CIP01 Critical Incident Policy

TAFE Queensland SkillsTech

1. Purpose

1.1   This document outlines TAFE Queensland SkillsTech's Policy, support mechanisms and procedures for identifying and managing a critical incident. This Policy will ensure that TAFE Queensland SkillsTech:

- Responds effectively in the event of a critical incident and continues to meet its duty of care obligations in terms of a healthy and safe workplace for students, staff and visitors;
- Provides appropriate support and counselling services to those affected;
- Provides appropriate training and information resources to staff to deal with critical incidents;
- Can maintain business continuity.

1.2   TAFE Queensland SkillsTech (TQST) recognises it has obligations under the following legislation and guidelines:

- *Work Health and Safety Act 2011*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Workers' Compensation and Rehabilitation Regulation 2003*

1.3   In the event of a critical incident, TQST's obligations are to de-escalate the incident and to minimise exposure to trauma and distress by allocating appropriate resources to resolve the incident and to deliver necessary support services.

1.4   In recognition of the importance played by Information Technology (IT) systems and services in the provision of services to our clients and stakeholders, where a critical incident affects IT systems, they will be recovered within five working days of the General Manager declaring a critical incident.

2. Overview

This policy applies to all staff, students, contractors and visitors in TAFE Queensland SkillsTech workplace. This policy does not apply to minor injuries or incidents that affect an individual. These are managed under TQST's *WHS Planning, Monitoring and Review Framework (WHSPMR).*

3. Audience

3.1   This policy applies to TAFE Queensland's:

- [ ] Corporate Office Staff
- [x] Regional Staff
- [x] Students, contractors, visitors

4. Action

Notification process:

4.1   Under the requirements of the *Environmental Protection Act 1994,* TQST is obliged to provide written notice of an incident (duty to notify of environmental harm) to Department of Environmental and Heritage Protection (DEHP) **within 24 hours** of notification of the incident which may have caused or threatened serious or material environmental harm.

4.2   In addition to the written notice, the responsible person must immediately call the Pollution hotline on 1300 130 372 to report the event. This allows DEHP to take the necessary measures to prevent further harm and to mitigate the effects of an incident or event.

4.3   Staff member reports the critical incident to their Business Unit Executive Director, or team manager or team supervisor.

4.4   Business Unit Executive Director, or team manager or team supervisor alerts the General Manager.

4.5   General Manager will declare a critical incident where it has the potential to significantly impact TQST's

staff, students, operations, environment and/or reputation.

4.6 Director of Operations will refer to the "emergency folder" i.e. a hard copy resource that Facilities Management staff refer to in the event of a critical incident.

4.7 The General Manager alerts the leader of the TQST Critical Incident Team – Director, Operations.

4.8 In addition to the Critical Incident Team (below), the Director of Operations will select TQST staff whose expertise is appropriate to manage and resolve the incident (by devising and implementing a critical incident plan), and later, to reduce the risk of the incident recurring through a root cause analysis of the incident.

Membership and responsibilities of the Critical Incident Team:

Position	Responsibility
General Manager	• Establishment the Critical Incident Policy
Director, Operations	• Leader of Critical Incident Team • Notify adjoining neighbours and Department of Environment and Heritage Protection (DEHP) regarding environmental critical incidents within 24 hours • Review the Critical Incident Policy on an annual basis or as needed
Executive Director, Human Resources, Client and Apprenticeship Services	• Schedule annual testing / practice drills of the Critical Incident Policy • Ensure staff are aware of this Policy and their responsibilities • Ensure students are aware of this Policy e.g. through induction / orientation; through publication on TQST's website
Executive Director, Educational Delivery Support Services	• Lead incidents affecting Information Technology systems/services
Operations Manager	• Ensure contractors and visitors are made aware of this Policy e.g. through induction • Facilitate practice drills
Manager, Communications and Media	• Coordinate communication about the critical incident in consultation with Critical Incident Team Leader

Immediate Response (within 24 hours):

4.9 Refer to the *Emergency Action Guide* or *After Hours Emergency Evacuation Guide*

4.10 Identify the nature of the critical incident

4.11 Notify the critical incident team leader

4.12 Contact emergency services: phone 000 or 112 by mobile

4.13 If applicable, secure or evacuate the area (refer to *GUI120A, B, C – Guidelines for emergency evacuation under alarm*; refer to staff Lockdown Action Card where applicable)

4.14 Ensure safety and welfare of students and staff

4.15 Liaise with emergency services, hospital and medical services and DERM

4.16 Liaise with appropriate government agencies (e.g. Queensland Health)

4.17 Manage communication using appropriate channels

4.18 Contact and inform parents and family members

4.19 Identify students and staff members most closely involved and at risk

4.20 Assess the need for support and counselling for those directly and indirectly involved (refer to Student Support Services, phone 1800 654 447)

4.21 In the case of involvement of international student(s) liaise with Department of Immigration and Border Protection and appropriate embassy.

