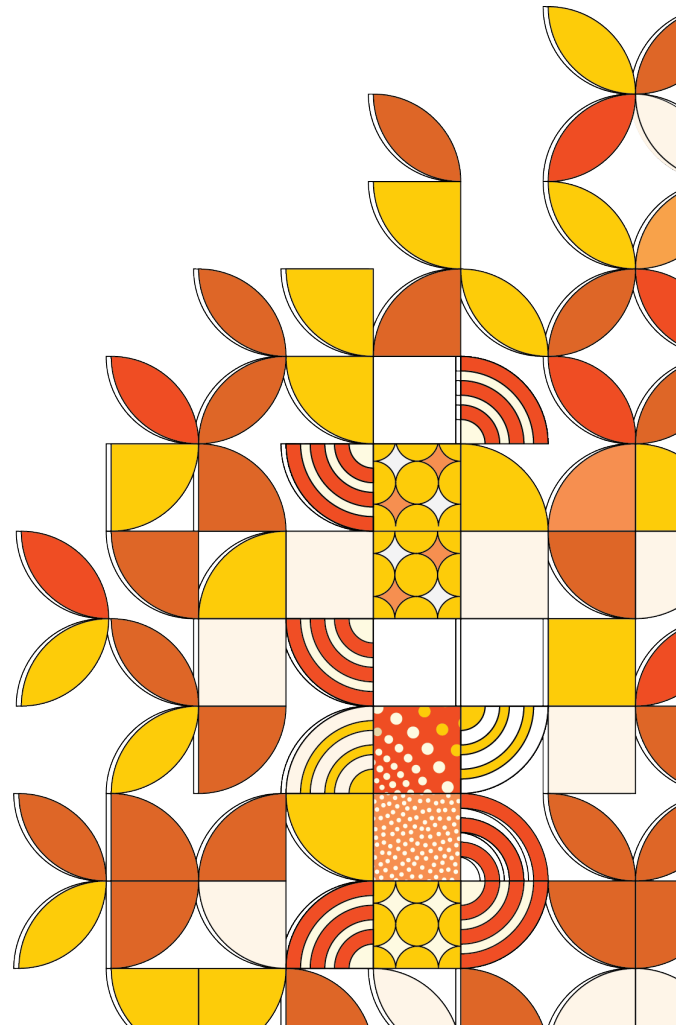


Critical Incident Response Policy



SECTION 1

Purpose

1. The purpose of this policy is to manage critical incidents, ensuring, possible prevention, documentation, communication and appropriate corrective action by Institute of Health and Management (IHM).
2. This Policy outlines the processes to be followed in response to a Critical Incident that may occur at any of IHM's campuses in Australia or in response to critical incidents that may occur at locations in which students of IHM may be studying as part of their course (whether inside or outside Australia) and is designed to ensure that the institute:
 - a) Meets its duty of care obligations to provide a safe environment and to have in place the highest possible standards of health and safety for Staff and Students and other persons working at or visiting the Institute
 - b) Is able to respond swiftly and effectively in the event of a Critical Incident, disaster or crisis
 - c) Allocating appropriate resources and building relationships to manage incidents and critical incidents in compliance with IHM's obligations and standards
 - d) evaluating the effectiveness, adequacy, and ongoing suitability of its incident and critical incident responses consistent.

Scope

3. This policy applies to students enrolled in a course of study at IHM including:
 - a) All on shore international students, to whom the Education Services for International Students Act 2000 applies.
 - b) All students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.
 - c) All domestic students.
 - d) ALL ELICOS students.
 - e) All staff who will be in contact with students.

Definitions

4. Definitions for key terms are presented in the Glossary of Terms

Suite Documents

5. This Policy is linked to the following policy:
 - a) Critical Incident Response Procedure
 - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Policy

6. Principles

6.1 Duty of Care

- a) IHM has a duty of care to provide a safe environment for work and study and to take all reasonable measures to minimise the risk of harm and to have in place contingency plans that will minimise and prevent the occurrence of critical incidents.

