McGibbon Institute of Trade and Business

Critical Incident, Health and Safety Policy and Procedure

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Purpose of the policy

This policy outlines the approach taken by McGibbon Institute of Trade and Business to ensure a safe and healthy environment for staff, students, contractors and visitors during their participation in work and training activities with the organisation.

This policy and associated procedures meet the requirements of Standard 4.3 of the Outcome Standards for RTOs and comply with other requirements in the Compliance Requirements, as well as Standard 6 of the National Code of Practice for Providers of Education.

Policy statements

Commitment to Health and Safety

- McGibbon Institute of Trade and Business is committed to protecting all individuals from harm to their health, safety, and welfare by eliminating or minimising risks associated with work and study environments.
- McGibbon Institute of Trade and Business encourages active participation, cooperation, and consultation with all staff in promoting and maintaining a healthy and safe workplace.
- All work and training environments will be routinely inspected to identify safety risks and hazards and to assess areas for improvement.

Induction and Training

- All staff will receive an induction that includes health and safety, as well as critical incident procedures. Ongoing training and updates will be provided regularly.
- Students will receive information about health and safety, critical incidents, and relevant contact officers during their orientation. Updates will be provided as required.

Risk Management and Incident Reporting

- McGibbon Institute of Trade and Business will ensure that, as far as possible, risk reduction measures are in place to reduce the likelihood of health and safety hazards and critical incidents.
- All staff, students, and other individuals are required to report any hazards or safety incidents as soon as they become aware of them.
- Immediate actions will be taken to respond to incidents, assess risks, and control hazards.
- All incidents that impact health and safety must be reported immediately by staff or students and will be responded to, investigated, and recorded. Steps will be taken to prevent recurrence.

Critical Incident Management

- In the event of a critical incident, McGibbon Institute of Trade and Business will take appropriate actions to maximise the safety of staff, students, and others involved.
- Post-incident support will be provided to affected individuals as required.
- The critical incident management process includes protocols for informing police, the Department of Home Affairs, and the student's parents, where appropriate.
- McGibbon Institute of Trade and Business's response to all critical incidents will be evaluated, and improvements will be identified and implemented where necessary.

Roles and Responsibilities

- A dedicated Health and Safety Representative has been appointed to liaise with individuals and ensure organisational compliance with health and safety requirements.
- A designated officer and/or critical incident team will manage all critical incidents.
- All staff are responsible for working safely, taking reasonable care for their health and safety, and considering the health and safety of others who may be affected by their actions.

Records Management

- Accurate records of all workplace hazards, risks, safety incidents, and workplace injuries will be maintained at all times.

Procedures

Procedures	Person Responsible
Workplace and Delivery Site Inspection. • Conduct annual WHS inspections using the WHS Checklist. • Inspect delivery sites before training begins. • Log discrepancies in the Critical Incident Register. • Manage identified hazards using hazard control procedures.	All Staff Health and Safety Representative
Access to Premises • Staff sign in/out daily. • Visitors use the visitor register. • Students are informed of procedures at orientation.	All Staff Health and Safety Representative Student Support Officers
Hazard Identification and Reporting • All staff are responsible for reporting workplace hazards as they are identified. Students are also asked to report hazards that they notice. • All hazards must be reported using the Critical Incident Report.	All Staff Health and Safety Representative Student Support Officers
Incident Reporting • Complete Critical Incident Report for workplace injuries. • First responder to seek help and medical aid if needed. • Log incidents in the Critical Incidents Register. • Investigate and assess to avoid recurrence.	All Staff Health and Safety Representative Student Support Officers
Critical Incident – Immediate Response (within 24 hours) • Assess the situation and consider any risks to your own safety before taking any action. • Alert the most senior staff member available where a critical incident is or is likely to occur. • Take over temporary control of the incident (where there is no threat to that person's safety). • Contact emergency services, ensuring that all details known about the incident are provided. • Action evacuation procedures if required and provide first aid or medical assistance. • Liaise with any other parties involved as required (e.g. police, doctors, hospital staff, embassies or consulates and other relevant professionals). • Contact and inform parents and family members of those involved in the incident. • Provide an officially agreed-upon response to the media and ensure that other staff involved are aware of the appropriate response to the media. • Keep appropriate and adequate records.	All Staff Health and Safety Representative Student Support Officers
Critical Incident – Secondary Response (48–72 hours) • Coordinate support, including counselling for those directly or indirectly involved.	All Staff Health and Safety Representative Student Support Officers

