

## PROCEDURE C20.2-P20.2

### CRITICAL INCIDENT MANAGEMENT

#### 1.0 INTRODUCTION

##### 1.1 Related Policy

Critical Incident Policy

##### 1.2 Purpose

The purpose of this procedure is to outline the responsibilities and processes for managing a critical incident, crisis, or emergency event, irrespective of where the incident occurs across the Scentia Group ('the Group') and Third-party Partners (TPPs), including in association with a student's learning and assessment.

##### 1.3 Scope

This procedure applies to all students and staff of the Scentia Group - see Definitions - and TPPs. As some courses provided by the Scentia Group and TPPs are offered online, this procedure also applies to critical incidents that may occur while the student is studying online. It also applies to critical incidents happening during an ACHW student's attendance at external clinics.

Where injury or illness is sustained during, or as a result of, a critical Incident, the Health, Safety and First Aid in the Workplace Policy and Procedure also apply.

In this Procedure, the terminology 'nominated staff member' means the position (or delegate) responsible to manage critical incidents in a specified area, and would normally be the Head of School, ACHW, or the Head of School ABS, or the Head of Academic Delivery VET, or the Head, Tailored Learning Solutions (TLS), or the Head of an administrative unit, or Campus Managers, or ACHW Clinic Facilitators.

##### 1.4 Scope Exceptions

This procedure does not apply to incidents not considered to be critical.

#### 2.0 RESPONSIBILITIES

1. The Chief Executive Officer (CEO), Scentia, has overall responsibility to ensure that each education provider of the Scentia Group and their Third-Party Partners have a nominated staff member responsible for managing critical incidents in line with this Policy, and that recommendations from reviews of critical incidents - simulated or real- are actioned.
2. The Chief Executive Officer, Scentia, is responsible for Scentia's Critical Incident Management Team (CIMT) which includes the CEO, the Chief Finance Officer, the Head of People and Culture and the Director Education.

3. The CIMT is responsible to oversee the management of a critical incident, review reports on critical incidents, make recommendations for improvement, and oversee the implementation of the Crisis Recovery Plan.
4. The CIMT and Scentia Group staff are responsible for the actions attributed to them, in this Procedure.
5. Heads of TPP's are responsible to ensure their Crisis Management/Critical Incident Management Policy and Procedure matches that of Scentia's and to provide a copy to the relevant Head of School.
6. Staff of TPP's are responsible for the actions attributed to them in their Crisis Management/Critical Incident Management policy and procedure and to report all critical incidents to the relevant Head of School.
7. The Head of School, ACHW, the Head of School ABS, and Head of Academic Delivery VET are responsible for managing critical incidents relating to the students of each respective area. The Head of School, ACHW, is responsible to manage critical incidents that occur at external clinic spaces.
8. The Campus Managers are responsible for managing critical incidents that occur on the premises of Scentia campuses.
9. The Head of TLS Operations is responsible for managing critical incidents that occur on the business premises of TLS clients.
10. Staff responsible for managing critical incidents are responsible to do so in line with this Policy and Procedure, (and the Health, Safety and First Aid in the Workplace Policy and Procedure, where required), directions by the CIMT, and directions by emergency services as required.
11. The CIMT is responsible for the development, review and implementation of the Scentia Crisis Recovery Plan, and for the implementation of recommendations following a critical incident.
12. The CIMT and nominated staff members are responsible to ensure the contact details on all emergency procedures and plans distributed on campuses, websites and other sites are reviewed and revised annually and when contacts change.
13. The Director of Education is responsible to ensure that the induction program for all students includes familiarisation with the Critical Incident Policy and Procedure, how to report an emergency, and how to respond to an emergency situation.
14. The Head of People and Culture is responsible to ensure that the induction program for all staff includes familiarisation with the Critical Incident Policy and Procedure, how to report an emergency, and how to respond to an emergency situation.
15. The ACHW National Clinic Coordinator is responsible to ensure that students attending clinics are inducted to the clinic's critical incident/WHS policies and procedures.
16. If the critical incident occurs in a clinic, the ACHW Facilitators are responsible to support and assist ACHW students present at the clinic.