- b) IHM's duty of care extends to all people who are attending IHM facilities for authorised purposes or who are undertaking activities related to their employment and study with IHM.
- c) In the case of overseas students, the duty of care extends beyond activities directly related to study.
- d) IHM has specific responsibilities to the overall well-being of all students.

6.2 Comprehensive Approach

- a) IHM establishes a risk based, systematic approach to managing critical incidents and emergency events.

6.3 Timely and responsive communication

- a) IHM has a coordinated, institutional response to critical incidents which is communicated in a timely and responsive manner to all students, staff and third-party providers of IHM.
- b) Critical incident management capability is designed and implemented around the following core elements:
 - I. Planning and preparing – developing, documenting, training and testing arrangements
 - II. Detecting and mitigating – identifying assessing, controlling, treating and monitoring risk
 - III. Responding – making people safe, minimising damage to assets, and managing strategic issues and consequences
 - IV. Recovering – implementing business continuity arrangements and repairing negative impacts
 - V. Learning and adapting – reviewing and improving arrangements

6.4 Provision of information to students

- a) IHM will make this policy readily available to students and to the best to IHM's ability ensure that students know that it exists and where to find it
- b) IHM will provide information to students about how to make a report and where to seek assistance for an incident that significantly impacts on their wellbeing, including critical incidents
- c) IHM student support services are the designated Student Contact Officers, and will be the first point of contact for students
- d) IHM will ensure that students are given age appropriate and culturally appropriate information on:
 - I. Who to contact in emergency situation, including contact numbers of a nominated staff member and /or CIRT of IHM
 - II. Seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical, or other abuse

7. Responsibility

- 7.1 A member of staff, student or visitor involved in witnessing or becoming aware of a Critical Incident must immediately contact the relevant campus using the phone numbers listed below.
- 7.2 Where the Critical Incident involves a threat to the institute as a whole, the Campus Manager/Deputy Campus Manager on each campus should be notified immediately.
- 7.3 The Campus Manager/ Deputy Campus Manager has the overall responsibility to ensure the effective implementation of this policy and procedure.
- 7.4 The responsibilities of Critical Incident Response Team are enumerated further as below:
 - a) Identifying the cause to the Critical Incident circumstance, assessing, and controlling any further risk
 - b) Risk assessment of hazards and situations which may require emergency action, Implementing, monitoring, and maintaining risk control measures

- c) Analysis of requirements to address these hazards
- d) Establishment of liaison with all relevant emergency services e.g., police, fire brigade, ambulance, community emergency services, hospital, poisons information Centre, community health services and/or Department of Home Affairs
- e) Ensuring the well-being of Staff and Students following the Critical Incident
- f) Arranging Counselling or Trauma Services following the Critical Incident should the student request it. Counselling can be arranged should the Critical Incident Team leader deem it relevant
- g) 24-hour access to contact details for all students and their families
- h) 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 (Campus Manager/Deputy Campus Manager)
- i) Development of a Critical Incident Plan for each critical incident identified
- j) Dissemination of planned procedures
- k) Organization of practice drills
- l) Coordination of appropriate staff development
- m) Implementation of this procedure,
- n) Consulting with Staff and Students on Critical Incident practices,
- o) Liaison with Emergency Response Authorities,
- p) Liaison with Department of Education, the Department of Employment, Department of Home Affairs and other relevant agencies
- q) Regularly monitoring the effectiveness of the Critical Incident response and updating any response measures to ensure ongoing support of the student.

8. Classification and escalation process

8.1. A Level 1 (minor) incident is a local event or issue that:

- a) Has no more than a minor impact rating in any risk category and little or no potential to escalate
- b) Can be resolved satisfactorily through standard procedures and channels
- c) Can be managed satisfactorily at the local level by on-site personnel, which may include CIRT if the incident is an emergency.

