

The Institute recognises that, in the event of a critical incident occurring, it has responsibility to support those involved with the service at the time of the critical incident. In accordance with legislative requirements The Institute will maintain a folder for Critical Incidents.

Definition

A critical incident is an event that is out of the ordinary and is perceived by an individual as threatening and traumatic. Examples may include:

- a) Death
- b) Threat to life or property, either naturally occurring or intentional
- c) Fire, requiring a response from the CFA
- d) Assault causing major threat or physical harm to another person
- e) Damage to property that could lead to an individual being seriously harmed
- f) Risk of harm to self

Staff will report every critical incident and any persons involved will have the option of participating in debriefing. The Institute will ensure that all critical incidents are documented and filed.

Debriefing

Debriefing is a formal process following a critical incident that benefits those involved in the incident. Debriefing is usually a single consultation that may or may not lead to referral for further counselling or action. All members of staff, clients, students, volunteers and visitors while involved with The Institute and others who may from time to time be present during a critical incident will be offered the opportunity for support and counselling from an accredited psychologist or social worker.

Debriefing is optional and may be requested by either/or any individual involved in the incident or the manager. Any person involved in an incident may request own gender support.

Critical Incident Procedures

The staff/trainer on duty at the time of the incident at that particular location shall become the Incident Contact Person. The Incident Contact Person shall:

- a) Ensure all persons are safe from further harm
- b) Notify relevant bodies and contact the Student Administration or, in his absence, the Manager on duty
- c) If appropriate contact the individual's family

The Incident Contact Person will be responsible for recording the critical incident and ensuring all relevant documentation is completed. Debriefing should occur within 12 hours of the incident. The RTO Manager will:

- a) Ensure support is provided for those undertaking debriefing, both before and after each session
- b) Provide follow-up liaison with relevant bodies and make appointments for external support if considered necessary
- c) Meet with all staff and clients to advise them of the incident, outcomes and support strategies in place.

The Critical Incident Report Form

The report will be a full detail of the incident and shall include:

- a) Date and time of the incident
- b) Those present at the time of the incident
- c) The damage, if any, that was incurred as a result of the incident
- d) A record of any eyewitness accounts to the incident and any events leading up to the incident or resulting from the incident
- e) Any relevant bodies contacted
- f) The follow-up processes that were initiated at the time of the incident or soon after

In the event of a critical incident occurring whilst a staff member is involved in any off-site activity on behalf of the Institute, the staff member must still complete a Critical Incident Report. All reports will be submitted to the Chief Executive Officer.