CRITICAL INCIDENT PROCEDURE

SECTION D - PROCEDURE

Related Policy

Critical Incident Policy

D.1   Procedure

Responsible	Procedure Steps			W/I
	1	**Initial Response Procedure**		
Most Senior Staff Member		1.1	Assess the situation and consider any apparent risks to your own safety and the safety of others. Where you consider a critical incident to be apparent or likely, you must alert a member of the Critical Incident Management Team (CIM). This includes where a critical incident or emergency occurs, causing disruption to the welfare arrangements of an under 18 student. In this instance alternate arrangements will be approved in accordance with the **Homestay and Residence Placement, Arrival and Transfer Policy**.	
		1.2	Provided there is no threat to personal safety in doing so, take steps to minimise further damage or injury. This may involve organising bystanders to provide support.	
Critical Incident Management Team Member		1.3	Assume responsibility for re-assessing the incident. Deal with matters of immediate urgency e.g. establishing clear lines of communication with emergency services, media liaison, briefing switchboard staff, informing the school community, the Homestay Host and determining who needs to be contacted.	
		1.4	Contact other CIM Team members as appropriate and, where considered necessary, arrange a CIM Team meeting to discuss and plan next actions to be taken. Timing of the meeting is dependent on the urgency of the situation and decisions required to be taken.	
		1.5	As soon as practical prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk.	
	2	**Follow-up Procedures**		

Responsible	Procedure Steps			W/I
Critical Incident Management Team		**2.1**	With assistance from others as required, provide ongoing support to persons affected and seek to restore college routines. This process may include the following: • Providing accurate and up to date information to the College community • Providing ongoing support for students and staff members as required (refer Critical Incident Follow-up Work Instruction) • Fees issue to be resolved if student cannot continue with their studies including refund of fees to pay repatriation or associated expenses if necessary	
		2.2	Organise a de-briefing to evaluate response procedures, make recommendations for handling future critical incidents and identify professional development and training needs which may need to be addressed as a result of the incident.	
College Director/ Manager, Student Services		**2.3**	Ensure thorough records are kept of the incident and the action taken and placed in a local file created specifically for the purpose, and also on relevant student files, where applicable (refer Critical Incident Follow-up Work Instruction).	

D.2   Supporting Documentation

Related material	Location
Critical Incident Follow-up Work Instruction	

Form templates	Retention time	Location
Critical Incident Report Cover Sheet	Destroy 5 years after last action	Share point
Navitas Health and Safety Incident Report		Navitas Intranet

Records (including completed forms)	Retention time	Location
Critical Incident Report	Dependent on incident type	

D.3 Version Control

Current Version Number	2.0
Date of Effect	04/2023
Privilege Level	Public

APPENDIX 1

CRITICAL INCIDENT MANAGEMENT TEAM	RETAIN COPIES AT WORK AND HOME

MEMBERSHIP				
Matt Stanton	8356 1561	0434 738 400	Chris Paleologos	0482 163 796
Miri Kim		0425 111 324	Kylie Jonas	0432 200 317
Leeanne D'Arville		0491 052 487	Meredith Biggs	0427 222 912
Mona Umapathy	0482 183 020	0478 072 002		

The Critical Incident Policy covers students and staff members working in educational programmes delivered by SAIBT and CELUSA. It is available in electronic form on SharePoint and members of the CIM team are required to be familiar with it.

The membership of the CIM team is necessarily large as not all members will be contactable when an emergency occurs, and the team required may be different dependent on the circumstances.

The CIM team may additionally co-opt others as the situation demands.

The College Director, update membership of the CIM team annually in January or as staff movements dictate.

Emergency Numbers	
Fire, Police and Ambulance	000
Police Headquarters (24 hours)	131 444
UniSA Campus Security	ext. 88888 or 1800 500 911
UniSA Health Medical Clinic Lv 2, Centenary Building, City East Campus	1300 172 996
Lifeline (24 hour crisis)	131 114
Crime Stoppers SA	1800 333 000
Domestic Violence Helpline	1800 800 098
Alcohol & Drug Information Service	1300 131 340
Royal Adelaide Hospital	8222 4000
Legal Help Line	1300 366 424
National Security Hotline	1800 123 400
Assessment and Crisis Intervention Service (Mental Health)	131 465
Flinders Medical Centre	8204 5511
Women's and Children's Hospital	8161 7000
Poisons Information Centre	131126
Crisis Care (after hours and emergency help)	131611
Rape and Sexual Assault Service	8226 8787 or (freecall) 1800 817 421
Translating and Interpreting Service	13 14 50
State Emergency Service	132500
For translation service in an emergency situation dial	**1300 655 010**