17. The CEO or Senior Marketing Manager - Website and SEO are responsible to manage interaction with the media during and after a critical incident, if required.
18. Student Services is responsible to provide support to students involved in, or affected in any way by, a critical incident.
19. The Head of People and Culture is responsible to provide staff with access to the Employee Assistance Program (EAP) for any counselling support required.
20. All Scentia Group and TPP staff and students are responsible to comply with their health and safety responsibilities as defined by the Work Health and Safety Act 2011 and the Health, Safety and First Aid in the Workplace Policy and Procedure.
21. All Scentia Group and TPP staff and students are also responsible to comply with this procedure.

## 3.0 PROCEDURE

### 3.1 Critical Incident Management

1. Planning, assessment and mitigation of risk
  - a. Critical incident management is reviewed as part of future planning, discussed to ensure resources are allocated in budgets for possible scenarios, and tabled for discussion at meetings of the relevant Corporate Board.
  - b. The CIMT develops Scentia's Crisis Recovery Plan, with feedback from the Heads of School, Head of Academic Delivery VET, Director of Education, and Head People and Culture, and any other nominated staff member responsible for managing critical incidents relating to their area.
  - c. The CIMT meets annually to review and update the Crisis Recovery Plan, and to assess the adequacy of the existing system and resources.
  - d. The nominated staff member ensures information about personal security and emergency contact numbers for their area are accurate and published on the website and Employment Hero. The nominated staff members managing critical incidents must check the currency of contact details on these at least annually and ensure contacts are updated as required.
  - e. The CIMT and nominated staff members ensure that Emergency Procedures and Evacuation Plans are prominently displayed in the common areas and corridors of all Scentia Group members and TPPs, and on websites and student and staff portals.
  - f. Campus Managers, with security, conduct regular assessment of Scentia owned premises to assess risk to staff and students. If premises are used after hours, the assessment includes an after-dark check to ensure there is adequate lighting and to identify any risk areas. The outcome of these assessments are reported to the WHS Committee.
  - g. Cash is not kept on premises and notification of such is visible to the public.

## 2. Classification of incidents

a. The Scentia Group classifies incidents as shown in Table 1:

Classification	Impact	Relevant Policy/Plan
<b>Minor Incident</b>	<p>Can be contained in-house.</p> <p>Minor injury to one person may be sustained.</p> <p>Low financial losses may be incurred.</p> <p>No impact on operations.</p>	<p>Health, Safety and First Aid in the Workplace Policy and Procedure if injury or illness is sustained.</p>
<b>Moderate Incident</b>	<p>Requires containment with external assistance (for example, emergency services).</p> <p>Injury to one person may be sustained and require external assistance.</p> <p>May result in moderate financial loss.</p> <p>May be a moderate impact on operations for a short time.</p>	<p>Health, Safety and First Aid in the Workplace Policy and Procedure if injury or illness is sustained.</p> <p>Business Continuity Plan.</p>
<p><b>*Critical Incident</b></p> <p>*Note: an incident classified as major is viewed as a critical incident</p>	<p>May involve death and/or very serious or significant numbers of injuries, and cause stress and fear.</p> <p>May result in major damage to infrastructure and/or the environment.</p> <p>May impact severely on operations, possibly for a considerable duration.</p> <p>May result in high financial losses and may cause possible or actual reputation loss.</p>	<p>Critical Incident Policy and Procedure</p> <p><b>AND</b></p> <p>Health, Safety and First Aid in the Workplace Policy and Procedure if injuries or death result from the incident.</p> <p>Crisis Recovery Plan</p>

*Table 1: Classification of Incidents*

## 3. Reporting a critical incident

a. Onsite

- i. A staff member first on the scene of the incident must assess the level of the incident and respond accordingly noting whether the incident is minor, moderate, or critical. Response may include notifying emergency services and, where possible, removing staff and students from the area.
- ii. Once the safety of any staff or students involved in a critical incident is secured, the staff member first on the scene must contact the nominated staff member who will notify the CEO.
- iii. The CEO will contact the CIMT members.

- iv. Where the critical incident occurs on Scentia Group premises (including Room Hire premises), the staff member first on the scene must contact security personnel in the relevant building and the nominated staff member.
- v. The nominated staff member, and the CIMT, will take over managing the critical incident and ensure appropriate resolution.

b. Online environment

- i. A staff member who becomes aware of an incident in the Scentia Group online environments must immediately report it to the nominated staff member who will notify the CEO, the Head of IT, and the Director Education.
- ii. The nominated staff member, the Head of IT (and the CIMT if required) will take over managing the critical incident and ensure appropriate resolution.
- iii. The Scentia IT team will take appropriate action on the Scentia Group online environments.

