to be aware of any emerging need for support and/or counselling.

   b) Maintain contact with any injured/affected parties

   c) If the student is in hospital for some time, the college/school needs to maintain contact with the student and their family.
      i) Support and assistance for the student and family
      ii) Depending on the condition of the student, the college/school could provide college work for the student to enable them to remain in touch with college/school activities
      iii) Discuss with the family any required changes to the enrolment of the student e.g. suspension or cancellation of enrolment and make any changes required on PRISMS

   d) Provision of accurate information to staff and students where appropriate
      i) Depending on the nature of the incident, it may be appropriate for the PEO to address the college and inform them of the facts of the incident and the condition of the student concerned.

   e) Evaluation of critical incident management
      i) The critical incident committee should be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required.

   f) Be aware of any possible longer term effects on the college, staff and student well-being e.g. inquests, legal proceedings

4) Resources
   a) The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

5) Managing the Media
   a) Manage access of the media to the scene, and to staff, students and relatives
   b) The PEO should normally handle all initial media calls
   c) Determine what the official college/school response will be
   d) All facts should be checked before speaking to the media
   e) If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
   f) Avoid implying blame or fault for any part of the incident as this can have significant legal implications
   g) The PEO may delegate media liaison to another member of staff
6) Evaluation and review of management plan
a) After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives.

Related Policies, Documents, legislations
- Critical Incident Flow chart
- ESOS National Code of Practice 2007
AFTA Travel and Tourism College NSW Critical Incident Report

To be completed after all critical incidents.

Date: ________________________________
Action Officer: __________________________
Position: _______________________________

Brief summary of incident: include where, when, who, and why as appropriate. Further information/documentation may be attached.

____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Immediate action taken:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Further action required:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Persons or staff notified and time & date
____________________________________________________________________________________

____________________________________________________________________________________

Signature __________________________ Date __________________________

"Creating Opportunities through Education & Training!"

Australian Pacific Travel & Tourism Pty Ltd (ABN 13132743812) trading as AFTA TRAVEL & TOURISM COLLEGE NSW