8.2. A Level 2 (moderate) incident is an even or issue that:

- a) Has no more than moderate impact in any risk category but potential to escalate
- b) May not necessarily be resolved and input to manage, which may include a business continuity response and, if the incident is an emergency, ICRT may be contacted.

8.3. A Level 3 (critical) incident is a situation with a substantial, major or catastrophic impact rating in any risk category and will be an event or issue that:

- a) has a long-term or profound effect
- b) cannot be controlled through standard procedures and channels
- c) needs high levels of resources and inputs to manage, which will include the Critical Incident Management Team and may include a Business Continuity response and if the incident is an emergency, an Emergency Response Team.

9. Privacy and Disclosure

9.1. The Privacy Act 1988: Crushing APP Compliance permits IHM to disclose personal information about someone to a party outside IHM where:

- a) A person consents in writing to their personal information being disclosed; or
- b) IHM believes, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person/people; or
- c) The disclosure is required or permitted by law, or made in compliance with IHM's Privacy Policy and Procedure

10. Critical Incident Support

10.1. Following an incident, IHM will arrange for timely and appropriate counselling or support for students or staff who have been directly and/or indirectly affected

11. Compliance

11.1. This policy is in compliance with IHM obligations under the Education Services for Overseas Student (ESOS) Legislative Framework in relation to critical incidents involving overseas students, particularly the National Code of Practice for Providers of Education and Training for Overseas Students (2018).

11.2. This policy meets the requirements as laid out in the Higher Education Standards Framework (Threshold Standards) (2021)

12. Recordkeeping

12.1. All records created during the application of this policy and associated rules and procedures must be retained in accordance with IHM recordkeeping requirements, including details of each critical incident and any remedial action taken by IHM.

13. Reporting a Critical Incident to Emergency Services

13.1. In the event of a critical incident a staff member, student or visitor must contact the relevant Emergency Services on the following numbers.

Emergency Services	Contact Number
Police/Life threatening emergencies	000
Fire Emergencies	000
Ambulance/Life threatening emergency/injury	000

14. Contact numbers for IHM campuses

14.1. The Campus Manager/ Deputy Campus Manager can be contacted on the following numbers. The Campus Manager/ Deputy Campus Manager will attend the incident, provide a report to Emergency Services regarding the same.

Campus / Office Location	Address	Contact Number (24/7)
North Melbourne Campus	203/ 187, Boundary Rd, North Melbourne, VIC 3051, Australia	+61 394505111
Sydney Campus	Ground Floor, 1 Wentworth Street, Parramatta, NSW 2150, Australia	+61 448125814
Perth Campus	Level 4, 12 St Georges Terrace, Perth, WA 6000, Australia	+61 423389342

SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Access and Equity Policy • Access and Equity Procedure • Accessibility Policy • Accessibility Procedure • Critical Incident Report Form • Critical Incident Response Procedure • IHM Business Code of Conduct and Ethics • IHM Risk Register • Risk Management Policy • Risk Management Procedure • Student Code of Conduct Policy • Student Code of Conduct Procedure • Student Misconduct Policy • Student Misconduct Procedure • Student Support Services Policy • Student Support Services Procedure
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • Tertiary Education and Quality Standards Agency Act 2011 • Higher Education Standards Framework (Threshold Standards) 2021 • TEQSA Guidance Notes: • Education Services for Overseas Students Act 2000 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Disability Discrimination Act (1992) • Disability Standards for Education 2005
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Document Custodian	Audit and Risk Committee
IHM Doc ID	IHM-CIRP1-4.1

Change History

Version Control		Version 4.1
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
	06/09/2021 Version 4	<ul style="list-style-type: none"> • Policy and Procedure are now in two separate documents • Definitions have been added • Minor editorial changes have been made • Clauses on Provision of information to students, classification and escalation process, Privacy and Disclosure, critical incident support, recordkeeping are added • Version 4 approved by Academic Board on December 2021
	24/11/2023 Version 4.1	<ul style="list-style-type: none"> • Transfer into new template • Definitions linked to Glossary of Terms • Minor editorial changes have been made