- c. After hours - if at a clinic, the clinic Facilitator will respond appropriately. Otherwise, staff and students should contact emergency services directly on 000.

4. Critical Incident response teams

- a. The Critical Incident Management Team (CIMT), composed of senior managers, provides governance of and strategic input to crisis/emergency management and business continuity, and, where required, responds to critical incidents with support from the nominated staff.
- b. The nominated staff members provide operational support and management of the critical incident.

Incident	Response
Health and Safety minor	Refer to the Health, Safety and First Aid in the Workplace Policy and Procedure
Health and Safety moderate	Refer to the Health, Safety and First Aid in the Workplace Policy and Procedure
*Critical incidents	Lead: CIMT
*NOTE: All major incidents are considered to be critical	Support and operational management: Nominated Staff Member

*Table 2: Critical Incident Response teams*



5. Emergency assistance and communication

- a. Any student or staff member who requires immediate emergency assistance can call emergency services directly by dialling 000 or contact Student Support or Security as outlined in the Emergency Procedures for each area and online.
  - b. The CIMT and/or the nominated staff member managing the incident contacts the relevant people/services required (the order will be determined by the specific circumstances):
    - i. Police, Fire Brigade, Ambulance and/or other emergency service on 000 - if necessary, liaise with the Police regarding notification to the student or staff member's family and other relevant matters.
    - ii. Next of Kin/Emergency Contact - ensure that the next of kin are informed and updated on the current situation and that the Scentia Group will arrange or provide support to them. If a student or staff member is in hospital or critically ill, appropriate transportation or accommodation may be arranged for members of the family.
    - iii. Other Participants/Students/Visitors/Staff - identify those individuals who are closely involved with the student, ensuring that these people are aware of the support within and outside of Scentia and encourage them to keep in contact with Scentia Group.
    - iv. Hospital - if necessary, contact the hospital students and/or staff have been taken to, to arrange any relevant matters.
    - v. Counselling -
      - If the affected person is a student, contact the nominated staff member.
      - If the affected person is an academic staff member, contact the Director of Education.
      - If the affected person is a non-academic staff member, contact the Head of People and Culture.
      - For both, advise on the appropriateness and availability of counselling and debriefing sessions for individuals and groups of students, participants, and staff or to facilitate to referral to an external provider as required.
    - vi. Legal Advice - help students or staff to obtain legal advice, if needed.
6. If the critical incident involves a crime, where possible the nominated staff member must protect the scene from any unnecessary foot traffic or other possible contamination until the police take over.
7. If the critical incident occurs in a clinic, the ACHW onsite staff lead students to safety as required by the clinic owners and/or emergency services.

### 3.2 Support through an Emergency Situation or Critical Incident

1. Debriefing immediately after a critical incident can be offered to students and staff by the designated staff member or a member of the CIMT.
2. Where a student is directly affected by a cyber incident, they should contact Student Services to discuss and arrange the help available.
3. Where a student has been affected by events in general that has caused widespread trauma, they should seek help through Student Services.
4. All students requiring assistance in dealing with a critical incident or emergency situation can also seek immediate, confidential counselling services, arranged by their Head of School, using internal resources or external experts regardless of whether such an incident relates to their study.
5. Staff requiring assistance in dealing with a critical incident or emergency situation can seek immediate, confidential and free-of-charge support from the Employee Assistance Program (EAP), regardless of whether such an incident relates to their work. Details of the EAP provider are held on Employment Hero or can be requested from their managers.

### 3.3 Recording and reviewing a Critical Incident

1. Where a critical incident involves the health and safety of staff and students, the recording and reporting requirements detailed in the Health, Safety and First Aid in the Workplace Procedure are also required. This includes recording of the critical incident on the registers used for recording any incident, i.e, the Student Incident Register and/or the Work Health and Safety Hazard, Incident and Injury Register - see the Health, Safety and First Aid in the Workplace Procedure - and include all details of the critical incident and the impacts. The Register is annually reported to the Corporate Board.
2. Where students and/or staff suffer injury, details are also recorded on the student and/or staff record.
3. The nominated staff member, or delegate, will conduct an investigation within 24 hours of the incident to record factual data, including what happened, when, where, and possible cause. Provide a report to the CIMT.
4. A formal review/debriefing after a critical incident will be conducted by the CIMT within ten (10) business days of the incident and include the nominated staff member and other relevant staff. A report will be provided to the following, with a request for comment and recommendations:
  - the WHS Committee if the incident resulted in, or had the potential to resultant in, injuries or illness; and
  - The Audit & Risk Committee if the critical incident had other elements, such as an element of real or potential financial risk or reputation risk; and
  - the Teaching and Learning Committee if there has been an impact on teaching and learning.

