



Critical Incident Policy and Procedures

Policy Name: Critical Incident Policy

Last Reviewed: August 2015 (Logo updated 2016)

Approved By: Executive Director, Language Links

Applicable Legislation: Occupational Health and Safety Act, ESOS Act and National Code

Due for Next Review: August 2017

It is Language Links' policy to provide a safe and healthy working environment for all employees, and to ensure the general well-being of its employees, students, clients and any other person involved with on-campus activities.

Language Links recognises that critical incidents can arise that may seriously impact on the safety of staff, students and/or the business. Language Links is committed to effective planning, management and preparation to have relevant strategies and procedures in place to ensure successful management of the situation, in the event of a critical incident occurring.

Language Links shall ensure, where possible, that adequate and appropriate measures are in place to prevent predictable or potential disasters and possible critical incidents involving staff and students. This includes:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures and emergency evacuation procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals

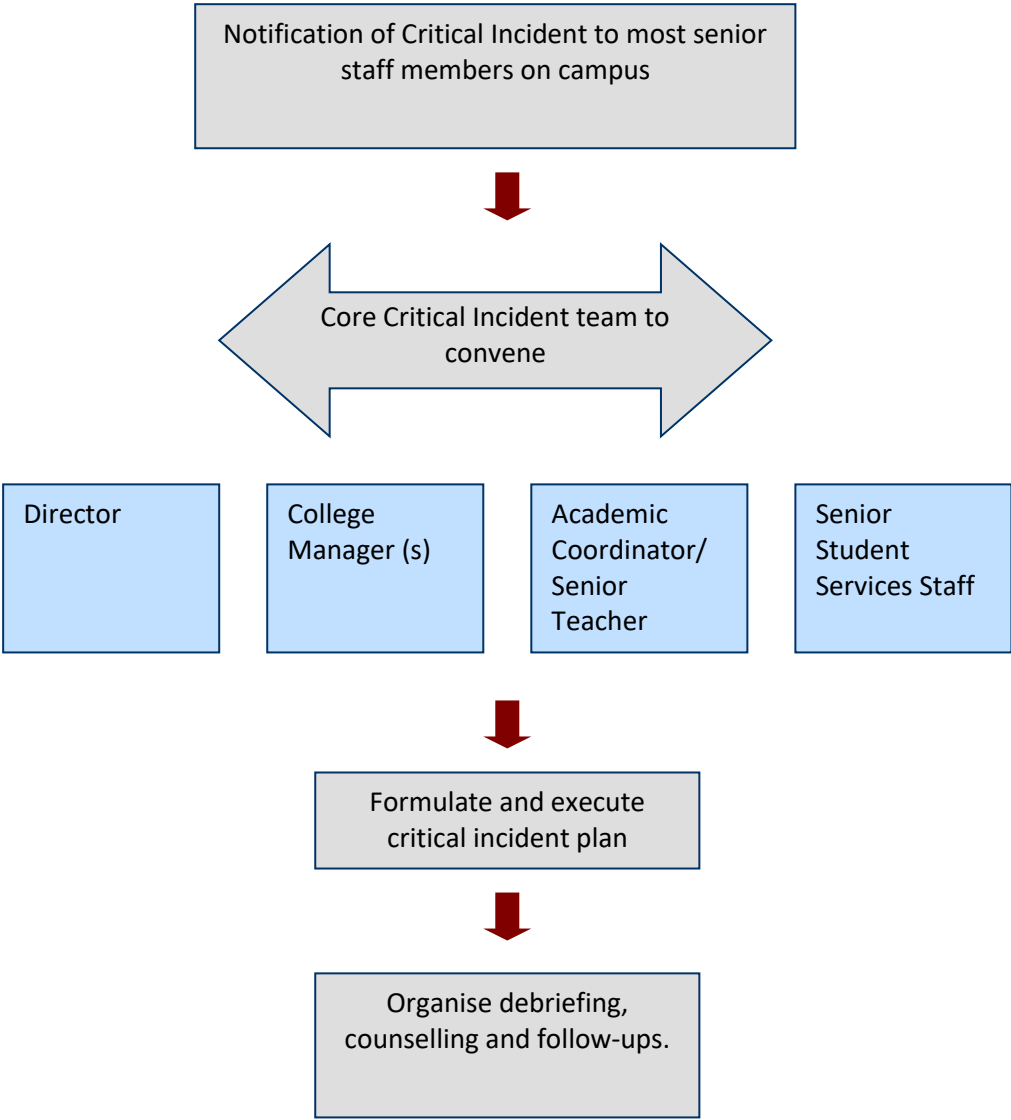
A critical incident is defined by the 'National Code' (under standard 6) as a traumatic event, or threat which causes extreme stress, fear, or injury.

In the event of a critical incident occurring, Language Links recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

Language Links has in place a Critical Incident Team (made up of core contract staff – academic and administrative) to assist the college in prevention and management of a critical incident. This team will ensure prompt and effective responses to critical incidents if they occur and will ensure appropriate support and counselling services are available to those affected.

LANGUAGE LINKS Critical Incident Policy and Procedures continued.

Critical Incident Reporting Procedures:



LANGUAGE LINKS - Critical Incident Policy and Procedures continued.

Critical Incident Procedures:

RISK LEVEL	RESPONSIBLE TEAM	EXAMPLES	ACTION TO BE TAKEN
Severe	Executive Director; College Manager; Director of Finance; Academic Coordinator; First Aid Officers	<ul style="list-style-type: none"> • Death, suicide or life-threatening injury • Threats of violence, assault, rape/sexual assault • Aggravated burglary, use of firearms, biological or chemical weapons • Fire, bombs, explosions, gas/chemical hazards • Threat of widespread infection or contamination • Natural disasters • Missing students 	<p>The critical incident team will convene as soon as possible to take immediate action.</p> <p>Immediate response:</p> <ul style="list-style-type: none"> - Identify the nature of the critical incident. - If applicable, contact emergency services, and secure the area. - Ensure the safety and welfare of staff and students involved. - Continue to liaise with emergency services if required. <p>Secondary response:</p> <ul style="list-style-type: none"> - Contact and inform family members. - Assess the need for support and counselling for those involved. - Complete a report, debrief staff and students involved and restore regular routine as quickly as possible.
Significant	Executive Director; College Manager; Academic Coordinator; First Aid Officers; Enrolments Officer	<ul style="list-style-type: none"> • Severe OHS risk • Serious injury to staff or students • Activity requiring evacuation of premises • Student or staff suffers from a medical condition eg. Epileptic fit/heart attack • Building disasters 	<p>Follow-up response:</p> <ul style="list-style-type: none"> - Provide access to support services - Provide accurate information to staff and students involved. - Maintain contact with any injured or affected parties. - Evaluate critical incident management - Monitor progress of affected parties and monitor behaviour for post-traumatic stress. - Manage possible on-going disruptions eg. media, legal proceedings etc - Monitor causes for absenteeism and advise/ provide strategies to manage or overcome problem issues.
Moderate / Minor	College Manager, Enrolments Officer, Academic Coordinator; Strata Manager; IT staff.	<ul style="list-style-type: none"> • Minor Injury to staff or student • Phone/ electrical failures • Computer / Networking failures • Building and maintenance issues • Lengthy absenteeism of staff or students. 	