• Review legal issues, including advising the family of the process/access to assistance as required. • Provide staff and students with factual information about the critical incident, including organising a debriefing for all students and staff closely involved with the incident. • Restore McGibbon Institute of Trade and Business to routine, program delivery, and community life as soon as possible.	
Critical Incident – Ongoing Follow-up • Identify any other individuals affected by the critical incident and provide them with access to support services as required. • Debrief staff and students on an ongoing basis as required. • Where the incident results in a student's suspension or cancellation of studies, McGibbon Institute of Trade and Business will notify DET via PRISMS. • Provide appropriate support in the event of a serious injury or death, such as hiring interpreters, making arrangements for hospital/funeral/memorial service/repatriation, obtaining a death certificate, and assisting with issues such as insurance and visa issues. • Monitor the progress of all those affected by the critical incident, especially staff and students, for signs of delayed stress and the onset of post-traumatic stress disorder. • Manage long-term consequences such as insurance, inquests and legal proceedings.	All Staff Health and Safety Representative Student Support Officers
Critical Incident Report • On finalisation of the critical incident, prepare a Critical Incident Report. • Provide a copy of the critical incident report to the CEO.	CEO All Staff Health and Safety Representative Student Support Officers
Evaluation of Critical Incident Response • As soon as possible after the critical incident, meet to review the implementation of procedures and the effectiveness of the response. • Document any changes required to procedures based on the review. • Implement changes identified. • File copy of the review findings.	All Staff Health and Safety Representative Student Support Officers
Risk Assessment • For all identified hazards, a risk assessment will be conducted to determine the likelihood of someone being exposed to the hazard and the potential impact of this exposure. • The risk assessment is conducted to determine: how severe a risk is; whether existing control measures are effective; what action should be taken to control the risk; and how urgently the action needs to be taken. • Review available information about the hazard, including hazard reports, WHS legislation, Australian Standards, code of practice and personal experience. • Use the Risk Rating Matrix to determine likelihood, consequences, and risk level rating: Critical, Major, Moderate, Minor, Insignificant.	All Staff Health and Safety Representative Student Support Officers
Risk Control	All Staff

• Hazards should be dealt with in order of priority. Use the Hierarchy of Controls chart to determine hazard control options. Risk control measures should always aim as high in the hierarchy as practicable. • Urgent action is required for risks assessed as Critical or High Risk. This may include cessation of work, process or activity, or isolation of the hazard until a permanent solution is determined. • All hazards must be controlled to ensure staff and students are not injured, do not become ill and there is no damage to property and equipment. • Risks identified through this process must be recorded on the Risk Management Register.	Health and Safety Representative Student Support Officers

Document Control

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Appendices

1. Risk rating matrix

Risk level is determined by considering the likelihood of an event and its consequences.

Consequences / Likelihood	Rare	Unlikely	Possible	Likely	Almost certain
Catastrophic	Moderate	Moderate	High	Critical	Critical
Major	Low	Moderate	Moderate	High	Critical
Moderate	Low	Moderate	Moderate	Moderate	High
Minor	Very Low	Low	Moderate	Moderate	Moderate
Insignificant	Very Low	Very Low	Low	Low	Moderate

Source: http://www.worksafe.gov.au

2. Hierarchy of Controls

1	Eliminate the hazards – remove it completely from the workplace	If this isn't practical, then...
2	Substitute the hazard – with a safer alternative	If this isn't practical, then...
3	Isolate the hazard – as much as possible away from staff/students	If this isn't practical, then...
4	Use engineering controls – adapt tools or equipment to reduce the risk	If this isn't practical, then...
5	Use administrative controls – change work practices and organisation	If this isn't practical, then...
6	Use Personal Protective Equipment (PPE) – this should be the last option after you have considered all the other options for your workplace	If this isn't practical, then...

Source: http://www.worksafe.gov.au