



## CRITICAL INCIDENT AND EMERGENCY

### Procedure

#### DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

**Affected person:** An Individual who is, either directly or indirectly, a victim of or otherwise involved in a critical incident

**ACC:** Acronym for the Australian Chiropractic College, also referred to as 'The College'

**Critical incident:** Any event or series of events that is sudden, overwhelming, threatening or protracted, and which includes an event or activity or action that results in, or has the potential to result in serious illness or severe injury or death to a person(s), or inflict serious harm or damage or destruction to a building, or business premises or plant or equipment or data stored therein.

**Damage:** physical harm that impairs the value, usefulness, or normal function of something.

**EAP:** Acronym for Employee Assistance Program – a professional counselling practice engaged by ACC to provide support to employees.

**Harassment:** Means any form of behaviour that is unwelcome, unsolicited, unreciprocated and usually (but not always) repeated. It is behaviour that is likely to offend, humiliate or intimidate. Harassment can be based on any of the attributes listed under the definition of discrimination and for example can include sexual, disability, racial, sexuality or gender based harassment.

**Incident:** In Workplace Health and Safety is a work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred, or could have occurred.

**Individual(s):** ACC staff and students (prospective, current and former), and other individuals associated with the College such as external providers, practicum hosts and contractors.

**Loss:** the feeling of grief after losing someone or something of value.

**NOK:** Acronym for Next of Kin.

**Staff:** Refers to academic and non-academic staff employed by the ACC.

**Student:** An individual person who is formally enrolled to study at the College. The 'individual person' is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Support Services:** Services provided by the ACC, or are available externally, which are designed to provide student academic and personal support.

**Trauma:** The response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope, causes feelings of helplessness, diminishes their sense of self and their ability to feel the full range of emotions and experiences.

While there are no objective criteria to evaluate which events will cause post-trauma symptoms, circumstances typically involve the loss of control, betrayal, abuse of power, helplessness, pain, confusion and/or loss.

## PURPOSE

This procedure provides details for the management of critical or potentially critical incidents at the ACC workplace(s), to minimise risks to health and safety and minimise their impact on people.

## SCOPE

It is applicable to all ACC staff, students, contractors and visitors.

## PROCEDURE

### 1. Crisis management and recovery team (CMR Team)

A Major or Critical Incident is managed by the Crisis Management and Recovery Team (CMR Team). The CMR Team is comprised of the following people:

- General Manager;
- Academic Dean; and
- Nominated professional staff as appropriate.

The CMR Team is responsible for coordinating and managing a response to an incident in order to minimise trauma, loss and damage.

CMR Team also manages recovery from the incident after the incident has moved from the critical phase to the recovery phase.

### 2. Immediate response

The CMR Team will determine:

- What is the incident?
- When and where did it occur?
- Who is involved and who needs assistance?
- What immediate actions need to be taken?

Immediate actions may include:

- Take safety precautions such as turn off power or water.
- Administer first aid.
- Call 000 for emergency services and police as appropriate.
- Evacuate the site (see Fire, Evacuation and Emergency Preparedness Procedures).
- Secure the site.

### 3. Support Plan or Recovery and Restoration Plan

In the first 24 hours the CMR team will:

- Complete the Critical Incident Form (See Appendix A).
- Where appropriate, provide an update to staff and students.
- Engage a media management provider if required.
- Advise any government agencies, including TEQSA, as appropriate.

In the first 48 hours the CMR team will:

- Prepare a high-level support plan for affected individuals of the incident and/or a recovery plan for the specific incident as appropriate.
- Continue frequent communication with stakeholders.
- Engage support services as required.
- Begin to re-establish routines and normal practices.

For the next two weeks, the CMR team will:

- Monitor the implementation of the high level support and or recovery plan/s.
- Continue re-establishing routines and normal practices.
- Continue frequent communication with stakeholders.
- Monitor for delayed reactions.
- Ensure support is provided where needed.
- Report to any government agencies, including TEQSA, as appropriate.

#### **4. Post incident**

Once restoration has been achieved, the CMR team will:

- Agree and activate any ongoing support arrangements.
- Review the causes and response to the incident.
- Make recommendations for any improvements to the Finance and Risk Committee .
- Place an incident record in the records management system to be saved for:
  - two years where the incident does not involve an Individual
  - on the student record or the staff file, stored confidentially where necessary, when the incident involves an Individual. These records are stored in accordance with the Records Management Policy.

## **REPORTING**

The General Manager is responsible to record all incidents in the Incident Register. The General Manager is also responsible to record all critical incidents in the Critical Incident Register. Both Registers include the date, time and nature of the incident, the person(s) involved, the manager responsible for action, the action(s) taken, the outcome(s) and, if relevant, the means of ongoing review.

The General Manager is responsible to review both the Incident Register and the Critical Incident Register on an annual basis, or more frequently if deemed necessary, to identify trends. The General Manager is responsible to implement mitigating measures to respond to identified trends.

