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1. Purpose

Analytics Institute of Australia (AIA) is committed to providing an environment that conforms to all legislative requirements in respect to providing an environment that is safe and has well-maintained physical and electronic resources and infrastructure. The purpose of the policy is to provide guidance and direction for managing critical incidents that may occur.

2. Scope

The critical incident policy outlines the basic responsibilities for occupational and environmental health and safety concerns at AIA, stresses efforts to reduce accidents, ensures compliance with applicable health and safety regulations, and emphasizes AIA's commitment to a safe and healthy operation.

The Chief Operating Officer oversees monitoring safety at the campus and manages and reviews the safety policy annually, to meet current needs.

This Policy also applies to incidents occurring when a student is undertaking a professional placement or work experience for a Work Integrated Learning component of their course

3. Principle

Protecting the health and safety of AIA staff, students, visitors, and the environment is of primary concern, and AIA takes an active role in identifying hazards before injuries and illnesses occur. An effective critical incident policy benefits the AIA's community by reducing illnesses and injuries, preventing property damage, and preserving the environment. AIA will make every reasonable effort to promote, create, and maintain a safe and healthy environment through adherence to basic safety principles, sound management practices, and compliance with applicable federal, state, and local standards. At all times the AIA will be fully compliant with Section 6.8 of the National Code.

Definition of a critical incident

A critical incident is a traumatic event, or the threat of such which causes extreme stress, fear or injury and has the potential to affect the safety and well-being of AIA's students, staff, and visitors in a dangerous or tragic way.

Critical incidents include, but are not limited to:

- Serious injury or death
- Sexual assault, harassment, or abuse

- Violence or threats of violence
- Robbery with threat of violence
- Sudden or unexpected death or suicide of a work colleague, student, or teacher
- Natural disasters
- Hazards including fire, chemical exposure, or structural collapse
- Threat to IT systems including shut down of systems
- Bomb threats
- High publicity violent crimes
- Any incident that is charged with extreme emotion

Reporting of an incident and subsequent steps for handling an incident:

- All incidents are first reported to **the COO** or their nominee, who is accessible at the time of the incident.
- The **COO** investigates the reported incident and extracts as many facts as possible to identify the staff/student/visitor involved and the system or property affected.
- On knowing what the incident is, and the persons involved, corrective steps need to be taken immediately. These could be:
 - Seeking emergency assistance – Police, Ambulance, Fire Brigade as required
 - Notifying the **CEO and Senior Leadership Group** as necessary to assist with managing the incident
 - Notifying security contractors if the incident is related to on-campus activities.
 - Making immediate contact with the family member of the staff/student involved.
 - Providing ongoing support to the individual and other affected people as required such as counselling, medical support, and academic support.
 - If required, making arrangements for the concerned individual to return home, or any other place, considered suitable.
 - Notification to TEQSA if required under Material Change Notification provisions, or if the incident represents a risk to the Institute ongoing compliance under the TEQSA Act (2011) as a registered higher education provider, or CRICOS registration.
 - Contact with the Department of Home Affairs (DHA) for all international students studying in Australia on a student visa that have been involved in or affected by a critical incident.
 - Contact with other regulatory or accreditation bodies as required.
 - Coordinating with consulate or embassies, as required.
 - Arranging for emergency travel/funds if required.

d. A critical incident log should be maintained throughout the event by the **COO**. This should include:

- Describing the incident, date, time, and location
- Actions taken to manage the incident
- Persons involved, witnesses including full contact details.
- Details of notification and liaison with government agencies or representatives contacted, including TEQSA and the Department of Home Affairs (DHA) in relation international students studying onshore in Australia.
- After the event, the COO should provide a full report detailing the Critical Incident to the **CEO**.
- A debriefing meeting will be held with those involved in managing the incident to discuss the report and how the incident was managed. Further, the group may make recommendations on how to improve the response to the incident. The critical incident will be entered into a formal incident register and the file will be held for reference of any agencies/persons that may need to refer to the same. The COO should ensure recommendations from the meeting are implemented.
- The **CEO** will ensure that the critical incident log and other analysis are reported annually to the Audit and Risk Committee and Board of Directors.
- All documentation relating to critical incidents must be retained by the AIA for at least 2 years after the student ceases to be an accepted student, for administrative and legislative purposes and for review in scheduled audit processes.

Safety Inspections

Part of the mission of the **COO** is to provide a safe environment for the students, staff, and visitors. These objectives are achieved through inspections, environmental surveillance, training, hazardous chemical management, and policy reviews. Efforts are channeled into several specialty areas including security, fire protection, occupational health and safety, asbestos management, environmental health, emergency planning and risk management.

Liaising with Area Managers, the **COO** conducts on-site inspections, recommends methods to correct hazardous conditions, develops regulations, provides training to employees and students, investigates accidents, occupational illnesses, maintains records, and monitors and evaluates program performance. The purpose of the program is to improve the safety and health of the work environment by reducing hazardous conditions that can cause occupational illnesses and injuries.

Student Responsibilities

Should they be involved in any serious incident, students must immediately notify the **COO** and the **Dean of Students**. Direct contact phone numbers are provided to students as part of their orientation information and personal identification cards.

Safety Audit

- a) Safety audits by external and appropriately qualified auditors of campus will be conducted on a scheduled basis as recommended by the Audit & Risk Committee (ARC) and approved by the Board of Directors in line with Occupational and Health Safety requirements or equivalent in each jurisdiction in which the AIA operates. The ARC is responsible for developing the scope of each audit against the relevant Occupational Health and Safety Standards and associated legislation applicable to each location.
- b) Each safety audit will be reviewed by the COO, the ARC and the Board of Directors. The outcome and ratings of the audit will be used to develop a rectification policy (if necessary, to address risk areas), an improvement policy (to mitigate risk) and/or changes to relevant policies or practices.
- c) The ARC will use the findings, outcomes, and response of the audit to inform regular risk management processes and risk ratings as set out in the *Risk Management Policy and Procedures*.

