



## **AIM Critical Incident Policy**

### **Overview**

#### **1. Introduction**

A critical incident is defined as a tragic or traumatic event or situation affecting a student or staff member, which has the potential to result in emotional reactions in the Institute community, for example, death or serious injury.

#### **Description**

#### **2. Policy**

AIM recognises that, in the event of a critical incident, appropriate infrastructure must be in place to ensure the provision of all necessary support services. Each section is expected to have documented relevant procedures.

#### **3. Reporting**

##### **3.1 On-campus Incidents**

3.1.1 If the incident is on campus and involves death, serious injury or a threat to life or property, contact Reception A or B Tel (9215 5400 or 9219 5423).

3.1.2 The reception staff will assess the nature of the incident and contact the Chief Operating Officer or the Registrar.

##### **3.2 Off-campus Incidents**

3.2.1 If the critical incident involves a student and is off-campus, the person receiving the information must immediately contact the Chief Operating Officer (ph 9219 5466) or the Registrar (ph 9219 5401), who will communicate with other staff as appropriate.

3.2.2 If the critical incident involves a staff member, the person receiving the information must immediately contact the Chief Operating Officer and Registrar.

#### **4. Key Details to be Reported**

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

#### **5. Checklist for Staff Managing Critical Incidents**

5.1 The Chief Operating Officer and Registrar will seek information about the incident and will request that the information is not immediately made public.

5.2 The Chief Operating Officer and Registrar or nominee will then call a meeting with the following staff or their nominees:

For incidents involving students:

- Dean
- Associate Dean
- Associate Registrar

For incidents involving staff:

- Dean
- Associate Dean

5.3 Other staff (or nominees) would be included as appropriate, e.g.

- Dean
- Associate Dean
- Head of Departments from appropriate department
- Course Coordinators (where appropriate)

#### **6. Response Checklist**

6.1 As soon as possible, the Registrar and Chief Operating Officer will liaise with relevant staff to prepare a communication plan and nominate a spokesperson.

6.2 Communication:

- plan a response and ongoing strategies including individual roles and responsibilities
- liaise with police, doctors, hospital staff and other relevant professionals
- determine if legal assistance might be required and refer accordingly
- provide follow-up condolence letters to family
- complete an incident report for the Dean and Associate Dean

### 6.3 Support for family, friends and staff:

- contact the next of kin and ensure support is provided to family and friends
- make arrangements for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services
- if necessary, make arrangements for affected staff, e.g. leave

### 6.4 For incidents involving students:

- if the incident occurs during semester, contact the relevant department to make appropriate arrangements for students (eg. release from classes, rescheduling assessments or exams)
- if the incident occurs during semester and a student is unable to continue with studies, make arrangements for withdrawal without penalty and refund of fees if appropriate
- in the case of death, notify the emergency contact provided by the student
- relevant department
- Library

#### 6.4.1 Additional procedures for international students:

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires AIM to notify the Australian Government (currently DIMIA) as soon as practical after the incident.

In the case of a student's death or other absence affecting the student's attendance at AIM, the Education provider Liaison Officer at the DICA office should be contacted by phone prior to reporting via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, AIM may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

### 6.5 For incidents involving staff:

- make follow-up contact to assess whether further help is required.
- in the case of a staff death, notify -
  - Dean and Associate Dean
  - Heads of Department
  - Payroll