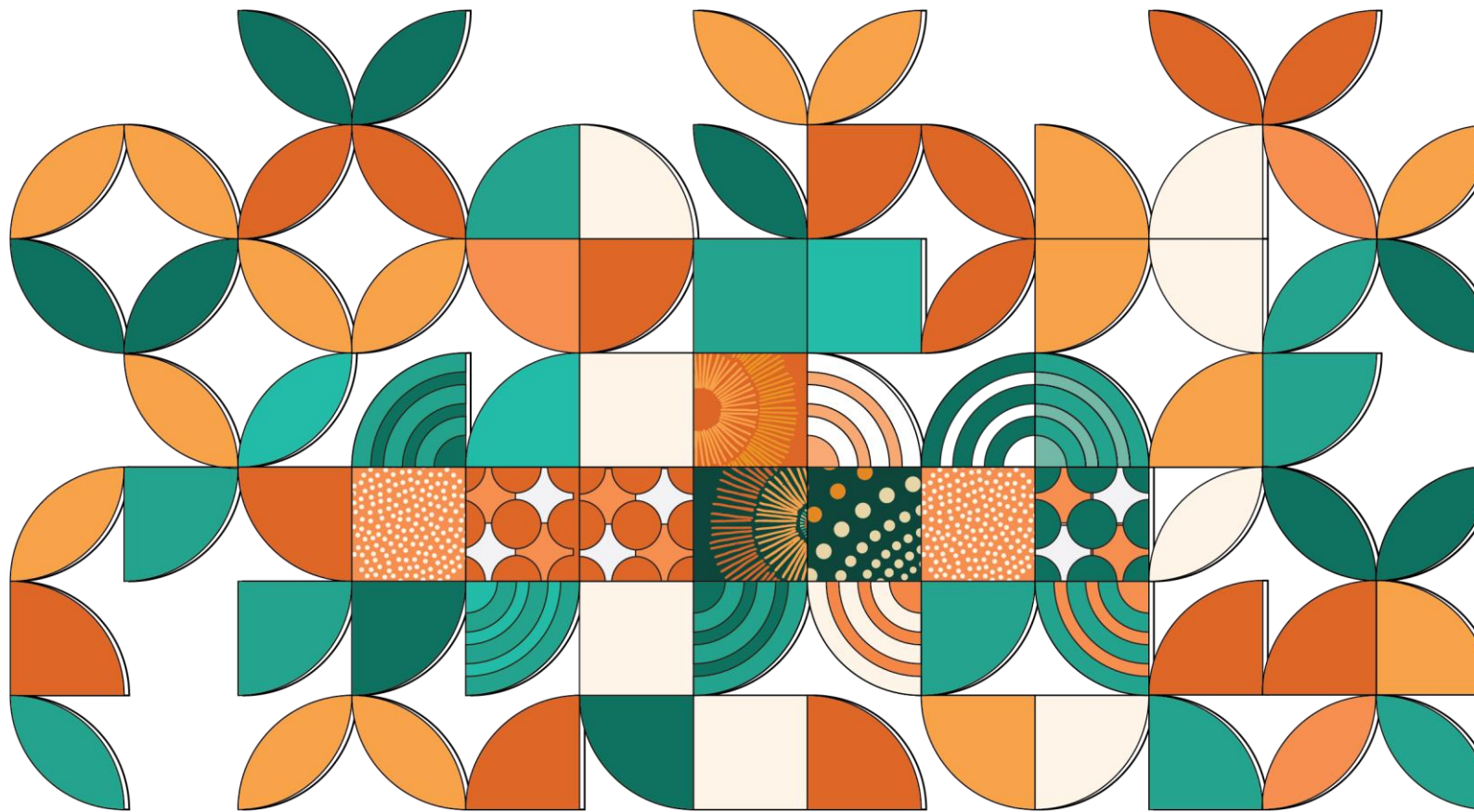# Critical Incident Response Policy

SECTION 1

1. Purpose

1.1 The purpose of this policy is to manage critical incidents effectively by outlining strategies for prevention, documentation, communication, and corrective actions at the Institute of Health and Nursing Australia (IHNA). It details the steps to be taken in response to any critical incidents that may arise at IHNA campuses in Australia or overseas, including locations where IHNA students are studying as part of their course. The policy ensures that IHNA:

a. meets its duty of care obligations to provide a safe environment and to have in place the highest possible standards of health and safety for Staff and Students, and other persons working at or visiting the Institute;

b. identifying and preventing critical incidents, disaster or crisis incidents and responding swiftly and effectively in such an event(s);

c. allocating appropriate resources and building relationships to manage incidents and critical incidents in compliance with IHNA's obligations and standards;

d. evaluating the effectiveness, adequacy, and ongoing suitability of its incident and critical incident responses consistently.

1.2 In the event of a Critical Incident, staff and students should follow this policy and exercise common sense, ensuring that the welfare and safety of all concerned are given priority.

2. Definitions

2.1 Refer to IHNA's Glossary of Terms.

SECTION 2

3. Policy Principles

3.1 **Duty of care:** IHNA has a duty of care to provide a safe environment for work and study and to take all reasonable measures to minimise the risk of harm and to have in place contingency plans that will minimise and prevent the occurrence of critical incidents. IHNA's duty of care extends to all people who are attending IHNA facilities for authorised purposes or who are undertaking activities related to their employment and study with IHNA. In the case of overseas students, the duty of care extends beyond activities directly related to study. IHNA has specific responsibilities to the overall well-being of all students.

