



Critical Incident Policy and Procedure

1. Background

A requirement of the National Code¹ Standards 6 is that the International Screen Academy (ISA) has a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

This policy is intended to provide a framework for the response to, and management of, critical incidents that pertain to all students studying with ISA.

2. Definition

The National Code, defines a critical incident as 'a traumatic event, or the treatment of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to:

- missing student;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster both within Australia or home country; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life threatening events could still qualify as critical incidents.

3. Policy

Priority will be given to responding to and managing critical incidents. The critical incident team includes Managing Director, Heads of Department and Technical Manager, Equipment and Facility. These staff members are designated to assist in the prevention and management of critical incidents at ISA, or off campus in the case of an overseas student for whom ISA has undertaken care responsibilities or other students and staff involved in ISA-related activities.

The responsibilities of the team include:

- risk assessment of hazards and situations which may require emergency action,
- analysis of requirements to address these hazards,
- establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services,

¹ The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code)

- access to contact details for all students and their families (for overseas students this includes consular staff, embassies, interpreter services) and for all relevant staff members needed in the event of a critical incident,
- development of a critical incident plan for each critical incident identified,
- assisting with implementation of critical incident plans,
- dissemination of planned procedures (including provision of a brief summary of the Critical Incident Policy and highlighting the critical incident contact person for distribution to all students, and especially international students),
- co-ordination of appropriate faculty and staff development, and
- regular review of critical incident plans (including an annual review of contact numbers to ensure they are up-to-date).

The Technical Manager, Equipment and Facility is the Critical Incident Coordinator at ISA and team leader for coordinating critical incident actions including;

- guiding critical incident response,
- management from first report of an incident to completion of the response,
- development and management of a plan for each critical incident identified,
- review and evaluation of responses to the incident,
- ensuring a record of incident has been made and filed as appropriate.

Other than the Managing Director, members of ISA staff must not communicate with the media concerning a critical incident unless they are approved by the Managing Director to be a spokesperson in relation to the incident.

4. Procedure

1. In the event of a critical incident, the following steps must be taken to ensure safety and well-being of all students and staff.
 - Evacuate building, if necessary;
 - Contact emergency services as appropriate;
 - Advise Critical Incident Coordinator and/or Managing Director.
2. The Critical Incident Coordinator will:
 - Provide all those affected by the incident with access to factual information;
 - Coordinate the de-briefing of those affected within 8 hours of the incident;
 - In the case of international students advise Department of Immigration and Citizenship and student's family, if appropriate.
 - Liaise with emergency services or authorities, if required.
 - Monitor the need for counselling for those affected by the incident and facilitate, if required. On-going assessment should be made for additional support from outside agencies.
3. Record of incident to be made and stored in administration and/or student files.
4. Review of procedure to occur annually. In the event of a critical incident a review should be conducted initially within 2 weeks and then monthly as deemed necessary.

5. Publication and Version Control

Staff and students are advised of this policy through publication on the ISA's website.

Version	Amendments	Approval	Date Approved
2	Removing Creative Director and adding Technical Manager, Equipment and Facility	Managing Director	12/5/15