

Safety, Emergency and Critical Incident Policy and Procedure

1. Purpose and Scope

This policy provides a framework for the response to and management of safety, emergency and critical incidents at the Academy of Interactive Entertainment. This policy contributes to AIE's provision of a safe and secure learning and working environment.

The scope of this policy is all staff, all domestic and international learners, and all visitors and contractors at AIE-owned and -operated buildings.

2. Critical Incident Policy

AIE provides appropriate, effective and speedy responses to and management of critical incidents. AIE has a Risk Management Team who identifies potential critical incidents and develops management plans to control risks. In the event of a critical incident, AIE uses a Crisis Management Team to address the critical incident. Managing critical incidents ensures all learners can continue to undertake and complete their course.

3. Implementation

The Board of Directors is responsible for the approval of this policy after it has been drafted or reviewed by the Risk Management Team.

The policy is to be implemented via induction and training of staff and distribution via the AIE intranet and other publications as required.

4. Procedure/s

4.1. Critical Incidents

A critical incident is 'a traumatic event, or the threat of such (within or outside of Australia), which causes extreme stress, fear or injury' (*National Code 2018*). Critical incidents include, but are not limited to:

- 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, physical, sexual or other abuse
- f. Other non-life threatening events.

4.2. Responsibilities

4.2.1. AIE

As a registered training organisation (RTO), AIE must ensure its campuses are safe for work and learning. It does this via:

- a. Creating, distributing and implementing documentation to ensure staff and learner safety:
 - I. Business Continuity Plan (Including Disaster Recovery)
 - II. Risk Management Framework
 - III. Safety, Emergency and Critical Incident Policy and Procedure (this document)
 - IV. Work Health and Safety Policy and Procedure
- b. Maintaining regulatory compliance
- c. Identifying and controlling workplace hazards, and reviewing risk management plans
- d. Maintaining buildings, facilities and systems, and purchasing necessary materials and equipment that comply with regulatory requirements
- e. Providing appropriate resources to ensure safety and security is maintained

4.2.2. Staff Responsibilities

AIE staff must:

- a. Comply with all safety and security directions
- b. Not adversely affect the wellbeing of others
- c. Promote and support safety and security among staff and learners
- d. Distribute this policy as part of employee induction
- e. Organise and undertake training for themselves and their teams, and monitor performance
- f. Report health, safety and security concerns

4.2.3. Learner Responsibilities

Learners must:

- a. Comply with all safety and security directions
- b. Not adversely affect the wellbeing of others
- c. Report health, safety and security concerns

4.2.4. Risk Management Team

The Risk Management Team conducts risk assessments to identify potential critical incidents against the *Risk Management Framework*. A *Risk Treatment Plan* is then developed to either prevent the critical incident from occurring or to respond to a critical incident quickly and effectively.

The Risk Management Team:

- a. Assesses risks and analyses hazards and situations which may require emergency action
- b. Develops and implements a *Risk Treatment Plan* for each identified critical incident.

Risk Treatment Plan templates are stored on MyAIE. Completed plans are stored in the Risk Management Teams site and are reviewed annually.

4.2.5. Crisis Management Team

If a critical incident occurs, the CEO invokes the Crisis Management Team (CMT). CMT membership is flexible according to the type of incident and its location. Broadly, the CMT is a temporary team of AIE employees who oversee communications and response plans during a critical incident.

See *Business Continuity Plan (Including Disaster Recovery)* for more information about the CMT.

4.3. Critical Incident Process



4.3.1. Reporting Critical Incidents

Critical incidents must be reported immediately. **Contact emergency services first**, and then call:

- Administration on the phone numbers listed on the [Campus pages](#) of the AIE website
- CEO
- Head of School
- National Compliance Officer.

4.3.1.1. Emergency Services

EMERGENCIES – Call 000		
<i>Use this number in an emergency or life threatening situation.</i>		
POLICE ASSISTANCE LINE – Call 13 14 44		
<i>Use this number if requiring police assistance with no immediate danger.</i>		
Local Police Station Contact Details		
Adelaide	Adelaide Police Station: Phone: 08 7322 4800 Address: 176 Grenfell Street, Adelaide SA 5000	Norwood Police Station: Phone: 08 8207 6800 Address: 38 Osmond Terrace, Norwood SA 5067
Canberra	Canberra City Police Station: Phone: 02 6256 7777 Address: 16/18 London Circuit, Canberra City ACT 2601	Belconnen Police Station: Phone: 02 6256 7777 Address: Corner of Benjamin Way and Market Street, Belconnen ACT 2617
Melbourne	Melbourne West Police Station: Phone: 03 8690 4444 Address: 313 Spencer St, Docklands VIC 3008	Melbourne East Police Station: Phone: 03 9637 1100 Address: 202 Bourke St, Melbourne VIC 3000
Sydney	Day Street Police Station: Phone: 02 9265 6499 Address: 192 Day St, Sydney NSW 2000	The Rocks Police Station: Phone: 02 8220 6399 Address: 132 George St, The Rocks NSW 2000

4.3.1.2. Incident Immediate Notification Form

As early as possible, the CMT should complete an *Incident Immediate Notification Form*.

4.3.1.3. Incidents Involving International Learners

Notify the Department of Home Affairs (DHA) as soon as practicable if an incident occurs to an international learner or if an incident causes an absence affecting the learner's attendance. In the case of a learner's death or other absence affecting the learner's attendance, the incident must be reported to DHA via PRISMS. See the DHA contact details below.