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3.2 **Comprehensive approach:** IHNA establishes a risk-based, systematic approach to managing critical incidents and emergency events.

3.3 **Timely and responsive communication:** IHNA has a coordinated, institutional response to critical incidents which is communicated in a timely and responsive manner to all students, staff and third-party providers of IHNA.

4. Responsibility

4.1 A member of staff, student or visitor involved in witnessing or becoming aware of a Critical Incident must immediately contact the relevant campus using the phone numbers listed below. Where the Critical Incident involves a threat to the Institute as a whole, the Campus Manager/Deputy Campus Manager on each campus should be notified immediately. The Campus Manager/Deputy Campus Manager has the overall responsibility to ensure the effective implementation of this policy.

4.2 The responsibilities of the Critical Incident Team are enumerated further below:

a. Identifying the cause of the Critical Incident circumstance, assessing, and controlling any further risk;

b. Risk assessment of hazards and situations which may require emergency action; Implementing, monitoring, and maintaining risk control measures;

c. Analysis of requirements to address these hazards;

d. Establishment of liaison with all relevant emergency services e.g., police, fire brigade, ambulance, community emergency services, hospital, poisons information Centre, community health services and/or Department of Home Affairs;

e. Ensuring the well-being of Staff and Students following the Critical Incident;

f. Arranging Counselling or Trauma Services following the Critical Incident should the student request it. Counselling can be arranged should the Critical Incident Team leader deem it relevant;

g. 24-hour access to contact details for all students and their families;

h. 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g., Critical Incident Team leader (Campus Manager/Deputy Campus Manager);

i. Development of a Critical Incident Plan for each critical incident identified;

j. Dissemination of planned procedures;

k. Organisation of practice drills;

l. Coordination of appropriate staff development;

m. Implementation of this policy;

n.   Consulting with Staff and Students on Critical Incident practices;

o.   Liaison with Emergency Response Authorities;

p.   Liaison with the Department of Education and the Department of Employment, the Australian Department of Home Affairs and other relevant agencies;

q.   Regularly monitoring the effectiveness of the Critical Incident response and updating any response measures to ensure ongoing support of the student.

5.   Reporting a Critical Incident to Emergency Services

5.1   In the event of a critical incident, a staff member, student or visitor must contact the relevant Emergency Services at the following numbers.

Emergency Services	Contact Number
Police/Life-threatening emergencies	000
Fire Emergencies	000
Ambulance/Life threatening emergency/injury	000

6.   Contact numbers for IHNA campuses

6.1   The Campus Manager/Deputy Campus Manager can be contacted on the following numbers. The Campus Manager/Deputy Campus Manager will attend the incident, provide a report to Emergency Services regarding the same.

Campus/Office Location	Address	Contact Number (24/7)
Head Office and Online Learning Centre	Level 1, 76 – 80 Turnham Avenue, Rosanna, Victoria 3084, Australia	1800 225 283
Melbourne CBD Campus	Level 4 and 10, 399 Lonsdale Street, Melbourne, Victoria 3000, Australia	+61 3 9455 4444
Melbourne CBD Campus	Level 6, 131 Queen Street, Melbourne, VIC 3000, Australia	+61 3 9455 4444

Melbourne Heidelberg Campus	597-599 Upper Heidelberg Road, Heidelberg Heights VIC 3081, Australia	+61 3 9450 5100
Sydney Campus	Level 7, 33 Argyle Street, Parramatta, NSW 2150, Australia	+61 2 8228 6400
Perth Campus	Level 2 & 4, 12 St Georges Terrace, Perth,WA – 6000, Australia	+61 8 6212 8200
Brisbane Campus	Level 3, 59 Adelaide Street, Brisbane QLD 4000, Australia	+61 7 3123 4000

SECTION 3

7. Associated Information

Related Internal Documents	• Risk Management Policy • Risk Management Procedure • Risk management Framework • HCI Business Code of Conduct and Ethics • IHNA Risk Register • Critical Incident Report form
Related Legislation, Standards, and Codes	• National Vocational Education and Training Regulator Act 2011 (NVR Act 2011) • Education Services for Overseas Students Act 2000 (ESOS Act) • Standards for Registered Training Organisations 2015 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) • Enrolled Nurse Accreditation Standard 2017 • VET Student Loan Act 2016 • Skills First Quality Charter • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)
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Committee Responsible	Quality Assurance Team
IHNA DocID	IHNA-CIRP1-3.0
Department	Quality Assurance
SRTO2015 Stds and sub-standards	Standards for RTOs 2015 Standard 1 - Clause 1.7 Standard 4, 5 and 6

8.   Change History

Version Control		Version 3.0
Version No.	**Date**	**Brief description of the change, incl. version number, changes, who considered, approved, etc.**
V.2.0	12/03/2021	Separated Policy document from Procedure, revised and updated with pertinent sections?
V.3.0	12/07/2024	Revised, edited with minor changes, updated in new template and logo, moved definitions into the Glossary of Terms, Updated the campus contact number

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