Fire Safety Plan

The Fire Safety Plan, based on the format recommended by the VIC Fire Brigade or the local Fire Safety authority provides instructions for identifying, monitoring and addressing fire safety issues.

Fire Suppression Equipment

AIA maintains various fire suppression systems on campus including fire extinguishers, standpipes and fire hose reel water pumps strategically placed throughout. The **COO's office** maintains an inventory of all fire extinguishers.

While readily available, no one is encouraged to use a fire extinguisher unless they have received training in its use. Under no circumstances is anyone to endanger themselves or others in an attempt to extinguish a fire.

Drills

Fire drills are carried out regularly under the guidance of the **COO**.

Reports

Deficiencies concerning unsafe conditions are reported to the building lessors in the inspected building by the **COO**. If the **COO** discovers a condition considered unsafe, it will be reported for immediate correction.

Procedures to be followed in the event of student death

- a. In the event of a death of an AIA student, the COO, must contact the local police and/or ambulance officers immediately and direct to the site.
- b. The COO should advise the CEO, the Dean of Students, and the relevant Course Convenor of the incident immediately after notifying police. The following details should be provided:
 - i. student name;

- ii. student number;
 - iii. course, campus and the duration the student attended the School;
 - iv. date of birth;
 - v. date of death (if known);
 - vi. cause of death (if known);
 - vii. detailed circumstances of death;
 - viii. name of next of kin; and
 - ix. contact address for next of kin.
- c. Affected students and staff should receive counselling or other similar support as required.
 - d. The COO liaises with the next of kin and/or relevant embassy or consulate for handling of repatriation and insurance information.
 - e. A memorial service will be organized by AIA for fellow students, staff and family to attend.
 - f. The relevant Course Convenor will check the student's course progression in case the student may be eligible for a posthumous award or for a refund of fees paid. The relevant Course Convenor will then determine whether an application for a posthumous award should be lodged for consideration by the Academic Board.
 - g. If the deceased is an enrolled international student studying in Australia there are additional reporting requirements under the *Education Services for Overseas Students Act 2000* (ESOS Act) as follows:
 - As soon as practical, **the COO** must advise the Australian Government, Department of Education and Training, TEQSA, the Department of Home Affairs (DHA), Education Provider Liaison Officer of the details and circumstances of death.
 - PRISMS database should be updated ensuring that the Liaison Officer may prevent a letter being sent to the student's most recent recorded address thus minimizing the possibility of further distress for the student's family.

Procedures to be followed in the event of staff death on campus

- a. In the event of the death of a staff on campus, the COO, must contact the local police and/or ambulance officers immediately and direct to the incident site.
- b. A security official from the AIA should direct against anyone entering or leaving the area or touching the victim or any property until the police arrive.
- c. The COO should advise the CEO, and reporting manager of the incident immediately after notifying police. The following details must be provided:
 - i. Staff name;
 - ii. Staff code;

- iii. Place of incident
- iv. Date of death (if known);
- v. Cause of death (if known);
- vi. Detailed circumstances of death;
- vii. Name of next of kin; and
- viii. Contact address for next of kin.

d. The **COO** must:

- i. liaise with the law enforcement agencies and the coroner's office, if appropriate, to arrange notification to the family of the deceased.
- ii. act as the primary point of contact for the family of the deceased.
- iii. draft and disseminate an announcement to the staff member's and colleagues.
- iv. liaise with the next of kin and/or relevant embassy or consulate for handling of repatriation
- v. distribute the completed Death of a Staff Member Incident Report

A memorial service will be organized for fellow students, staff and family to attend.

Procedures to be followed in the event of staff death off campus

- a. The person receiving the information must communicate the same to the **COO**. The following details must be provided:
 - i. Staff name;
 - ii. Staff code;
 - iii. Place of incident
 - iv. date of death (if known);
 - v. cause of death (if known);
 - vi. detailed circumstances of death; vii. name of the informer
 - viii. name of family member/next of kin
- b. The **COO** must :
 - i. advise the reporting manager.
 - ii. coordinate all communication with the family.
 - iii. draft and disseminate an announcement to the staff member's department and colleagues.
- c. A memorial service will be organized for staff, students, and family to attend.

Emergency Contact Details for each location

The AIA ensures that each location has a nominated Emergency Contact, and these details are displayed at prominent areas at the location and also detailed in the campus handbook.

4. Critical Incident Training Scenarios

The Chair of the Audit and Risk Committee shall ensure that Critical Incidents are a focus of regular Committee meetings and that these meetings include regular tabletop scenarios across a range of potential incidents.

Learnings from these scenario exercises will inform critical incident planning and may lead to changes to AIA's Critical Incident Management Procedures as well as its Risk Register.

5. Responsibilities

The COO has responsibility for maintenance of this policy

6. Legislation and Associated Documents

The *Tertiary Education Quality and Standards Agency Act 2011* and the *Education Services for Overseas Students Act 2000* have reporting requirements relevant to this policy.

7. Supporting Information

- Campus handbook (for details of Campus Safety and Emergency Procedures)
- Staff Sexual Assault and Sexual Harassment Policy
- Sexual Assault and Harassment Policy – Student

Version history

Version		Approval Date	Details
1.0	Audit & Risk Committee	30/09/2020	
1.1	Audit & Risk Committee	17/01/2022	Additional statements and clauses added to Principles, record keeping and Addition of Point 4.

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