Secondary Response (48–72 hours)

4.22 Assess the need for support and counselling for those directly and indirectly involved

4.23 Provide students and staff and wider TQST community with factual information as required using appropriate communication channels

4.24 Arrange debriefing for all students and staff most closely involved and at risk

4.25 Restore TQST to regular operations, program delivery, and community life as soon as practicable

4.26 Complete critical incident report for the consideration of the General Manager.

Ongoing Follow-up Response

4.27 Identify any other persons who may be affected by the critical incident and provide access to support services for community members

4.28 Provide accurate information to students and staff using appropriate communication channels

4.29 Maintain contact with any injured and affected parties to provide support and to monitor progress

4.30 Monitor students and staff for signs of delayed stress response and the onset of post-traumatic stress disorder; providing specialised treatment as necessary

4.31 Arrange a memorial service and/or special chapel service as appropriate

4.32 Plan for and be sensitive to anniversaries

4.33 Manage any possible longer term disturbances e.g. inquests, legal proceedings

4.34 Notify relevant business units such as Student Services and Client Services who may need to follow-up student records

4.35 Attend to personal effects of affected student(s) in the case of prolonged severe illness or death.

The responsibilities of the Critical Incident Team include:

4.36 Evaluate efficacy of response to critical incident

4.37 Risk assessment of hazards and situations which may require emergency action

4.38 Analysis of requirements to proactively mitigate these hazards

4.39 Establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services

4.40 24 hour access to contact details for all students and their families (for overseas students this includes agents, consular staff, embassies, interpreter services)

4.41 24 hour access to contact details for all relevant staff members needed in the event of a critical incident

4.42 Management of all communication

4.43 Assisting with implementation of critical incident plans

4.44 Dissemination of this Policy and associated procedures, including publication of this Policy for the information of international students, on TQST website to comply with *Education Services for Overseas Students (ESOS) Act 2000*

4.45 Coordination of appropriate staff development

4.46 Regular review of this Policy and its associated procedures.

Media Releases

4.47 The critical incident team leader is the delegated person to manage media access to the scene, and to students, staff and relatives

4.48 Where a media release is judged appropriate, the Manager, Communications and Media will prepare it for the General Manager's approval.

5. Definitions

Critical incident	A major incident or series of events that may severely damage TQST's staff, students, operations, environment and/or its reputation. Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or faculty member or staff member
- student or staff member lost or injured during fieldwork experiences
- a missing student/staff
- severe verbal or psychological aggression, physical assault, violent behaviour hold up, intrusion, siege
- pandemic disease
- self-harm, attempted suicide
- student or staff members witnessing a serious accident or incidence of violence

	• natural disaster, severe weather, extremes of temperature
	• traumatic incident within an international student's home country, such as a political coup, religious persecution, natural disaster
	• fire, bomb-threat, explosion, gas leak or chemical hazard
	• environmental incident, e.g. chemical or oil spill
	• Power failure / failure of essential services
	• sexual assault, drug use, alcohol abuse, internet abuse
Critical Incident Team	Assists the General Manager to initiate and co-ordinate the response, management and prevention of critical incidents
DEHP	Department of Environment and Heritage Protection

6. Legislative and Policy Basis

Authority:

Environmental Protection Act 1994,
TAFE Queensland Delegation of Authority and Reserve Powers
Education Services for Overseas Students (ESOS) Act 2000
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007 – Standard 6 Student Support Services
Work Health and Safety Act 2011
Workers' Compensation and Rehabilitation Act 2003
Workers' Compensation and Rehabilitation Regulation 2003

Related Policies/Procedures and Other Documents:

Duty to notify of environmental harm form
CIP02 Business Continuity Plan
WHSEAG Emergency Action Guide
WHSPMR WHS Planning, Monitoring and Review Framework
QP104 WHS incident/issue reporting
QP128 Right to Information and Information Privacy
QP211 Death of a Student
QP330 Emergency Evacuation
QP331 Emergency Lockdown
GUI115A,B, Guidelines for Emergency Control Organisation (ECO) Actions
GUI116 Ammonia Spill Response
GUI117 WHS risk assessment guide
GUI120A, B, C Guidelines for emergency evacuation under alarm
AHEM01,02 After hours emergency evacuation guide
AHWP01, 02 After hours emergency evacuation warden procedure
INTEMP Emergency Management Plan
INTFEP Fire and evacuation plan
WI-FAC-007 Emergency two way radio use and etiquette

7. Document History and Contact Details

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13/07/2016	Major review	Operations	7.0
26/08/2016	Included emergency folders and environmental harm notification.	Operations	8.0

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