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Critical Incidents Procedure

Purpose

The purpose of this document is to outline to students and employees the procedures to follow in the event of a critical incident.

Scope

This procedure applies to all students enrolled at AIAC and employees of AIAC. All employees are to be familiar with this procedure and associated policy.

Student Contact Officer

The SCO is your official point of contact whilst studying at AIAC.

The AIAC SCO is:

Ashlee Fell

operations@aiacollege.com

0413 239 537

In the event that the SCO is unavailable, a stand in SCO will be appointed. The RTO Compliance Officer is to email all staff and students the name and contact details for the stand-in SCO as soon as reasonably practicable.

AIAC Safety Manager

The AIAC SM is:

Greg Parnell

safety@aiacollege.com

0448 003 247

Safety Management System

AIAC has in place a comprehensive Safety Management System (SMS) relating to aviation matters. This can be found in the Part 142 Exposition (P142E), volume 5. The SMS and the associated Emergency Response Plan (ERP) takes priority over this critical incidents policy and procedure in the event of an emergency. For the purpose of the CI policy and the SMS, an emergency that requires the actioning of the ERP is defined as

‘an event involving a company operated aircraft that warrants emergency services from the public sector – i.e. police, fire, and ambulance’ (142 Exposition, 5B1.1).

In the event of an emergency as defined above, follow the procedures of the ERP.

The SMS is designed to alert all personnel of potentially unsafe situations and conditions to facilitate the development of procedures, practices and a safety culture that will prevent future accidents and incidents. You will receive on campus training regarding our SMS during your orientation. AIAC recognise that we have a duty of care for our students during your time at college, whether you are on campus or at home, at the beach or other locations. We also understand that many students may not have family members nearby to care for them.

As part of your training at AIAC, you will be required to familiarise yourself with the 142 exposition. The SMS can be found in Volume 5. In short, the SMS contains information on:

1. Hazards & Risks
 - a. Definitions of hazards & Risks
 - b. Methods of identifying hazards
 - c. Reporting hazards
2. Risk Assessment
 - a. Safety Risk Tolerability, acceptability & mitigation
3. Defences
 - a. Identifying, Implementing & Evaluating
4. Accident & Incident procedures
 - a. Accident & Incident reporting

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5. SMS Auditing
6. Investigation procedures
7. SMS Training

Hazards may be identified through actual safety events – *accidents or incidents*, or they may be identified through proactive processes aimed at identifying hazards before they precipitate into an occurrence.

Definitions

The National Code defines a 'critical incident' as: '*A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.*' CI's may relate to physical or psychological harm. CI's are not limited to, but could include:

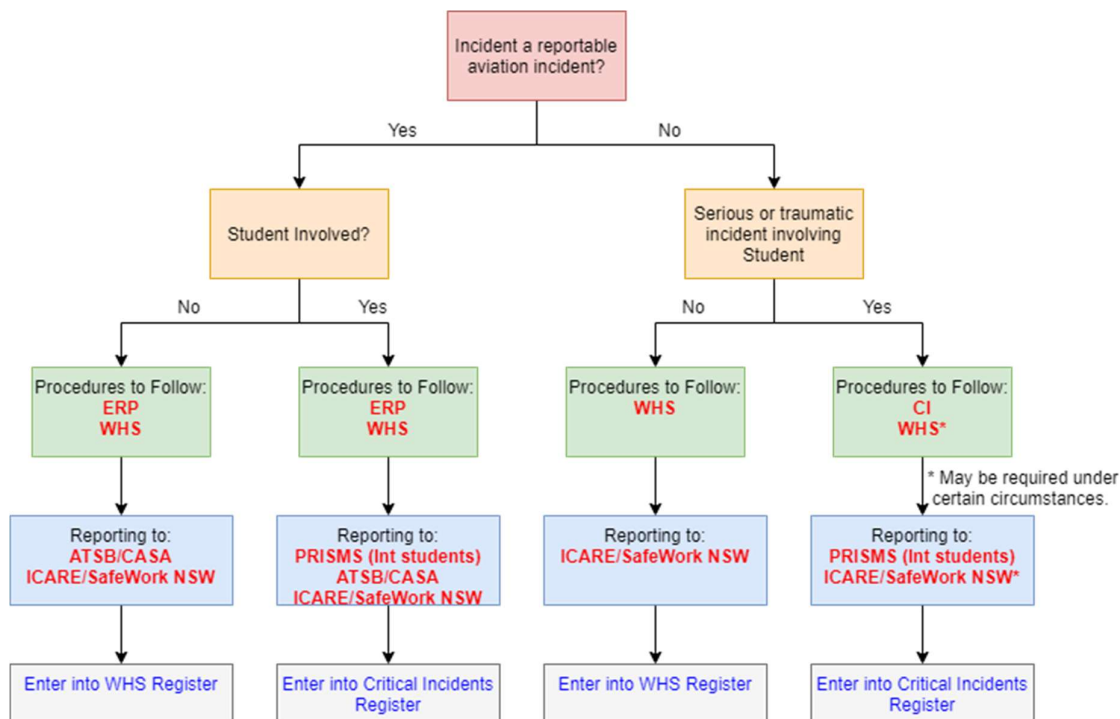
- missing students (5+ days)
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- serious and ongoing illness affecting the student's ability to study or complete the course
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Any other traumatic event that could potentially or actually hinder the student's progress or ability to complete the course.

