



## CRITICAL INCIDENT POLICY AND PROCEDURE

Swann College will develop and implement systems and processes for appropriate, effective and speedy responses to, and management of, critical incidents.

Priority will be given to responding to and managing critical incidents by the Critical Incident Team [CIT]. Membership of the CIT consists of:

- ✓ Director and head of Operations – Amrinder Singh
- ✓ Director and Marketing Head – Gurjinder Singh
- ✓ RTO Manager – Adrian Huckel

Responsibilities of the team include but are not limited to:

- risk assessment of hazards and situations which may require emergency action;
- close association with the WHS team in hazard reports
- 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;
- documented phone numbers in prominent places of all relevant emergency services
- 24 hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies, interpreter services];
- 24 hour access to contact details for all relevant faculty or staff members needed in the event of a critical incident
- assisting with the development and implementation of critical incident plans for each critical incident identified;
- dissemination of planned procedures (including provision of a brief summary of the Critical Incident Policy in plain English and highlighting the critical incident contact person for distribution to all students, and especially international students);
- co-ordination of appropriate faculty and staff development; and
- Regular review of critical incident plans (including an annual review of contact numbers to ensure currency).

The Critical Incident Coordinator [name] will be responsible for the critical incident procedures designating an appropriate member of the critical incident team as the team leader.

The CIT Team Leader will guide critical incident responses and management from the first report to the completion of the incident. They will review and evaluate the responses to the incident by the team and staff and report to the CEO of their findings and of any changes to the procedure if needed.



## Swann College

In the event of a critical incident the following steps must be taken to ensure the safety and well-being of all students, staff and visitors that may be in or near the incident.

1. Evacuate the building IMMEDIATELY and direct students, staff and any visitors to a designated safe place
2. Contact the appropriate emergency services personnel
3. Advise the CIT and designated team leader(s)

The CIT or designated team leader(s) will

1. Provide all those affected by the incident with access to factual information
2. Coordinate the de-briefing of those affected within 6 hours of the incident either verbally or in writing if the incident occurs late on the last day of the working week
3. For international students it may be required that DIAC be contacted to notify the students family if appropriate
4. Liaise with emergency services as required
5. Offer counselling to those affected by the incident if required. On-going assessments should be made of students, staff and visitors in the case that additional support from outside agencies may be required.
6. Record the incident and copies should be kept on the affected students file and in the incident report register