5. Recommendations from these committees will be provided to the CIMT and collated into a combined report from the Head of School or other delegated staff member to the relevant Corporate Board, with a request for recommendations on future management.
6. Recommendations made by the Corporate Board will include:
  - whether such an incident is avoidable in the future;
  - the steps and resources needed to achieve that; and/or
  - how the Scentia Group can better prepare for, respond to, and support their students and staff during and after such incidents.
7. The Corporate Board's recommendations are actioned by the Head of School/designated staff member and others as relevant and overseen by the Board.

### 3.4 Training and induction

1. The CIMT ensures that nominated staff members are trained in all aspects of crisis management and have their training renewed every third year.
2. The Director of Education or delegate ensures that the orientation program for students includes how to report an emergency and how to respond to an emergency situation.
3. The Head of People and Culture or delegate ensures that the staff induction program includes the Critical Incident Policy and Procedure, how to report an emergency, and how to respond to an emergency situation.
4. The ACHW National Clinic Coordinator ensures that clinic facilitators and students in external clinics are inducted to the clinic's emergency procedures.
5. Clinic facilitators go through emergency procedures with students at the commencement of each clinic.
6. Simulated Critical Incident drills, including emergency evacuations, are conducted annually by the Campus Managers at each campus/site on a schedule established by the CIMT.

## 4.0 DEFINITIONS

- **Crisis** - a time of intense difficulty, trouble or danger; a time when difficult decisions must be made; any incident or period that will lead, or may lead, to an unstable and dangerous situation affecting an individual, group, or all of society.
- **Critical Incident** - an adverse incident, or series of events that have the potential to seriously damage an organisation's people, operations, or reputation; a traumatic incident or threat of such which causes extreme stress, fear, or injury.
- **Emergency** - a sudden, unexpected incident that requires an immediate response from internal or external emergency services.



- **Incident** - an individual occurrence or event that is out of the ordinary.
- **Scentia Group** - The Scentia Group ('the Group'), consists of the Australasian College of Health and Wellness Pty Ltd (ACHW), the Australian Institute of Management Education and Training Pty Ltd (AIM) operating as AIM Business School (ABS), and the Australian Institute of Management (AIMVET), a Registered Training Organisation (RTO).

## 5.0 REFERENCES AND ASSOCIATED INFORMATION

- [All relevant national and/or state legislative instruments that stipulate requirements with which organisations are obligated to comply related to Emergency Management, Crisis Management, Critical Incident, Workplace Health and Safety.](#)
- Critical Incident Policy
- Health, Safety and First Aid in the Workplace Policy and Procedure
- Student Incidents Register
- Work Health and Safety Act 2011
- Work Health and Safety Hazard, Incident and Injury Register

## 6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Chief Executive Officer
Status	Reviewed on July 2021
Approval Authority	Scentia Corporate Board, with endorsement by ACHW and AIM Corporate Boards
Date of Approval	21/10/2021
Effective Date	21/10/2021
Implementation Owner	Director of Education
Maintenance Owner	Senior Policy and Compliance Officer
Review Due	October 2024
Content Enquiries	Janene Barrett - Director of Education Email: <a href="mailto:jbarrett@achw.edu.au">jbarrett@achw.edu.au</a>

## 7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
C20.0-P20.0	10 July 2017	Head of Compliance / Director ACHW	Initial document review after purchase of MHMHE
C20.1-P20.1	10 March 2020	Academic Board	General Review
C20.2-P20.2	21 October 2021	Director of Education	<p>New template.</p> <p>Procedure separated from policy.</p> <p>More detail in procedure.</p> <p>Scentia version and ACHW and ABS versions combined to make one corporate procedure for the Scentia Group.</p>