

Safety, Emergency and Critical Incident Policy and Procedure

1 Purpose and scope

This policy provides a framework for providing a safe and secure learning and working environment. AIE Institute is committed to ensuring students can study and learn and staff can work without risk of injury or illness arising from the environment. It covers adverse unanticipated events and their management. Business Continuity Planning (including Disaster Recovery) is a separate related policy and procedure.

This policy and procedure applies to all members of AIE Institute's higher education community, visitors, contractors and all buildings owned or operated by AIE Institute.

2 Objectives

AIE Institute is committed to the safety and security of all members of its community, particularly student safety. Student safety is considered as a high priority and a foundation of the student experience for study and learning. AIE Institute:

- a. Maintains compliance with regulatory requirements, such as health and safety legislation
- b. Provides a safe and secure work and study environment to prevent injury
- c. Identifies, monitors and reports on health and safety risks via AIE Institute's risk register
- d. Distributes health, safety and security information
- e. Promotes a smoke-free environment
- f. Provides a crime-free environment
- g. Ensures that essential infrastructure and functions are restored as soon as possible in the event of safety, emergency or critical situations.

3 Implementation

The CEO is responsible for emergency procedures and the safety of AIE Institute's higher education community. Planning for emergencies is important to ensure that responses are timely and appropriate. Safety and security responsibilities are shared by all members of the AIE Institute community and responsible persons work together to ensure high standards are maintained for all people within the workplace.

It is acknowledged that international students may be especially vulnerable by being away from their own home support networks in a new country and can face higher safety and security hazards than their domestic student peers.

4 Procedure

4.1 Obligations

4.1.1 AIE Institute responsibilities

- a. Maintaining regulatory compliance and the identification and control of workplace hazards
- b. Maintaining buildings, facilities and systems, and the purchase of necessary materials and equipment that comply with regulatory requirements

- c. Providing appropriate resources to ensure safety and security is maintained
- d. Providing information, training, and supervision that allow all staff and students to perform their work in a safe manner
- e. Managing potential emergencies via appropriate systems, and reviewing these regularly.

4.1.2 Staff responsibilities

- a. Undertaking duties and activities in a manner that complies with safety and security requirements, and that do not adversely affect the wellbeing of others
- b. Promoting and supporting safety and security amongst staff and students
- c. Distributing this policy as part of induction processes
- d. Acting in accordance with the purpose and objectives in this policy
- e. Organising, monitoring and undertaking training for themselves and their teams
- f. Reporting health, safety and security concerns.

4.1.3 Student responsibilities

- a. Undertaking activities in a manner that complies with health and safety requirements, and that do not adversely affect the wellbeing of others
- b. Acting in accordance with the purpose and objectives in this policy
- c. Reporting health, safety and security concerns.

4.2 Emergencies

AIE Institute ensures emergency procedures clear and available in all possible locations. These procedures cover: medical emergency, fire and smoke, evacuation procedures, internal emergency, external emergency, armed hold up/personal threat and bomb threat/suspect object and provide clear instructions to staff or students or anyone who may be required to act. In the case of the Canberra Campus and Sydney Campus, these are:

- a. Emergency Procedures Guide
- b. Emergency Evacuation Diagram

4.3 Critical Incidents in relation to safety and emergencies

A critical incident in relation to safety and emergency situations, includes any traumatic event or threat of an event within or outside Australia, which causes extreme stress, fear or injury but not necessarily causing death. Critical incidents may include events such as:

- a. Missing students
- b. Severe verbal or psychological aggression
- c. Death, serious injury or any threat of these
- d. Natural disaster
- e. Issues such as domestic violence, sexual assault, drug or alcohol abuse.

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

Please dial: 02 6162 5131 for the Canberra Campus Manager

02 8514 8800 for the Sydney Campus Manager

If after hours, dial the appropriate emergency services

4.3.1 Response and reporting

When a staff member feels that a critical incident has occurred or is about to occur:

- a. The staff member must first contact emergency services where required and then contact the Campus Manager on: **02 61625131 for the Canberra Campus Manager**
02 85148800 for the Sydney Campus Manager

- b. Campus Manager must contact, where relevant:

- I. The police (**for life threatening or emergency situations only, dial 000**):

- Local police services, Canberra campus:** Police emergencies, call: 000

- Police non-emergencies, call: 131 444

- Local 24hr open police stations:

- a. **Call:** 02 6256 7777 / **Address:** 16/18 London Cct, Canberra City, 2601
 - b. **Call:** 02 6256 7777 / **Address:** Cnr Benjamin Way & Market St, Belconnen, 2617

- Local police services, Sydney campus:** Police emergencies, call: 000

- Police non-emergencies, call: 131 444

- Local 24hr open police stations:

- c. **Call:** 02 9265 6499 / **Address:** 192 Day St, Sydney, 2000
 - d. **Call:** 02 8220 6399 / **Address:** 132 George St, The Rocks, 2000

- II. The Department of Home Affairs

- III. The overseas student's family

- IV. Any other relevant organisations that may be able to assist in such a situation, such as community organisations or phone counselling services.

- c. A *Critical Incident Report Form* is to be completed by the appropriate staff member involved in the incident or notification of the incident, ensuring privacy is maintained at all times
 - d. The report is completed/verified by the Campus Manager and given to the CEO
 - e. The *Critical Incident Report* should contain as much information as possible and indicates the people directly involved in the incident
 - f. The *Educational Services for Overseas Students Act 2000 (ESOS Act)* requires AIE Institute to notify the Department of Home Affairs as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance, the incident should be reported via the Provider Registration and International Student Management System (PRISMS).

