

Critical Incident Procedure

Purpose

To outline the necessary steps taken to ensure that the appropriate procedures are followed in the event of a critical incident including the required follow up to the incident and recording of the incident and action taken.

Scope

The policy applies to all international students currently enrolled with Merage Global Institute of Technology (MGIT).

Definitions

Designated person is any MGIT staff member who either witnesses or is informed about an actual or potential incident. The designated person should immediately inform the most senior member of staffs available of the incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site including, for example, calling emergency services, alerting other staff, assisting with first aid, crowd control etc.

Critical Incident Team is a group of persons specified by MGIT to plan an immediate response, allocate responsibilities and determine ongoing strategies. The Critical Incident Team will usually include the CEO, Training Coordinator and Student Support Services Officer.

Procedure

1. Critical incident procedures

	Action	Details	Responsibility
1.1	Immediate response (within 24 hours)	<ul style="list-style-type: none"> a) Designated person to assess situation and consider any risks to their own safety before taking any action. b) Where the designated person considers that a critical incident is occurring or is likely, they are to alert the most senior staff member available. c) Designated person to take over temporary control of incident (where there is no threat to that person's safety). d) Designated person or other staff member to contact emergency services ensuring that all details known about the incident are provided. e) Ensure safety of staff and students through evacuation procedures if required and providing first aid or medical assistance. f) Notify critical incident team who will develop and implement a critical incident plan for responding appropriately in a timely manner. 	Designated person/Critical Incident Team/Relevant staff members

	Action	Details	Responsibility
		<ul style="list-style-type: none"> g) Ensure agencies, support organizations and other individuals are involved in responding to the incident including liaison with police, doctors, hospital staff, embassies or consulates and other relevant professionals. h) Contact and inform parents and family members of those involved in incident. i) Manage media and publicity by providing an officially agreed response and by ensuring that all staff are informed of the appropriate response to the media. j) Assess the need for support and counseling those directly and indirectly involved. k) Review legal issues including advising family of process/access to assistance as appropriate. l) Keep appropriate and adequate records. 	
1.2	Secondary response (48 – 72 hours)	<ul style="list-style-type: none"> a) Ensure that support and counseling is provided as identified under immediate response. b) Assess any further needs for support and counseling. c) Provide staff and students with factual information about the critical incident including organizing a debriefing for all students and staff closely involved with the incident. d) Restore MGIT to regular routine, program delivery, and community life as soon as possible. e) Complete critical incident report including detailed actions that need to be undertaken. 	Designated person/Critical Incident Team/Relevant staff members
1.3	Ongoing follow up response	<ul style="list-style-type: none"> a) Identify any other persons who have been affected by the critical incident and provide access to support services as required. b) Provide any further information to staff and students as required. c) Provide appropriate support in the event of a serious injury or death such as hiring interpreters, making arrangements for hospital/funeral/memorial service/repatriation, obtaining a death certificate, assisting with issues such as insurance and visa issues. d) Monitor the progress of all those affected by the critical incident especially staff and students for signs of delayed stress and the onset of post-traumatic stress disorder. 	Designated person/Critical Incident Team/Relevant staff members



	Action	Details	Responsibility
		e) Manage long term consequences such as insurance, inquests and legal proceedings.	

Post critical incident follow up

	Action	Details	Responsibility
2.1	Evaluate critical incident response	a) Critical incident team to meet after each critical incident to evaluate the critical incident report and the response to the critical incident. b) Feedback from all staff, students, and local community representatives will be reviewed as part of the evaluation. c) An evaluation report will be made available to MGIT management and staff and students and other interested parties as relevant.	Staff and/or students Manager/ OHS representative

2. Specialist Services – Contact Details

The following services may need to be contacted in the case of a critical incident:

- Emergency Services, Police, Fire and Ambulance Phone: 000
- Police Assistance Line (24 hr) Phone 131 444
- Lifeline (24 hour crisis counseling line) 131 114
- Poisons Information Centre 131126
- State Emergency Service 132500
- Westmead Hospital (02) 9845 5555

Related policies

- BQ_Critical Incident Policy

Publishing details

Approved By: CEO
Approval Date: October 2015
Rationale: National Code 2007 Part D, Standard 6; ESOS Act 2000
Relevance: All students, managers and staff of MGIT.



Merage Global Institute of Technology (MGIT)
Critical Incident Procedure V3.0 Oct 2015