



AUSTRALIAN INSTITUTE OF ENTREPRENEURSHIP

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Critical Incident Policy

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Australian Institute of Entrepreneurship

Entrepreneurial way of thinking, training and building confidence

ABN No: 79 124 768 092 | RTO No: 21996 | CRICOS Provider No: 02999J

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Critical Incident Policy

Purpose

The purpose of this policy and procedure is to ensure staff and students are aware of how to act in the case of an emergency at AIE or how to respond to a critical incident.

Scope

This policy applies to all staff and students of AIE involved or effected by a critical incident either on or off campus in Australia or overseas. In the event that a critical incident occurs on campus, the policy and procedures also apply to any visitors who may be in attendance at the time of the incident.

A critical incident for the purposes of this policy is defined as 'a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury'.

Critical incidents could include, but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Policy

AIE has a clearly articulated procedure that is available to staff and students, so that when a staff member becomes aware of a critical situation involving a student(s)/staff member/visitor, they can take appropriate action and alert the necessary person(s).

AIE's first priority is to minimise any risk to persons involved in a critical incident and to ensure that each event or case is managed effectively and quickly.

In the event of a critical incident or emergency (either within or outside of Australia) befalling a student or occurring at AIE, staff will work systematically to attempt to ensure the wellbeing and

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safety of all involved. As a minimum, the first person on the scene should dial 000 to access emergency services. Once the situation is under control, police, DIBP and the student's or staff's next of kin should be informed as a matter of priority.

Emergency evacuation procedures must be tested at a minimum once each semester.

If a critical incident occurs in the home country of a student currently enrolled at AIE, and that student's family is affected or the student is affected psychologically, AIE staff will endeavour to assist the student as much as possible in returning home if necessary or desired.

A record of the incident, actions taken in response and the outcome or result will be kept in a confidential file and made accessible only to the parties directly involved.

Wherever possible, remedial action will be taken to mitigate any future occurrence of a similar incident.

Procedures

Offshore Critical Incidents

Contact immediately AIE's Training Manager/Student Contact Officer/CEO. The options include but not limited to grant leave of absence and deferment of the course.

Emergency Procedures

If an emergency occurs on campus, the first person on the scene who is able to respond must call 000.

Emergency phone number "000" (fire, police, medical)

You will be asked:

1. what service you want, (fire brigade, ambulance or police)
2. AIE's name and address which is:

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3. What has happened?

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Evacuation

If an emergency requires an evacuation of AIE premises, staff and students must follow the instructions of the warden.

Wardens are identified by wearing a red, emergency helmet.

Leave the building by the safest identified exit in a single file.

Meet at the designated assembly point and await instructions about what to do next.

Other Emergencies

In the event of bomb threats, violent intruders or fire, students, staff and visitors are to follow the directions of the warden.

If the threat is immediate and warranted, the warden will call 000. Alternatively, the warden may instruct a person to call the police on 000 or

Richmond Police Station
217 - 225 Church Street
Richmond
8420 3600

Medical Emergencies

If a student or staff member requires urgent medical assistance call "000" for an ambulance. For minor or less serious incidents call or visit the medical centre using the details immediately below.

Dr. Hieu Nguyen
87 Elizabeth Street, Richmond
VIC - 3121
03 9428 5350

A first aid kit is available from the AIE office.

Critical Incident Report

The student contact officer will arrange to contact DIBP and the staff or student's next of kin as soon as possible once a situation is under control.

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All staff, students and visitors involved in a critical incident are required to complete a critical incident report form.

The student contact officer and/or CEO will meet with all persons to discuss or resolve any issues or offer any assistance deemed appropriate.

Follow up Action

The CEO will review all critical incident reports as soon as practicable following an event.

A small team of senior staff will be asked to meet to assist in forming recommendations to avoid or mitigate future incidences. Recommendations for action if required are implemented as soon as practicable.

Staff and students are advised of any changes that may affect their safety in the future.

Any remedial action recommended will be recorded on the critical incident report and signed off by the CEO.

Critical incident reports will be kept in a secure file.

Missing Persons

If AIE becomes aware that a staff member or student is missing, the CEO should be informed immediately.

The CEO may delegate to student administration the task of contacting all known associates of the missing person and ascertain their whereabouts and safety.

If no result, the CEO will call the police to report a missing person then also advice DIBP.

Death of Staff or Student

In the event of a staff or student death, the CEO will:

- Inform next of keen and all other necessary persons
- Provide assistance as required
- Write a condolence letter and arrange for an appropriate tribute to be sent to the family of the deceased.

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- Update student file
- Refund fees as entitled
- Return any personal effects.

Record Keeping and Responsibility

The CEO is the first point of contact for all enquiries to AIE associated with a critical incident.

The CEO will manage all contact with external authorities and will record as appropriate any matters associated with the emergency or critical incident.

A file will be created for all critical incidents.

Student administration will record the result of all meetings with staff and students and files these in their folders, and the critical incident file

The warden will record incidents and the actions undertaken. Information may be gained from others present including visitors, students and staff.

Staff and students are to complete a critical incident form and it is to be given to the student contact officer to be filed with the actions undertaken in their file.

Roles and Responsibilities

- CEO
- Warden
- Student Contact

Related Forms

- Critical Incident Report Form