- ♥ Please note, the nearest defibrillator is located in the Main terminal building at the Port Macquarie Airport.



1 Critical Incidents Procedure

The P42E Safety Management System, the AIAC WHS policy and the Critical Incidents policy make up AIAC's overall safety policy and procedures. One or more of the above may need to be implemented in the even of a critical incident as per the below chart (guide only).



The WHS policy, procedure and forms can be found on the server or by contacting HR at info@aiacollege.com. The Emergency response plan is found in the 142 Exposition, volume 5 or by contacting the Safety Manager at safety@aiacollege.com.

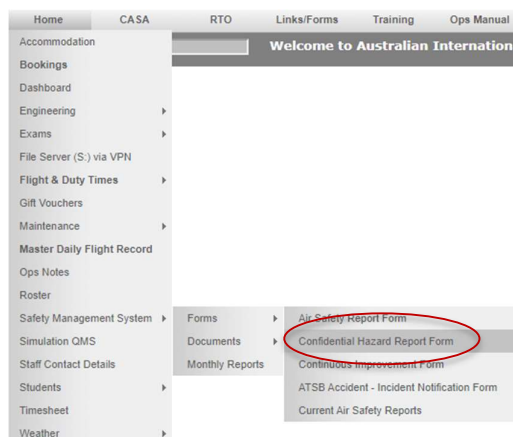
1.1 Emergencies

An emergency is an event involving a company operated aircraft that warrants emergency services from the public sector – i.e. police, fire and ambulance. In the event of an emergency, follow the emergency Response Plan (ERP) in the P142E, part 5B or the safety manager.

For all non-aviation related incidents, refer to the following procedures.

1.2 Form 9B16 Hazard and Incident Report Form

The Hazard and Incident reporting form can be found in the intranet by going to the [Home] tab > [Safety Management System] > [Forms] > [Confidential Hazard Report Form]. Alternatively, contact the SCO or the Safety Manager for a copy. You will be briefed on submitting reports during your orientation. Once complete, email the form to safety@aiacollege.com.



1.3 On Campus CI's

If an incident or potentially hazardous situation occurs on campus, generally speaking there will be a staff member available to assist. If not, please seek one out as soon as possible. Any employee or student, who becomes aware of an accident, incident or potential incident, should report the matter to the Safety Manager or another staff member as soon as reasonably possible; after ensuring the safety of all parties involved.

If emergency services are, or might be required, the attending employee should follow the DRSABCD procedures straight away, and then report the incident to the safety manager. Personal and private information may need to be released to third-party organisations (i.e. Ambulance).

The Safety Manager will notify the Head of Operations. The severity of the incident will be assessed by the aforementioned parties to determine what action/s need to be taken. If the incident is deemed as not severe and can be resolved with available resources, the Safety Manager or a delegate will initiate relevant action to ensure the student/employee is supported and apply preventative measures (a record of the incident will need to be recorded and stored in the student or employees file).

For severe incidents that cannot be handled internally, the Safety Manager will form a safety committee involving the SM, the HOO and the SCO. After emergency services have been called, the Safety Committee is to develop a support plan (using document no. AIAC-RTO-FRM-031_v1 - Support or Intervention Plan) and monitor the student's recovery and re-integration into college. The plan will need to include notifying family members and keeping them informed. The incident is to be recorded in the Critical Incident Register (AIAC-QHS-RG-004_v1). A copy of the plan is to be added to the student file.

In the event of the death of a student, refer to the ERP, 5B3.


1.3.1 Spills – oil/water

All spills (oil, water, chemicals etc) need to be addressed immediately. Whilst a spill may not be a critical incident, spills have the potential to create numerous hazards including slipping over, chemical burns, skin/eye irritation etc. All chemicals/oils etc. have Material Safety Data Sheets (MSDS) attached or in close proximity to the chemical. In the event of a spill other than water, consult the MSDS before attempting to clean the spill. Protective equipment is available to help you clean spills. If you are unsure of what to do, consult the Safety Manager or another employee for assistance. Incident should be reported as above.

