

# CRITICAL INCIDENT POLICY AND ASSOCIATED PROCEDURES

## RESPONSIBILITIES

This policy and associated procedures outline KII's approach to managing critical incidents.

This policy and associated procedures meet the requirements of Standard 4.3 of the Outcome Standards for RTOs and compliance with other requirements in the Compliance Requirements, as well as Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## POLICY STATEMENTS

### APPROACH TO CRITICAL INCIDENTS

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating eg. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

KII is committed to the health and safety of staff and students. This includes having measures in place to ensure the safety of staff, students and visitors in the event of a critical incident.

At the time of the critical incident, a critical incident team will be established to manage the critical incident. The make-up of the team will depend on staff availability at the time of the incident.

Staff will be trained in the management of critical incidents and students will also receive information about critical incidents management. This will include how to seek assistance for and report a critical incident.

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.

Post-incident support will be provided to all persons involved in the critical incident.

KII response to critical incidents will be evaluated following each critical incident. Any improvements identified will be implemented as required.

All records of critical incidents will be filed.

# PROCEDURES

## 1. RESPOND TO A CRITICAL INCIDENT

- 1.1 Immediately call the emergency services on 000 in the event of death or an immediate threat to the life of a person or to property.
- 1.2 Action evacuation procedures if required.
- 1.3 Immediately report incident to a member of KII's management team.
- 1.4 Establish a Critical Incident Team who will meet immediately following the incident to assess the facts of the situation, who has been affected and discuss the priorities and actions to be taken. Roles and responsibilities will be allocated.
- 1.5 Assess required actions which may include but are not limited to:
  - alerting emergency contacts
  - nominating a member of the Critical Incident Team to be a main point of contact
  - liaising with external agencies, including emergency services
  - issuing a media release advising of the situation
  - informing all staff and students of the critical incident situation
  - regularly updating all staff and students of the critical incident situation
  - organising emergency counselling for those affected
  - providing details of support services that can be provided
  - seeking legal advice
  - assisting students with insurance claims.
- 1.6 Document all actions in a critical incident action plan.
- 1.7 Implement the critical incident action plan.
- 1.8 Adjust the critical incident action plan as required.

## 2. EVALUATE CRITICAL INCIDENTS

- 2.1 The Critical Incident Team formed for the specific critical incident will meet as soon as possible after the critical incident to complete all of the following actions.
- 2.2 Review the actions taken and perceived effectiveness of the response.
- 2.3 Identify any recommendations for improvement.
- 2.4 Action recommendations for improvement.

### 3. FIRE EMERGENCY

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

- When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
- Do not stand down wind or downhill of a fire.
- If there is any chance of chemicals or explosives in the fire, evacuate the area.
- If there is any doubt about it being an electrical fire, treat it as an electrical fire.
- If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
- You must notify your name, type of emergency, location of the emergency and assistance required.
- Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point

### 4. EVACUATION PROCEDURE

In the event of an emergency situation eg: a fire, bomb threat, gas leak etc... each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, eg alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
  - a. follow the Fire Warden to the Evacuation Meeting Point
  - b. leave the building in an orderly manner, and
  - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point Fire Warden will provide further instructions from the Fire Warden or the Emergency Services.
4. Do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

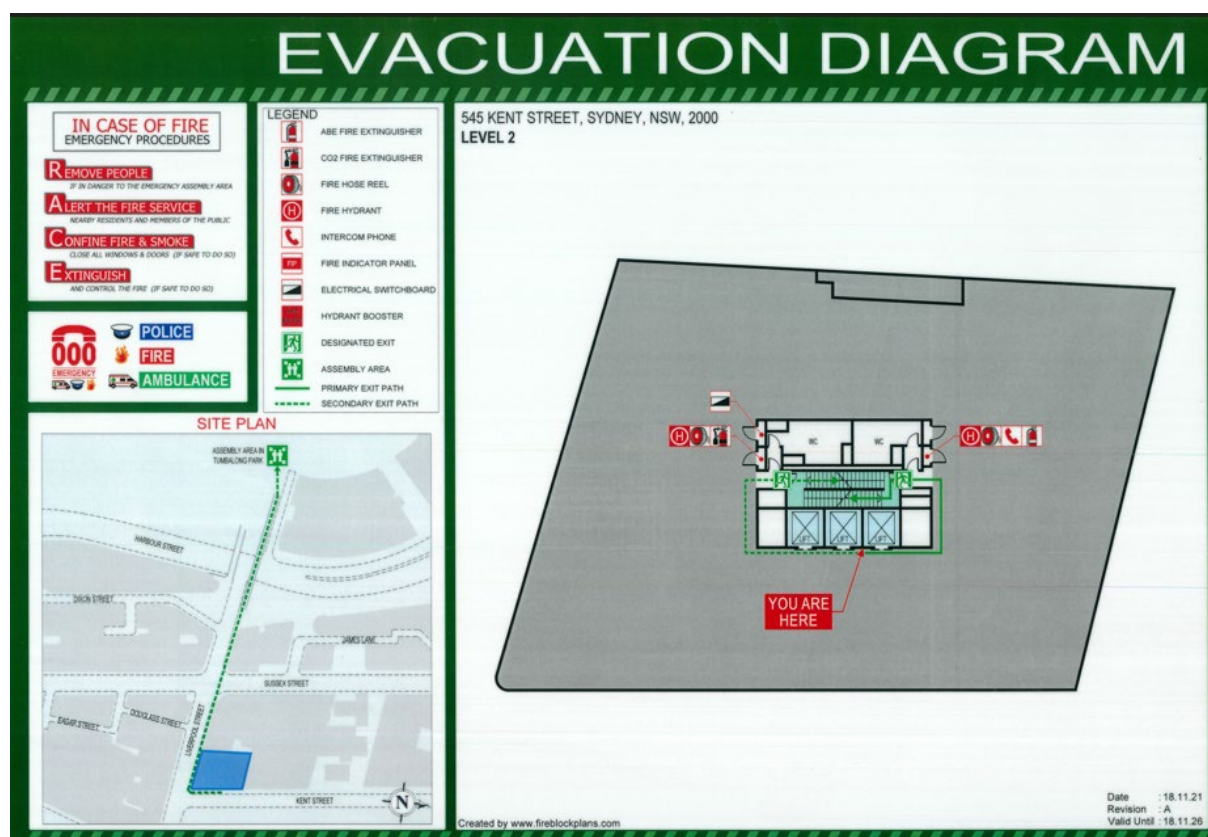
### RESPONSIBILITIES

The CEO is responsible for coordinating the critical incident response.

The Operations Manager is responsible for assisting with the critical incident response.

Fire warden is responsible for the evacuation procedure in case of emergency or fire.

Fire warden is also responsible for calling emergency services as required in the event of a critical incident and notifying the management team.



## FLOOR PLANS

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