While reporting incidents, AIE Institute considers the [Australian Privacy Principles](#) and also refers to state or territory legislation or other regulatory requirements relating to privacy principles appropriate to the jurisdiction in which they operate.

4.3.2 Action plan post-incident

Following the critical incident, the CEO assesses the critical incident and implements a plan of action. Where required, a meeting with appropriate staff/students is organised to determine issues and responsibilities relating to:

- a. Risk assessment and response actions

- b. Emergency and other services
- c. Students' relatives and other appropriate contacts
- d. External entities
- e. Counselling of students and staff
- f. Media management.

Should the incident involve an international student, AIE Institute provides support to their family in the form of:

- g. Hiring interpreters
- h. Making arrangements for hospital/funeral/memorial service/repatriation
- i. Obtaining a death certificate
- j. Assisting with personal items and affairs, including insurance issues
- k. Assisting with visa issues.

4.3.3 Review of critical incident

Where a critical incident has occurred and been reported to the Department of Home Affairs, AIE Institute reviews the specific critical incident. The review involves those members initially involved in the action plan meeting and ensures:

- a. Any required actions, such as de-briefing, counselling and prevention strategies are completed
- b. All staff and students involved in the critical incident are informed of all outcomes from the incident
- c. A recommendation regarding the response to the critical incident is documented and included in the continuous improvement plan, where relevant
- d. Any further follow up required is documented and responsibilities allocated to appropriate staff.

4.3.4 Critical incident records

Records maintained to document and record the response to a critical incident, where relevant, are:

- a. *Critical Incident Report Form* (available on the staff intranet)
- b. Crisis Management Team meeting minutes, including initial meeting, meetings throughout the critical incident and the review meeting after the critical incident
- c. *Risk Register, Risk Status Report and Risk Treatment Plan*, as per the *Risk Management Framework*
- d. Meeting minutes of relevant additional meetings
- e. Recommendations for mitigation or improvement to a critical incident response entered in the *Continuous Improvement Plan*
- f. Critical Incidents are recorded in the *Critical Incident Register*.

AIE Institute maintains a written record of any critical incident and remedial action taken for at least 2 years after the international student ceases to be an accepted student under the *ESOS Act*, as specified by *Records Management Policy and Procedure*.

4.4 Safety

AIE Institute promotes the safety of its community by ensuring that:

- a. There is adequate lighting, which is maintained at an appropriate standard
- b. Fire equipment is regularly serviced according to regulatory requirements
- c. The AIE Institute community is made aware of the relevant procedures in the event of an emergency.

4.4.1 Student health and safety

AIE Institute provides advice and suggestions on health and safety to students in a number of ways, including notices and communications. An example is at Appendix A.

4.5 Complaints and appeals

If a student is not satisfied with a decision related to this policy, they may seek an appeal as outlined in *Student Grievance Policy and Procedure*.

If a staff member is not satisfied with a decision related to this policy, they may seek an appeal as outlined in *Staff Grievance Policy and Procedure*.

5 Definitions

Campus means the buildings, general facilities, grounds - that is, the physical environment of AIE Institute.

Crisis refers to an incident, emergency or other set of circumstances, which significantly threatens the operations of AIE Institute.

Crisis Management Team (CMT) means the AIE Institute's Crisis Management Team which manages and leads individuals, communicates important information to all departments and analyses the problem and potential dangers caused by a crisis or critical event. Roles on the AIE Institute CMT include, but are not limited to, members of the executive team, a representative from the Board of Directors and a Communications and Marketing Manager (or external consultant).

Critical Incident means an event (e.g. alarm, small chemical spill), which requires an immediate response, but can be managed relatively quickly using local resources, possibly with the assistance of the Emergency Services.

Emergency means an incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.

PRISMS is the Provider Registration and International Student Management System (PRISMS) used to process information given to the Secretary of the Department of Education and Training by registered providers.

6 Related documents

The following policies and procedures are related to this policy:

- a. Business Continuity Plan (including Disaster Recovery)
- b. Critical Incident Report Form
- c. Critical Incident Register
- d. Diversity, Equity and Fair Treatment Policy and Procedure
- e. Health and Wellbeing Policy and Procedure
- f. Records Management Policy and Procedure
- g. Risk Management Framework
- h. Risk Management Register
- i. Staff Grievance Policy and Procedure
- j. Staff Recruitment and Performance Policy and Procedure
- k. Student Grievance Policy and Procedure

The following legislation is relevant to this policy:

- l. Educational Services for Overseas Students Act 2000 (ESOS Act) (Cth)
- m. Work Health and Safety Act 2011 (Cth).

7 Review

Annually from commencement.

8 Accountabilities

The Board of Directors is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff.

Appendix A: Health and safety information

Tips for students to maximise their personal safety and make sure they know what to do in an emergency or unsafe situation. The following advice is provided to students:

- a. Take responsibility for your own actions and do not put yourself or others at risk of injury or illness
- b. Be careful and do not be distracted by your mobile phone, iPod, or other mobile device
- c. Don not come to AIE Institute if you are sick, use good cough etiquette, and wash your hands frequently
- d. If you have a medical condition or disability that could impact on your health or safety, please disclose this confidentially to relevant staff members. This allows for appropriate precautions to be taken to prevent injury or illness. In some cases, specific first aid requirements may be needed
- e. Follow local safety rules, established safe work practices and reasonable directions given by staff
- f. Ask questions if you are not sure about the safety aspects of proposed activities
- g. Report incidents, hazards and other safety concerns to relevant staff.