

PURPOSE

The policy ensures that critical incidents or potential critical incidents that could affect a student's ability to undertake or complete the course in which they are enrolled.

This policy is designed to ensure that Matrix Training:

- a) Meets its Duty of Care as an Education Provider
- b) Is able to respond to a Critical Incident effectively and promptly
- c) Provides appropriate support services to those affected
- d) Applicable information is provided to staff and students

SCOPE

This policy applies to all students and staff. The critical incidents covered in this policy include, but are not limited to, those incidents which occur at our premises and/or training and assessing locations either during or after hours.

DEFINITIONS

A **Critical Incident** is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

Critical incidents may include, but are not limited to:

- Serious injury, illness, or death of a student or staff
- A missing student
- Serious illness, such as any illness which causes the deterioration of the student /staff member's health over time
- Serious Injury which prevents or severely affects the student's ability to complete the course
- Physical or Sexual assault
- Occupation Health & Safety Risk
- Student or Staff witnessing a serious accident or violent act
- Natural disaster
- Fire, bomb-threat, explosion, gas or chemical hazard
- Drug or Alcohol abuse
- Damaging Media attention
- Traumatic events that affect students; such as
- Sexual Assault
- Plague
- Mental Health Crisis
- Drug / Alcohol Overdose

Critical Incident Team means a group of persons specified by MT to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Designated person means any MT 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 staff available of the

incident. In the meantime, however, the designated person may need to assume temporary control of a critical incident site.

Emergency Services include:

- Emergency Services - Police, Fire and Ambulance Phone: 000
- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24-hour crisis counselling line) 131 114
- Poisons Information Centre 13 11 26
- State Emergency Service 03 9256 9000
- Health Department 1800 020 103

POLICY

This policy should not be confused with the standard incident reporting policy that pertain to staff and students contained within the institute.

Should an incident be deemed to meet the above criteria, that incident report can be upgraded to a Critical Incident and be subject to the following information within this policy.

- MT is committed to protecting staff and students in the event of a critical incident and will take appropriate actions to maximise the safety of all staff and students and any other persons involved in the critical incident.
- MT ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident.
- A designated officer and/or critical incident team will manage critical incidents.
- All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.
- Students have received information about health and safety, including critical incidents, in the Student Handbook, and will receive during their orientation as well. This will include information on safety and awareness and how to see assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.
- MT will ensure that appropriate post-incident support is provided as required.
- MT response to critical incidents will always be evaluated and improvements identified and implemented as required.

The MT Critical Incident Response Procedures will address the actual management of a Critical Incident and include the following items:

- The time of the incident
- The type of incident
- Immediately after the incident
- Following the incident
- Post the incident
- Review the Critical Incident management

This policy shall be disseminated to all Staff and Student's to ensure that they are aware of these requirements in the event of a Critical Incident and shall form part of the orientation process.

The students will be provided with information about assistance available and how to seek assistance or, and report any incidents. Assistance will also be available for reporting and seeking assistance through Student Support Services and staff.

Critical Incident Response

- If a member of MT staff believes that a critical incident has occurred, that staff member is required to contact emergency services (if required) and contact the RTO Manager immediately
- The staff member shall contact emergency services (if appropriate) immediately
- Wherever emergency services are required to be contacted all personnel are to be cleared from any dangerous area without delay
- In the instance of injury or onset of illness on premises, MT Student Support Officer or Student Administration should be notified whenever a student or staff member requires assistance
- Contact should be made with the family of any student involved in situation requiring emergency services
- A Critical Incident Report Form is to be completed by the appropriate staff member involved in the incident

The Critical Incident Report Form available on MT website is to contain as much information as possible and indicate the people directly involved in the incident.