All critical incidents are reported to the Financial, Audit and Risk Committee and the Board of Directors on a deidentified basis.

## **IMPLEMENTATION and MONITORING**

The implementation of this procedure is the responsibility of the General Manager.

## **REVIEW**

The Critical Incident Procedure is reviewed every three years.

It is a policy of the ACC that any Policy or Procedure may be reviewed earlier as indicated by internal or external factors (including but not limited to such factors as changes in the guidelines of regulatory authorities,

accreditation/registration requirements of the profession, or relevant legislation at state or federal level) as determined the Board of Directors and/or Academic Board.

### RELATED POLICY DOCUMENTS

- Critical Incident and Emergency Policy
- Workplace Health and Safety Policy and Procedures
- Sexual Assault and Sexual Harassment (SASH) Prevention Policy
- Code of Conduct Policy and Procedures
- Workplace Bullying and Work-Related Violence Policy and Procedures
- Equity and Diversity Policy
- Business Continuity and Disaster Recovery Policy.

### VERSION CONTROL

<b>Document:</b> C011 Critical Incident Policy		
<b>Responsible Officer:</b> General Manager		
Reviewed by: FARC and Academic Board		<b>Date:</b> 9 November 2022
<b>Reviewed and approved by:</b> Board of Directors		<b>Date:</b> 22 November 2022
Reviewed by: FARC and Academic Board		<b>Date:</b> February 2023
<b>Reviewed and approved by:</b> Board of Directors		<b>Date:</b> 2 March 2023
<b>Version:</b> V2.1	<b>Replaces Version(s):</b> V2.0	<b>Next Review:</b> March 2026
<b>HESF</b>	2.3 Wellbeing and Safety	2.3.5
<b>Nature of Change</b>	November 2022 <ul style="list-style-type: none"> <li>• Separate the Critical Incident Policy from the Work, Health and Safety Policy</li> </ul> March 2023 <ul style="list-style-type: none"> <li>• Include the requirement to record any police report and include details of the responding officer/law enforcement</li> <li>• Include the HESF reference in the Version Control Table.</li> </ul>	

## ACC - CRITICAL INCIDENT FORM

General Manager to Complete			
<b>Date of the incident</b>			
<b>Time of the incident</b>			
<b>Details of the incident</b>  (Describe events prior to and during the incident)	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <p style="margin-top: 10px;">Please attach photos or other evidence available.</p> <p>(if more space is required please attach addition detail to the back of this form)</p>		
<b>Incident reported by</b>	Name:	Contact details:	Statement provided <input type="checkbox"/> Yes <input type="checkbox"/> No  (If yes, attach to form)
<b>Affected Individual/s</b>	Name:	Contact details:	Statement provided <input type="checkbox"/> Yes <input type="checkbox"/> No  (If yes, attach to form)
	Name:	Contact details:	Statement provided <input type="checkbox"/> Yes <input type="checkbox"/> No  (If yes, attach to form)
<b>Witness/es</b>	Name:	Contact details:	Statement provided <input type="checkbox"/> Yes <input type="checkbox"/> No  (If yes, attach to form)
	Name:	Contact details:	Statement provided <input type="checkbox"/> Yes <input type="checkbox"/> No  (If yes, attach to form)
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## ACC - CRITICAL INCIDENT FORM

General Manager to Complete																								
<b>Where any of these services required (tick if yes)</b>	<input type="checkbox"/> Police <input type="checkbox"/> Ambulance <input type="checkbox"/> Fire <input type="checkbox"/> Mental Health Triage <input type="checkbox"/> Hospital attendance  If Police is ticked, attach the relevant police report and record contact details of respnding officer/law enforcement below:  Name: _____ Police station: _____ Contact phone number: _____																							
<b>Consent to notify Next of Kin</b>	<input type="checkbox"/> Consent provided <input type="checkbox"/> Consent denied <input type="checkbox"/> Not applicable  <input type="checkbox"/> Consent deemed to be provided (Individual unable to provide or deny consent)  (If consent is provided, or deemed to be provided, attach details of the information provided to the NOK and record any agreed actions)																							
<b>Immediate action taken</b>	_____ _____ _____  (if more space is required please attach addition detail to the back of this form)																							
<b>Details of the Support and/or Recovery Plan</b>	_____ _____ _____  (if more space is required please attach addition detail to the back of this form)																							
<b>Outcome of the review of the cause/s and response to the incident</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Agreed actions</th> <th style="width: 15%;">Responsible person</th> <th style="width: 15%;">Due date</th> <th style="width: 20%;">Completed (Yes/No)</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Agreed actions	Responsible person	Due date	Completed (Yes/No)																			
Agreed actions	Responsible person	Due date	Completed (Yes/No)																					
<b>Further recommendations for consideration</b>	_____ _____ _____  (if more space is required please attach addition detail to the back of this form)																							
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