



Critical Incident Policy and Procedure

1. Purpose

In the event of a critical incident, Empyrean Education Institute recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services. This document outlines EEI policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that EEI has:

- a. An effective approach in responding to critical incidents as they occur
- b. Appropriate support and counselling services available to those affected
- c. Appropriate training and information resources provided to staff.

2. Definitions

A critical incident is defined as 'a traumatic event, or the threat of such [within or outside Australia], which causes extreme stress, fear or injury'. Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff
- Students or staff lost or injured during fieldwork experiences
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incidence of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- Fire, bomb-threat, explosion, gas or chemical hazard
- Social issues e.g. sexual assault, drug use, alcohol abuse.

3. Critical Incident Team

- The CEO is the critical incident team leader.

The critical incident team also includes:

- The Training Manager
- The Empyrean Function Manager

4. The responsibilities of the Critical Incident team include:

- Risk assessment of hazards and situations which may require emergency action
- Analysis of requirements to address these hazards
- Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services
- 24 hour access to contact details for all students and their e) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Critical Incident Team Leader, Training and Compliance Manager and Directors
- Development of a critical incident plan for each critical incident identified
- Assisting with implementation of critical incident plans



- Dissemination of planned procedures
- Organisation of practice drills
- Coordination of appropriate staff development
- Regular review of critical incident plans

5. Critical Incident Procedures

- a. Immediate Response [within 24 hours]
 - identify the nature of the critical incident
 - contact emergency services [under no circumstances are students/staff to be transported in private vehicles]
 - if applicable secure the area
 - ensure safety and welfare of staff and students
 - notification of the critical incident team leader
 - implementation of appropriate critical incident plan
 - liaisons with emergency services, hospital and medical services
 - managing media and publicity
 - contact and inform parents and family members
 - identify students and staff members most closely involved and at risk
 - assess the need for support and counselling for those directly and indirectly involved
- b. Secondary Response [48–72 hours]
 - assess the need for support and counselling for those directly and indirectly involved [ongoing]
 - provide staff, students, and wider Empyrean community, with factual information as appropriate
 - arrange debriefing for all students and staff most closely involved and at risk
 - restore Empyrean to regular routine, program delivery, and community life as soon as practicable
 - completion of critical incident report
- c. Ongoing Follow-up Response
 - identification of any other persons who may be affected by the critical incident and provide access to support services for community members
 - provision of accurate information to students and staff
 - arrangement of a memorial service and occasional worship as appropriate
 - maintain contact with any injured and affected parties to provide support and to monitor progress
 - monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder; providing specialised treatment as necessary
 - evaluation of critical incident management
 - plan for and be sensitive to anniversaries
 - manage any possible longer term disturbances e.g. inquests, legal proceedings

5. Regulatory and Legislative Requirements

This policy supports the government legislation standards of *AQTF 2007*, *National Code 2007*, *National Vocational Education and Training Regulator Act 2011*, *Education Services for Overseas Students Act 2000*, *Standards for Registered Training Organisations (RTOs) 2015*

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