Website:	https://www.homeaffairs.gov.au/
Contact:	https://www.homeaffairs.gov.au/help-and-support/contact-us

4.3.2. Responding to Critical Incidents

In the event of a critical incident, the following steps must be taken:

- a. Evacuate the building, if necessary, following the local *Emergency Evacuation Procedures*, which are posted throughout the campus
- b. Contact appropriate emergency services
- c. Keep the Crisis Management Team updated.

4.3.2.1. International Learner Crisis Management Checklist

If a critical incident involves an international learner, the relevant Head of School completes the *International Learner Critical Incident Checklist*.

4.3.3. Post-Incident

4.3.3.1. Incident Immediate Notification Form

The Crisis Management Team completes an *Incident Immediate Notification Form*. Copies are stored in the Risk Management Teams site and are uploaded to affected learners' files in the student management system (SMS).

4.3.3.2. Facilities Investigation

If the critical incident involved AIE property in any way, the Facilities department investigates using the *Incident Investigation Report Form*. The incident is recorded in the *Hazard and Incident Register*.

See the Facilities procedures outlined in *Work Health and Safety Policy and Procedure*.

4.3.3.3. Crisis Management Team Processes

The CMT reviews the management of the critical incident using the *Critical Incident Recovery Checklist*. The CMT also prepares and actions a *Business Continuity Recover Plan*.

See *Business Continuity Plan (Including Disaster recovery)* for more information.

4.3.3.4. Review of Risk Treatment Plan

The Risk Management Team reviews the *Risk Treatment Plan* previously developed for the critical incident. If areas for improvement are identified, the plan is amended and re-implemented. If no plan existed, the Risk Management Team prioritises the creation of a new plan and adjusts the *Risk Register* accordingly. See *Risk Management Framework* for more information.

4.3.3.5. Support Services

Administration can refer learners to the following support services if required:

Referral Service Available	Contact Details
Lifeline Lifeline provides individuals experiencing a personal crisis with access to online, phone and face-to-face support and suicide prevention services.	Phone: 13 11 14 https://www.lifeline.org.au/
Kids Helpline Kids Helpline offers free 24 hour, 7 day telephone counselling support (including anonymous support) to 5–25 year-olds who feel depressed, worried, sad, angry or confused about their studies, relationships, and other aspects of life.	Phone: 1800 551 800 https://kidshelpline.com.au/
DrugInfo DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms.	Phone: 1300 85 85 84 https://adf.org.au/resources/druginf o/
Reading and Writing Hotline The Reading and Writing Hotline provide advice and referrals to one of 1200 providers of courses in adult literacy and numeracy.	Phone: 1300 655 506 https://www.readingwritinghotline.edu.au/
Centrelink Centrelink delivers social security payments and services to approved individuals.	Phone: 1800 057 111 https://www.servicesaustralia.gov.au/individuals/centrelink
Australian Apprenticeship Support Network (AASN) Australian Apprenticeship Support Network providers handle all matters related to traineeships and apprenticeships.	Phone: 13 38 73 https://www.apprenticeshipsupport.com.au/Home

Additional support services may be provided at the discretion of the CMT.

4.4. Records

All safety, emergency and critical incident records are retained according to the Record Retention and Disposal Schedule in *Information and Records Management Policy and Procedure*.

4.4.1. Privacy and Access to Records

AIE adheres to the Australian Privacy Principles (APPs) and the *Learner Privacy Policy and Procedure* when collecting personal and sensitive information during and after critical incidents.

If a learner would like to access or correct their personal and/or sensitive information AIE has collected, they may contact the relevant Campus Administration via email or by submit an *Access/Correct Personal Information Form*.

5. Definitions

The following definitions apply to this policy:

Term	Definition
Crisis	An incident, emergency or other set of circumstances, which significantly threatens the operations of AIE.
Crisis Management Team (CMT)	The 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.
Critical Incident	A traumatic event, or the threat of such (within or outside of Australia), which causes extreme stress, fear or injury.
Emergency	An incident that becomes more serious and requires coordination to address the wider implications. An emergency usually involves intervention by Emergency Services.
Provider Registration and International Student Management System (PRISMS)	An Australian Government system in which education providers must complete reports in.

6. Related Documents

The following internal documents are related to this policy:

- a. Business Continuity Plan (Including Disaster Recovery)
- b. Incident Immediate Notification Form (Learners)
- c. Incident Immediate Notification Form (Site Visitors)
- d. Incident Immediate Notification Form (Staff)
- e. Incident Investigation Report Form
- f. Information and Records Management Policy and Procedure
- g. Records Management Policy and Procedure
- h. Risk Management Framework
- i. Risk Register and Risk Status Report
- j. Risk Treatment Plan
- k. Work Health and Safety Policy and Procedure.

The following legislation and standards are related to this policy:

- l. Learner Handbook
- m. National Code of Practice for Providers of Education and Training to Overseas Students 2018
- n. Privacy Act 1988 (Cth)
- o. Privacy Amendment Act 2014 (Cth)
- p. Standards for Registered Training Organisations (RTOs) 2015.

7. Review

This policy will be reviewed annually by the Risk Management Team.

8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	First version of document.	-	-	-
1.1	Style update.	Casey Gregory (Manager, Planning and Implementation)	-	17 January 2017
2.0	Restructured, updated and expanded.	Nick Markesinis (Intranet Content Coordinator) Linda Burrows (National Compliance Officer) Charlotte Pichelmann (National Compliance Administration Support)	BOD	29 August 2022