



American College Pty Ltd T/A  
AMERICAN COLLEGE

## **Critical Incident Policy**

### **Overview**

American College will ensure that appropriate infrastructure is in place to ensure the provision of all necessary support services in the event of a critical incident occurring.

This document outlines American College's policy, support mechanisms and procedures for managing a critical incident.

This policy will ensure that American College has:

- An effective approach in responding to critical incidents as they occur
- Appropriate support and counselling services available to those affected
- Appropriate training and information resources provided to staff.

### **1. Definition**

A critical incident is defined by the National Code of Practice 2007 (under Standard 6) as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, 'fear or injury'.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- Social issues e.g. sexual assault, drug use, alcohol abuse.

### **2. Critical Incident Team**

American College has a Critical Incident Team to assist the Director in the prevention and management of critical incidents at American College, on/ off campus in the case of an overseas student for whom American College has undertaken care responsibilities.



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The Director is the Critical Incident Team leader. The student will be supported by American College's staff and a **student representative** who are briefed on this policy at their induction and at follow up meetings and workshops.

**24hr Contact Number – Director of American College - 0450 499 357 (Dr. Bernard Malik)**

***In the event of an emergency, please dial 000***

**3. The responsibilities of the team include:**

- risk assessment of hazards and situations which may require emergency
- action
- analysis of requirements to address these hazards
- establishment of liaison with all relevant emergency services e.g. police, fire and rescue, crime stoppers, ambulance, state emergency, national security hotline ( These numbers will be displayed on the notice board in American College's office)
- 24 hour access to contact details for all students and their families
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Director
- development of a critical incident plan for each critical incident identified
- assisting with implementation of critical incident plans
- dissemination of planned procedures to staff and students as necessary
- organisation of practice drills
- coordination of appropriate staff development
- regular review of critical incident plans

**4. Record Keeping:**

The Critical Incident Team Leader or a nominated person by the Director from the Critical Incident Team **is responsible to document the incident in the Incident Register along with the actions that are taken.**