

IEFT CRITICAL INCIDENT POLICY

PURPOSE

This document articulates IEFT's Critical Incident Policy and ensures the interests of students, staff and their families are protected in the case of a critical incident.

SCOPE

This policy applies to all critical incidents that occur within or outside Australia which affect IEFT's students and staff.

DEFINITIONS

A Critical Incident means a traumatic event, or the threat of such (within or outside the campus), which causes extreme stress, fear, or injury to IEFT's students and staff, or a member of the public. Critical incidents are not limited to, but could include:

- a student death;
- a serious injury (for example, as a result of a traffic accident, violence, sexual assault, drug or alcohol abuse);
- an illness which has a seriously detrimental impact on a student's mental or physical health;
- a missing student (neither staff nor any of the student's friends have been able to make any contact with the student for a period in excess of 24 hours);
- an act of terrorism;
- other events, such as a natural disaster, an emerging epidemic or outbreak of disease (for example, SARS or Bird Flu), a global financial crisis, an outbreak of conflict between nations, or any other event that might impact on the health and safety of students;
- non-life threatening events that may also constitute critical incidents (for example, bullying, sexual harassment, theft); and/or
- a challenging incident in a student's Work-Integrated Learning activity.

The **Critical Incident Response Team** means the group convened by the CEO for the purpose of responding, advising and assisting in the event of a critical incident and its impact on the IEFT community.

RESPONSIBILITIES

The **CEO** is responsible for:

1. Ensuring that all IEFT staff are familiar with this policy, and are given ongoing training to ensure they can respond appropriately to critical incidents.
2. Ensuring at least two members of staff have successfully completed an accredited first aid training course.
3. Developing and documenting agreed protocols (including emergency contact details for key personnel) for engagement with external parties, including (but not limited to):
 - parents, partners and/or relatives of the person(s) involved;
 - Work-Integrated Learning agreements between IEFT and host organisations;
 - police and emergency services;
 - hospitals and medical staff;
 - relevant State and local Government authorities;
 - professionally accredited and registered counsellors; and
 - other groups as required.
4. Establishing the Critical Incident Response Team and:
 - ensuring that the team has the required expertise and training to respond promptly, professionally and effectively to critical incidents;

- allocating individual roles and responsibilities to team members in advance of a critical incident, including an executive role for management and communication.
5. Convening regular meetings of the Critical Incident Response Team to review incident scenarios and the Critical Incident Register, including actions taken.
 6. Briefing the Chair of the Board of Directors about any critical incident as soon as it is contained.

POLICY

1. IEFT accepts its responsibility to be as prepared as possible for critical incidents that may involve or impact on members of the IEFT community.
2. IEFT will plan, trial, review and improve protocols for management of critical incidents.
3. In the event of a critical incident, IEFT staff will follow the Media and Communication Policy. IEFT staff members discuss critical incidents with the CEO, the Dean (Emotionally Focused Therapy) and / or members of the Critical Incident Response Team.
4. In the event of a critical incident occurring in a Work-Integrated Learning activity, IEFT will proactively contact the host organisation and offer support to the affected student(s) and supervisor;
5. In the event of a seriously injured, ill or deceased student, IEFT's overriding objective is to provide a high level of assistance and support to parents, partners and/or family members.
6. All students are required to advise IEFT of their up-to date contact details, including emergency contacts. These details are regularly audited by all staff, the Dean (Emotionally Focused Therapy), the Course Co-ordinator, lecturers and tutors, and administration staff, in every one-to-one engagement with students.
7. IEFT values the privacy of every individual and is determined to protect the personal information of all students and staff.

DOCUMENTATION

Relevant aspects of critical incidents are recorded in the Critical Incident Register.

A formal briefing will be provided to the Chair, Board of Directors, as soon as is practicable.

RELATED

Critical Incident Procedure
 Critical Incident Register
 Privacy Policy
 Student Records Management Policy
 Student Welfare and Support Policy
 Student Welfare and Support Procedure
 Media and Communication Policy
 Workplace Health and Safety Policy
 Work-Integrated Learning Policy

Version Control

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Approved by:	Academic Board			Date:	2017/03/07
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