1.4 Off Campus CI's

Sometimes students may be involved in a critical incident whilst at home, at the beach, travelling to work, etc. Under the ESOS national code, AIAC have a duty of care for their students at all times. This information will be given to the student during orientation. If a CI occurs off-campus, the student should;

- Call emergency services on 000

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- Call the Safety Manager or the SCO or another employee. An AIAC employee will attempt to determine the severity of the incident over the phone. AIAC employees may need to call 000 on behalf of the student. The SM will advise the HOO and provide as much information as possible.
- The SM will form a safety committee as per point 1.3. The Safety Committee will plan an immediate response. This may be visiting the student or location, visiting the hospital, referring the incident to other emergency services or governing bodies, contacting next of kin, etc.

1.5 Missing Students.

If a student does not attend a scheduled flight lesson or class, the student's instructor should attempt to contact the student straight away. If the instructor is unable to contact the student, refer the matter to the SCO. The SCO is to advise the Operations Manager and mark the student absent in the student register.

Student absences become a critical incident if the student has been absent for 5 or more days.

The SCO is to continually try and contact the student during the first few days. After 1 day missing and no contact, the SCO will report to the OM and the HOO. After 3 days, if the student is still missing, the SCO will escalate the matter and report to the RTO Compliance Officer providing all available information. The RCO, HOO and SCO will meet to discuss all options which may include, but not limited to:

- ♥ Contacting Next of Kin
- ♥ Contacting Law enforcement agencies
- ♥ Checking social media profiles for clues
- ♥ Checking local hospitals

At the start of the 5th day and the student is still missing, the RCO is to report to the DoHA through PRISMS, detailing what actions AIAC have taken to find the student or resolve the issue.

1.6 Support plan

Any incident may require a Support or Intervention plan established for the student. The support plan is to provide details on any student support that may be needed. It also helps in outlining any follow up actions and aids in monitoring the student. The OM, in consultation with the HOO and the SCO will form the support plan. Refer to the Student Support policy & procedure for more information.

1.7 Other Actions

Depending on the situation/incident, the following may also apply:

- A WHS Injury report (document no, AIAC-HR-RG-002_v1) may need to be completed by the HOO or a delegate. The report should contain as much information as possible about the incident; people involved, location etc. Statements may also need to be collected.
- The incident may also need to be reported to Dept. of Home Affairs (DoHA) through PRISMS or other law enforcement agencies.
- If the incident will affect the students' ability to study, or if the student has been missing for 5 days or more, or in the case of death, DoHA must be informed.
- All reports, supporting documents, statements etc. are to be securely stored as per AIAC record management policy.
- The student may need to contact their health insurer.
- AIAC may also need to notify Icare (13 77 22) or SafeWork NSW (13 10 50) within 48 hours.
- The safety manager will determine whether the evacuation of a building/area is needed. After evacuation, a 'head count' will need to take place using the sign in/out register.
- Attempts will be made to contact the students' family or next of kin. An interpreter may be required.

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2 Follow-up Action

Based on the nature and severity of the incident, the HOO or a delegate will implement some or all of the following;

- As soon as practically possible, hold a group/individual debrief with relevant personnel. This may include counsellors, translators, family members etc. The purpose of the debrief will be to help the student and employees process what has happened and help identify if the student or employee requires further counselling or ongoing support. It can also be used as a tool to help improve the campus and prevent further incidents.
- Provide information on free counselling or support services within the community.
- Continue to monitor the student and his/her progress, looking for signs of lingering trauma.
- Family members may need to be informed of the students' progress.

Ongoing student support will be managed by the SCO, using the Support plan as a reference. The SCO is to report the student's progress to the HOO weekly until the student, SCO and HOO are confident that the matter has been resolved.

2.1 Delays in training

The incident may result in delays to the student's training. Under certain circumstances, the student may request a deferral from study. Refer to the Deferment, Cancellation & Withdrawal policy and procedures for more information.

2.2 RTO Reporting and Recording

The RCO location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g., employees, international or domestic student). All records will be stored with the students' files both electronically and physically in accordance with AIAC record keeping policy.

3 Emergency Employees & Evacuation plans

Evacuation plans and emergency contact lists can be found posted around each building that AIAC operate from.

4 The Review of policy and procedures

The Critical Incident policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the RTO Compliance Officer. The document map and control register (AIAC-QHS-RG-006_V1) will be used to manage the review schedule.

Date implemented	01/04/2021	Review date:	April 2023
Authorised by:	D. Murray	New version no.	1.1

4.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created	D. Murray	01/04/2021
1.1	22/02/2022	Updated SCO details	D. Murray	02/02/2022